

Spanning Backup for Microsoft 365 Admin Guide

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| | & Tenant Administrator | C tenar | tadmin@pinkstonfarms.com | σ | ۵ | Global Admin | |
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Getting Started

Thanks for selecting Spanning Backup for Microsoft 365! 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 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/4405748082833.

About this guide

This guide was written for individuals who administer Spanning Backup for Microsoft 365.

This guide contains the information you need to install and configure Spanning Backup for Microsoft 365, as well as how to use Spanning to restore data, export data from Spanning, and manage Spanning Backup for Microsoft 365. It's divided into functional parts intended to support you as you manage your environment.

Service Overview

Spanning Backup for Microsoft 365 provides these backup types:

- User Backups (Mail, Calendars, Contacts, and OneDrive) Accounts must be licensed to receive a backup.
- SharePoint Backups SharePoint is enabled by default for all trials. Please contact support@spanning.com to change this setting.
- Teams Channel Conversation backups Spanning provides automated backup of Teams data stored in SharePoint Online or OneDrive. In addition, you can opt to activate this free feature to backup Teams Channel Conversations.

Prerequisites

To administer Spanning Backup for Microsoft 365, the following are required:

- Microsoft 365 for Business or Microsoft 365 Enterprise Tenant
- A Microsoft 365 Global Administrator account
- A Spanning Backup for Microsoft 365 subscription

Installing Spanning Backup for Microsoft 365

Installing and configuring Spanning Backup for Microsoft 365 is quick and easy. The steps provided below guide you through the installation process and application configuration.



Getting Started

To install Spanning Backup for Microsoft 365

This procedure grants Spanning access to your Microsoft 365 tenant.

- 1 Log in to Microsoft 365 with a Global Administrator account.
- 2 Click this URL to install Spanning Backup: https://o365.spanningbackup.com/authorize.
- 3 On the Choose your Data Center Location page:
 - Choose the location where you would like your data to be stored by selecting the country of your choice.

Note: The storage location you select cannot be changed in the future.

• Check the box to accept the Mater Subscription Agreement.



- 4 On the Select Encryption Key Management page:
 - Select a key management option.
 - Note: If you opt to use self-managed encryption keys, configure the AWS Key Management Service as described in Spanning's <u>Customer Managed Encryption Keys</u> guide. Enter the ARN on the Select Encryption Key Management page before clicking **Continue to Spanning**.
 - Click Continue to Spanning.
- 5 Click Accept to grant API access to Spanning Backup for Microsoft 365.



Note: If you would like end-users to access Spanning Backup, you can add a custom tile for Spanning on the App Launcher in Microsoft 365. For details, see this article: <u>How do I add Spanning Backup for Office</u> 365 tile to the App Launcher?.

Congratulations! You have successfully installed Spanning Backup for Microsoft 365 and started your 14-day trial. If you have already purchased licenses directly through Sales or a partner, licenses will be provisioned for your tenant within 24 hours.

To start protecting your data, proceed to "Licensing accounts".

Licensing accounts

Now that you have authorized Spanning Backup and begun your trial, you must license the accounts that you want to back up. Once licenses are assigned, Spanning begins running daily backups of each licensed user's Mail, Calendars, Contacts, and OneDrive data.

Spanning also runs daily SharePoint backups. (To disable SharePoint backups, contact support@spanning.com for assistance.)

Use one of these methods for assigning licenses:

- Use the Manage License interface as described in "To add licenses via the interface".
- Utilize the API to assign and remove licenses from users as described in "To manage user licenses via the API".
- For large-scale license assignment, contact Spanning Support at support@spanning.com for assistance.

To add licenses via the interface

- 1 Log into Spanning Backup for Microsoft 365 at https://o365.spanningbackup.com as an admin user.
- 2 Click Users.
- 3 Click Manage Licenses.

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| Dark Web Activity | | Standard Licenses | |
| Backup History Problems | | Assigned Remaining Purchased Assigned Remaining Purchased Members Guests | |
| Settings | Þ | 9 6 15 2 3 5 24 0 | |

- 4 (Optional) Search for users by name or email address.
- 5 (Optional) Search for users by using the advanced filters. This enables you to search across all columns and values on the page.
- 6 (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.

- 7 Do one of the following:
 - To assign licenses to selected users, click Activate Standard.
 - To assign licenses to all users that meet current filter criteria, click Activate Licenses.
 - **Note:** You can enable backups for all users in your tenant in one action by clicking **Activate Licenses** (when no filters are currently applied). If filter criteria are applied (e.g., desired User Type), this action takes into consideration all filtered results (not only the users loaded in the list below if the list contains more).



8 Click **Confirm** to activate the licenses.





To manage user licenses via the API

To use the API, a Spanning administrator must generate an API token to use for each call made. To generate an API token:

- **1** Log into Spanning Backup for Microsoft 365 at https://o365.spanningbackup.com as an admin user.
- 2 Click Settings.
- 3 Click Generate token.

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|---|---|---|---------|--------|---|
| A Users Manage Licenses | * | Settings | | | |
| SharePoint Teams Dark Web Activity Backup History Problems Settings 1 | • | Encryption Key Backing up using Spanning Encryption Key. See self-managed encryption keys documentation To change this setting, please contact support@spanning.com. | | | |
| Backups | | API Token Generating a token allows you to access the API. The key generated will be unique to your account. Generate Token | | | |

4 Copy and save the token. You will need to supply this token for all API calls. For details on working with the Spanning API, see Spanning Backup for Office 365 API.

If you would like to assign licenses using PowerShell, follow the instructions in this article: <u>How can I assign</u> Spanning Licenses with PowerShell?

Protecting User Data

Each licensed account receives backups of the Mail, Calendars, Contacts, and OneDrive data owned in their account. The backups automatically run each day, or you can run a manual backup any time for an account.

To run a manual backup

- **1** Log into your Spanning Backup for Microsoft 365 account as an admin user.
- 2 Click Users.
- 3 Locate the user whose data you want to back up. Click the user's icon and select **Back Up Now**.



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| | | | | Results | |
| | User 🗢 | Email | License Type | Tags | Last 30 Backups |
| | 은 Carol Beard | carol.beard@pinkstonfarms.com | 0 2 | Spanning Admin | |
| | | | | | |
| | 은 Dan Jordan | danjordan@pinkstonfarms.com | O R | | |
| | 은 Dan Jordan 은 Dan's Room | danjordan@pinkstonfarms.com dansroom@pinkstonfarms.com | | | : |
| | | , | | Global Admin | Wiew Backups |
| | 은 Dan's Room 은 Farm Administrator | dansroom@pinkstonfarms.com farm@pinkstonfarms.com | | Global Admin | © View Backups |
| | 은 Dan's Room | dansroom@pinkstonfarms.com | T A | Global Admin Archived (read-only) | Wiew Backups |

Restoring and Exporting User Data

The amount of time it takes to complete your first backup will vary according to how much data you have stored in the user accounts that are being backed up. Once your initial backup is complete, you'll be able to use the restore and export functions in Spanning.

Spanning Administrators can administer backups and restore data for any licensed user in the tenant.

Users are also able to restore their own data for Mail, Calendar, Contacts, and OneDrive. The benefits of empowering end-users include:

- Improved user productivity by enabling them to easily and quickly restore lost or deleted data.
- Fewer support calls.
- Saved time for IT Admins to focus on more strategic tasks.

See these procedures to restore or export user data:

- "To restore user data from backup"
- "To export mail or OneDrive data"

To restore user data from backup

- **1** Log into your Spanning Backup for Microsoft 365 account as an admin user.
- 2 Click Users.



3 Locate the user whose data you want to restore. Click the user's icon and select View Backups.

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| Manage Licenses | <) | | | | | |
| SharePoint Teams | Users: Pinkst | ton Farms P | d | | | Manage Licenses |
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| - Activity | Standard Lice | nses 🛈 | Archived Licer | ises (i) | දුරු Users | |
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| | | | | | Results - Fil | Last sync 06/05/23 10:01 A |
| | User 🗢 | Email | | License Type | Tags | Last 30 Backups |
| | 🚊 Carol Beard | carol.beard@p | inkstonfarms.com | I I | Spanning Admin | |
| | 은 Dan Jordan | danjordan@pir | ikstonfarms.com | ē | | Wiew Backups —— |
| | 🚊 Dan's Room | dansroom@pii | kstonfarms.com | | | Back Up Now |
| | 은 Farm Administrator | farm@pinksto | nfarms.com | I | Global Admin | |
| | John | Scott@pinksto | nfarms.com | | | |
| | | | | | Archived (read-only) | |
| | 😤 Kate Oliver | kateoliver@pir | kstonfarms.com | | Deleted from Microsoft | |
| | | | | | | |

- 4 Select the Mail, Calendar, Contacts, or OneDrive tab to access the type of data you will be restoring. Proceed to one of the following:
 - "To restore mail"
 - "To restore calendar data"
 - "To restore contacts data"
 - "To restore OneDrive for Business data"

To restore mail

- 1 On the Mail tab, locate the items you want to restore. To quickly find what you're searching for, you can filter the list of emails by point-in-time, author/subject, or both:
 - Point in time Use the calendar date selector to choose a specific backup.
 - Author/subject Enter text in the Search Email field. Only items that have an author or subject containing the string you entered display in the list.
- 2 Check boxes to select items to restore.
 - To select an email, check the box next to the email.
 - To select a folder, check the box next to the folder name.
- 3 Select Restore from the Select Action list.



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| Manage Licenses Manage Licenses SharePoint Teams Dark Web | Backups Carol Beard – carol.be Mail Calendar | rd@pinkstonfarms.com | × |
| Activity Backup History Problems Settings | Sun, Jun 4, 2023 11:30 Bin Jun 4, 2023 11:30 Altr-Bin Jun 4 Select All | | |
| | 🗍 Inbox | Message Back Up Now X Close | Received Date |
| | Drafts | | 7/5/22 5:20 AM 12/15/21 6:34 AM |
| | Deleted Items Archive | notifications@spanning.com Your spanning Backup for Office 365 Teams Channel EXPORT for Austin Office | 10/1/21 8:53 AM |
| | Contacts | Inotifications@spanning.com Your Spanning Backup for Office 365 OnktOrive EXPORT for carol.beard@pinkstonfarms.com | 9/24/21 6:55 AM |
| | Conversation History | Indifications@spanning.com Your spanning Backup for Office 365 OneOrive RESTORE for carol.beard@prinkstorfarms.com | 9/24/21 6:40 AM |
| | ExternalContactsFiles | | |
| | Junk Email | | |

- 4 Choose whether to restore to the same user's account or to a different user's account within the same tenant. (Spanning admins can perform cross-user restores. Non-admin users can only restore their own backup data to their own account.)
- 5 Click Next.





6 If you are restoring to a different user, select the user and click Next.

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| ∠ UsersManage Licenses♦ SharePoint | Backups Carol Beard — carol beard@pinkstonfarms.com | × |
| Iteams Sark Web Activity | Select User | |
| Backup History Problems Settings | Sec un 4 2007 1102 441-564, UM 2 2007 112 Second Users andrew jones@pinkstonfarms.com | |
| | Carol Beard Carol Beard Carol Beard Carol Beard Carol Beard | Received Date |
| | Drafts dan drees@pinkstonfarms.com | 7/5/22 5:20 AM |
| | danjordan@pinkstonfarms.com Deleted Items Dan's Room 2 | 12/15/21 6:34 AM 10/1/21 8:53 AM |
| | Archive Next Next Nort Contacts Your Spurning Backup for Office 365 GreEnvie EXFORT for card beerd@parkstorfarms.com | 9/24/21 6:55 AM |
| | Conversation History | 9/24/21 6:40 AM |
| | ExternalContacts Files | _ |
| | Junk Email | |

7 Click **Restore**. A notification displays at the top of the page indicating that the restore was initiated.





8 When the restore is complete, you receive an email notification. The restore displays on the Activity page in the Past items. Click the activity to view details about the restore.

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| S Backup History | | Date | Event | Users | |
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| Restore displays | 0 | 6/5/23 11:15 AM | Viewed User Backup | [Farm Administrator] Carol Beard | |
| in Past items | 0 | 6/5/23 11:08 AM | Viewed Teams Channel Backup | [Farm Administrator] | |
| | 0 | 6/5/23 11:07 AM | Viewed SharePoint Site Collection Backup | [Farm Administrator] | |
| | 0 | 6/5/23 11:07 AM | Viewed SharePoint Site Collection Backup | [Farm Administrator] | |
| | ø | 6/5/23 10:58 AM | Viewed User Backup | [Farm Administrator] Carol Beard | |
| | ø | 6/5/23 10:54 AM | Viewed User Backup | [Farm Administrator] Carol Beard | |
| | ø | 6/5/23 10:53 AM | Viewed User Backup | [Farm Administrator] Dan Jordan | |
| | 0 | 6/5/23 10:51 AM | Viewed User Backup | [Farm Administrator] Dan's Room | 0 |
| | ø | 6/5/23 10:49 AM | Viewed User Backup | [Farm Administrator] Dan Jordan | 9 |
| | 0 | 6/5/23 10:17 AM | Viewed User Backup | [Farm Administrator] Dan Jordan | • |



To restore calendar data

- 1 On the Calendar tab, check boxes to select the items you want to restore. You can select a single event, multiple events, or entire calendars.
- 2 Select **Restore** from the **Select Action** list.



3 Choose whether to restore to the same user's account or to a different user's account within the same tenant. You can also opt to restore calendar events with attendees.

Spanning admins can perform cross-user restores. Non-admin users can only restore their own backup data to their own account.

4 Click Next.





5 If you are restoring to a different user, select the user and click Next.

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| | | Birthdays (Restored_o Restored on 2019-12 | Annie Mcpherson birthday | nfarms.com 5/3/99 7:00 AM |

6 Click Restore. A notification displays at the top of the page indicating that the restore was initiated.





7 When the restore is complete, you receive an email notification. Data is restored into a newly created calendar in the user's active Microsoft 365 Calendar, titled *Restored on (date)*.

To restore contacts data

- 1 On the Contacts tab, check boxes to select the items that you want to restore. You can select a single contact, contact folder, or a mix of contacts from different folders.
- 2 Select Restore from the Select Action list.



| Users Manage Licenses SharePoint | Backups S Farm Administrator – far | m@pinkstonfarms.com | | × |
|--|---|----------------------------|---------------------|----------|
| Teams Dark Web | Mail 🛅 Calendar 🧧 | Contacts ConeDrive | | |
| Activity | Mon, Jun 5, 2023 3:57 AN | | Select Action | |
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| | Select All | Clear Selected 🖿 (0) 😕 (2) | Back Up Now | ♀ Filter |
| | Contacts | Name | Close Email | Туре |
| | Engineering Contacts | Humberto Jackson | pgolle@mac.com | Contact |
| | Restored_on_2022-07_ | Charity Klein | mwitte@att.net | Contact |
| 2 | Restored_on_2022-09_ | Clay Monroe | bastian@mac.com | Contact |
| | Restored_on_2023-05_ | Jamarion Dougherty | violinhi@icloud.com | Contact |
| | Sales Contacts | Jamarcus Yoder | skoch@live.com | Contact |
| | | Brynn Guerra | krueger@me.com | Contact |
| | | Adelyn Esparza | pontipak@yahoo.ca | Contact |

3 Choose whether to restore to the same user's account or to a different user's account within the same tenant.

Spanning admins can perform cross-user restores. Non-admin users can only restore their own backup data to their own account.

4 Click Next.



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| teams ✤ Dark Web -1- Activity | Þ | Mail 🗰 Calendar 👱 | Select Restore Settings | | |
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| | | Restored_on_2023-05_ | Jamarion Dougherty | violinhi@icloud.com | Contact |
| | | Sales Contacts | Jamarcus Yoder | skoch@live.com | Contact |
| | | | Brynn Guerra | krueger@me.com | Contact |
| | | | Adelyn Esparza | pontipak@yahoo.ca | Contact |

5 If you are restoring to a different user, select the user and click **Next**.

| SPANNING | | | | 🗘 🝞 😧 Farm 🛛 🔀 |
|--|--|--|-------------------|----------------|
| A Users • Manage Licenses • • SharePoint • | Backups Farm Administrator — farm@ | pinkstonfarms.com | | × |
| Dark Web Activity | Mail 🛗 Calendar 🚣 | Select User | | |
| Backup History Problems Settings | Men Jun 5 2028 857 AM - Men Jun 5 2028 857 | Q Search Users andrew.jones@pinkstonfarms.com | ^ | Filter |
| | Contacts | Carol Beard carol.beard@pinkstonfarms.com | × . | Туре |
| | Engineering Contacts | Dan Drees 10 dan.drees@pinkstonfarms.com | - 1 | Contact |
| | Restored_on_2022-07_ | Dan Jordan danjordan@pinkstonfarms.com | | Contact |
| | Restored_on_2022-09_ Restored_on_2022-11_ | Dan's Room | 2 Next + | Contact |
| | Restored_on_2023-05. | | | Contact |
| | Sales Contacts | Jamarcus Yoder | skoch@live.com | Contact |
| | | Brynn Guerra | krueger@me.com | Contact |
| | | Adelyn Esparza | pontipak@yahoo.ca | Contact |
| | | | | |

6 Click **Restore**. A notification displays at the top of the page indicating that the restore was initiated.



| Users Manage Licenses SharePoint | • | Backups Farm Administrator — farm | @pinkstor | nfarms.com | | Restore successfully initiated | > |
|--|---|--|-----------|------------------------------|--|--------------------------------|---------------|
| Teams Dark Web Activity | Þ | Mail 🗰 Calendar 🐣 | Con | firm Restore | | | |
| Backup History Problems | | Man, Jun 5, 2028 3:57 AM - Man, Jun 5, 2028 3:57 | The re | estored items will be placed | in a new 'Restored' folder | | |
| Settings | ÷ | Select All | | | | | Filter |
| | | Contacts | | •• | 2 items to be restored to Carol Beard | Тур | , |
| | | Engineering Contacts | | | Click Restore | Contac | t |
| | | Restored_on_2022-07_ | | | X A Restore | Contac | t |
| | | Restored_on_2022-09_ | | | | | |
| | | Restored_on_2022-11_ | | Clay Monroe | bastian@mac.com | Contac | |
| | | Restored_on_2023-05. | | Jamarion Dougherty | violinhi@icloud.com | Contac | |
| | | Sales Contacts | | Jamarcus Yoder | skoch@live.com | Contac | • |
| | | | | Brynn Guerra | krueger@me.com | Contac | t 🌔 |
| | | | | Adelyn Esparza | pontipak@yahoo.ca | | |

7 When the restore is complete, you receive an email notification. Data is restored into a newly created folder in the user's active Microsoft 365 Exchange Contacts, titled *Restored on (date)*.

To restore OneDrive for Business data

- 1 On the OneDrive tab, check boxes to select the items you want to restore. You can select a single file or folder, multiple files or folders, or your entire OneDrive directory.
- 2 Select Restore from the Select Action list.

| SPANNIN | G | | | | | 🗘 🕐 😫 Farm 🔀 | | |
|---|-------|--|--------|---|--------------------|------------------|--|--|
| Users Manage Licenses SharePoint | | ckups Farm Administrator – farm@pinkstonfarms.com | | | | × | | |
| Teams Dark Web Activity Backup History | , N | Mail 🗰 Calendar 🤽 Contacts ConeDrive | | Select Action | | | | |
| Problems Settings | Files | Files | | 1 Restore (2) 4 Export (2) Back Up Now 4 Export (2) Close 4 | | | | |
| | | Name | Туре | | Modified By | Last Modified | | |
| | 0 | Book 3.xlsx | Spread | sheet | Farm Administrator | 5/4/20 6:52 AM | | |
| | Ο | Book.xlsx | | sheet | Farm Administrator | 8/22/18 12:34 PM | | |
| 9 | 2 | Corporate Fee Schedule.docx | Docum | Document Farm Administrator | | 3/14/18 8:31 PM | | |
| 6 | | Current Open Applications.xlsx Document.docx | | Spreadsheet Farm Administrator | | 3/14/18 8:31 PM | | |
| | 0 | | | ent | Farm Administrator | 8/22/18 12:32 PM | | |
| | | Document1.docx | Docum | ent | Farm Administrator | 1/2/20 1:09 PM | | |
| | 0 | FY+Budget+Projection.xlsx | Spread | sheet | Farm Administrator | 9/23/22 6:48 AM | | |

3 Choose whether to restore to the same user's account or to a different user's account within the same tenant.

Spanning admins can perform cross-user restores. Non-admin users can only restore their own backup data to their own account.

4 Click Next.





5 If you are restoring to a different user, select the user and click Next.

| T SPANNING | | | | | | 🗘 🕜 😝 Farm 🏾 | |
|---|----|---------------------------------------|--|-------------|--------------------|------------------------------------|---|
| Users Manage Licenses SharePoint | * | Backups Farm Administrator — farm@ | pinkstonfarms.com | | | × | 5 |
| i Teams ⇒ Dark Web - Activity Sackup History | ۶. | Mail Calendar & | Select User | | | | |
| Problems Settings | ÷ | Files | Carol Beard carol beard@pinkstonfarms.com | | | | |
| | | Name | farm@pinkstonfarms.com Ruby Camper ruby1@pinkstonfarms.com | | ✓ ator | Last Modified 5/4/20 6:52 AM | • |
| | | Book.xlsx | 0 | | ator | 8/22/18 12:34 PM | |
| | | Corporate Fee Schedul | ns.xlsx | Spreadsheet | Farm Administrator | 3/14/18 8:31 PM 3/14/18 8:31 PM | |
| | | Document.docx | | Document | Farm Administrator | 8/22/18 12:32 PM | |
| | | Document1.docx | | Document | Farm Administrator | 1/2/20 1:09 PM | |
| | | FY+Budget+Projection. | lsx | Spreadsheet | Farm Administrator | 9/23/22 6:48 AM | |

6 Click Restore. A notification displays at the top of the page indicating that the restore was initiated.





- 7 When the restore is complete, you receive an email notification. Data is restored into a newly created folder in the user's active Microsoft 365 OneDrive account, titled *Restored on (date)*.
 - **Note:** OneNote Notebooks are fully supported by Spanning Backup for Microsoft 365. Due to the design of Microsoft OneNote they do require an extra step to restore them back to their original location. For details, see our guide for <u>Restoring Microsoft OneNote</u>.

To export mail or OneDrive data

Use this procedure to export data from backup to a file on your local hard drive.

- **1** Log into your Spanning Backup for Microsoft 365 account as an admin user.
- 2 Click Users.
- 3 Locate the user whose data you want to export. Click the user's icon and select View Backups.



| | | | | | 🗘 🕐 🔂 Farm 1 |
|----------------------------------|---|--|---|---------------------|---|
| Users | Users | | | | |
| Manage Licenses | <) | | | | |
| SharePoint ▶ | Users: Pinkst | on Farms Paid | | | Manage Licenses |
| F Teams ► | | | | | |
| Dark Web | Standard Licer | nses () 🗖 Archived | | 9•9 | |
| Activity | Standard Licer | nses 🛈 🖻 Archived | Licenses (3) | ීලුදී Users | |
| Backup History | Assigned Remaining | Purchased Assigned Rer | naining Purchased | Members Guests | |
| Problems | 9 6 | 15 2 | 3 5 | 24 0 | |
| Settings 🕨 | | | | | |
| | | | | Q 11 of 11 = Filte | r C Reload 🛛 C Last sync 06/05/23 10:01 A |
| | Filter columns and search k | | | | |
| | | | | Results | r C Reload 2 Last sync 06/05/23 10:01 A |
| | User 🗢 | Email | License Type | Tags | Last 30 Backups |
| | User 🔶 은 Carol Beard | Email Carol.beard@pinkstonfarms.com | License Type | Results | |
| | | | | Tags | Last 30 Backups |
| | 은 Carol Beard | carol.beard@pinkstonfarms.com | 0 2 | Tags | Last 30 Backups |
| | 은 Carol Beard 은 Dan Jordan | carol.beard@pinkstonfarms.com danjordan@pinkstonfarms.com | 0 8 0 8 | Tags | Last 30 Backups |
| | 은 Carol Beard 은 Dan Jordan 은 Dan's Room | carol.beard@pinkstonfarms.com danjordan@pinkstonfarms.com dansroom@pinkstonfarms.com | | Tags Spanning Admin | Last 30 Backups |
| | 은 Carol Beard 은 Dan Jordan 은 Dan's Room 은 Farm Administrator | carol beard@pinkstonfarms.com danjordan@pinkstonfarms.com dansroom@pinkstonfarms.com farm@pinkstonfarms.com | 0 8 0 8 0 8 0 8 0 8 | Tags Spanning Admin | Last 30 Backups |

- 4 Select the Mail or OneDrive tab to access the type of data you will be exporting. Proceed to one of the following:
 - "To export mail"
 - "To export OneDrive data"

To export mail

- 1 On the Mail tab, locate the items you want to export. To quickly find what you're searching for, you can filter the list of emails by point-in-time, author/subject, or both:
 - Point in time Use the calendar date selector to choose a specific backup.
 - Author/subject Enter text in the Search Email field. Only items that have an author or subject containing the string you entered display in the list.
- 2 Check boxes to select items to export
 - To select an email, check the box next to the email.
 - To select a folder, check the box next to the folder name.
- 3 Select Export from the Select Action list.



| | | 🖞 🕐 🖌 Farm 🛚 🖍 |
|--|---|-------------------------------------|
| ∠ Users Manage Licenses ◇ SharePoint IF Teams ✓ Dark Web | Backups Ruby Camper - ruby1@pinkstonfarms.com Mail Calendar Contacts OneDrive | × |
| Activity Backup History Problems Settings | Sun, Jun 4, 2023 9:46 AM Cear Select Action Select Ac | |
| - 0 | Inbox Message Ciose | Received Date |
| | Drafts Otifications@spanning.com Your spanning Backup for Office 265 OneDrive Export for ruby1@pinkstonfarms.com Sent Items Wicrosoft Viva Wicrosoft Viva Wicrosoft Viva | 3/20/23 1:15 PM 11/10/22 7:21 PM |
| | Deleted Items Archive Matt McDermott Welcomet | 10/14/22 6:32 AM |
| | Contacts Conversation History | |
| | ExternalContacts Files | Q |
| | ☐ Junk Email | |

4 Click **Confirm**. A notification displays at the top of the page indicating that the export was initiated.



5 When the export has finished compressing, you receive an email notification. The export displays on the Activity page in the Past items.



- Click the activity to view details about the export.
- Click the Download link to save the export to your local hard drive.

Note: The Download link expires 14 days after the export has finished compressing.

| SharePoint Teams Dark Web | Activity Ø Current | Past 🗨 | Filter Past activity does not include automated event | 9 | C Refresh |
|--|--------------------|---|---|---|-----------|
| - Activity | | | | | |
| Backup History Problems | | Date | Event | Users | |
| Settings | | 6/5/23 1:09 PM | Updated Site Collection Assignments | [Farm Administrator] | |
| | Ľ | 6/5/23 12:55 PM | Admin Mail Export | [Farm Administrator] Ruby Camper | |
| | | 2 of 2 items exported Download 6/5/23 Export Part 1 Links expire 6/19/23 1:09 PM | Click to download the export | By: farm@pinkstonfarms.com From: ruby1@pinkstonfarms.com | |
| | Ľ | 6/5/23 12:40 PM | Admin OneDrive Export | [Farm Administrator] Ruby Camper | |
| | ø | 6/5/23 12:50 PM | Viewed User Backup | [Farm Administrator] Ruby Camper | |
| | ø | 6/5/23 12:28 PM | Viewed User Backup | [Farm Administrator] Ruby Camper | |
| | • | 6/5/23 12:26 PM | Viewed User Backup | [Farm Administrator] Ruby Camper | C |
| | • | 6/5/23 12:20 PM | Viewed Teams Channel Backup | [Farm Administrator] | |

6 The export is downloaded as a compressed .zip file. After you extract the file (WinZip for Windows users, Archive Utility for Mac users), all of your selected email is in .eml format. These email files can be imported into many email clients, including Microsoft Outlook, Apple Mail, or Mozilla Thunderbird.

Outlook example – To import the files into Outlook, simply drag them into the desired folder:

| | Restored Emails Folder | • Emc | | | Exported on 2 | 38 | |
|------------------------|--|------------------------------|--------------|--------------|---|----------------------------------|--|
| 💱 🖍 🕅 🚔 🧾 📀 | | | | <> | | | Q Search |
| Home Organize To | ols | | 1 | Favorites | Name A | Date modified | Size Kind |
| E-mail New Delete Rep | Image: Second | Categorize Follow Up Filters | Send/Receive | All My Files | 75d98a70-975a-11e5-99a1-516f2bf50ab1.eml d592c070-9823-11e5-8556-bfc1a38706c3.eml | Today, 6:34 PM Today, 6:34 PM | 16 KB Email Message 13 KB Email Message |
| 🖄 Inbox | Arrange By: Date Sent C Newest on Top * | | | AirDrop | | | |
| Drafts | ▼ TODAY | | | Applications | | | |
| Sent Items | The VAR Guy 12:40 PM Wed: HIPPA, GLBA & Security Breakdown | | | Desktop | | | |
| Deleted Items | <microsoft outlook=""> 12:40 PM</microsoft> | | | Documents | | | |
| Restored Emails Folder | Clutter behind the scenes | | | | | | |
| RSS Feeds | _ | | | Downloads | | | |
| Sync Issues | | | | Devices | | | |
| 🔯 Junk E-Mail | | | | Remote | | | |
| ▼ SMART FOLDERS | | | | Shared | | | |
| Flagged Mail | | | | □ NASW ≜ | | | |
| High Priority Mail | | | | @ All | | | |
| Overdue Mail | | | | | | | |
| | | | | Tags | | | |
| | | | | | | | |



To export OneDrive data

- 1 On the OneDrive tab, check boxes to select the items you want to export. You can select a single file or folder, multiple files or folders, or your entire OneDrive directory.
- 2 Select Export from the Select Action list.

| T SPANNING | | | | 🗘 🕐 😌 Farm 🔀 |
|--|--|---|-------------|------------------|
| ∠ Users ▼ Manage Licenses ♦ SharePoint | Backups © Ruby Camper – ruby1@pinkstonfarms.com | | | × |
| Image: Teams Image: Dark Web Image: Arrow Activity | Mail 🛗 Calendar 🤽 Contacts 💁 OneDrive | Select Action | -2 | |
| Backup History Problems | Men, Jun 5, 2028 411 AM- Men, Jun 6, 2028 411 AM | tl Restore (2) ⊡ Export (2) | 3 | |
| Settings > | Files | Clea Back Up Now | - | |
| | Name | Туре | Modified By | Last Modified |
| | Account.csv | File | Ruby Camper | 3/20/23 12:50 PM |
| | Users (1).csv | File | Ruby Camper | 3/20/23 12:51 PM |
| | | | | |

3 Click **Confirm**. A notification displays at the top of the page indicating that the export was initiated.

| SPANNING | | | | 🗘 🍞 🕒 Farm 🔀 |
|--|-------------------------------------|--|--------------------------------|------------------|
| Users • Manage Licenses • SharePoint • | Backups Ruby Camper — ruby1@pink | tonfarms.com | | × |
| | Mail 🗰 Calendar 😕 | Confirm Export | d data and will be notified by | |
| Problems Settings | Files | rou nave requested an export of the selecte email when it completes. | Click Confirm | |
| | Name | Туре | Modified By | Last Modified |
| | Account.csv | File | Ruby Camper | 3/20/23 12:50 PM |
| | 🕑 上 users (1).csv | File | Ruby Camper | 3/20/23 12:51 PM |
| | | | | |



- 4 When the export has finished compressing, you receive an email notification. The export displays on the Activity page in the Past items.
 - Click the activity to view details about the export.
 - Click the Download link to save the export to your local hard drive.

Note: The Download link expires 14 days after the export has finished compressing.

| - | SPANNING | | | | | | ¢ | ? | e Farm | n 1K |
|---|---------------------------------|---|-----------|---|--|---|---|---|---------------|-------------|
| Q | Users Manage Licenses | • | Activity | | | | | | | |
| 0 | SharePoint Teams Dark Web | • | Ø Current | Past | Filter Pest activity does not include automated events | | | | 🗘 Re | fresh |
| | Activity Backup History | | | Date | Event | Users | | | | |
| | Problems | | Ľ | 6/5/23 12:55 PM | Admin Mail Export | [Farm Administrator] Ruby Camper | | | | * |
| ٢ | Settings | • | Ľ | 6/5/23 12:40 PM | Admin OneDrive Export | [Farm Administrator] Ruby Camper | | | | |
| | | | | 2 of 2 items exported Download 6/5/23 Export Part 1 Links expire 6/19/23 1:09 PM | Click to download the export | By: farm@pinkstonfarms.com From: ruby1@pinkstonfarms.com | | | | |
| | | | •• | 6/5/23 12:50 PM | Viewed User Backup | [Farm Administrator] Ruby Camper | | | | |

5 The export is downloaded as a compressed .zip file. After you extract the file (WinZip for Windows users, Archive Utility for Mac users), all files are in the same format as they were in OneDrive.

Protecting and Restoring SharePoint Data

Spanning Backup for Microsoft 365 backs up the document libraries and files contained within site collections in SharePoint. Backups automatically run each day, and you can run a manual backup at any time.

As part of the backup, Spanning discovers all site collections in SharePoint, including Team Sites, Group Sites, and Microsoft Teams, and then conducts a backup of the document libraries and files in your tenant. Optionally, you can select specific site collections to include in the backup process. This is great for scenarios where you don't want specific site collections to be included in your backups. You can also choose to backup all new site collections, which preserves your selection and protects new site collections automatically.

SharePoint backup is only accessible to Spanning administrators. Select the SharePoint tab on the left to manage your SharePoint backups. See these procedures for details:

- "To select site collections to back up"
- "To run a manual SharePoint backup"
- "To restore SharePoint data"



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| SPANNING | | narePoint Backups | ¢ (2) | Farm 1 |
|-------------------------|------|--|--|---------------------|
| SharePoint - | 34 5 | Site Collections | | |
| Manage Site Collections | | C Search Site Collections Title/URL | Man | age Site Collection |
| | Sit | te Collection Title | Site Collection URL | |
| Backup History | đ | Central Marketing | https://pinkstonfarms.sharepoint.com/sites/msteams_d24990 | |
|) Problems | đ | Classic Site Te | https://pinkstonfarms.sharepoint.com/sites/ClassicSiteTest | |
| 3 Settings ▶ | đ | Communications | https://pinkstonfarms.sharepoint.com/sites/msteams_8c6ec8 | |
| | | Community | https://pinkstonfarms.sharepoint.com/portals/Community | - |
| | đ | Design | https://pinkstonfarms.sharepoint.com/sites/msteams_572687 | - |
| | đ | Design - Products Under Wraps | https://pinkstonfarms.sharepoint.com/sites/msteams_572687-ProductsUnderWraps | 5 |
| | 4 | Design - Products Under Wraps | https://pinkstonfarms.sharepoint.com/sites/msteams_572687-ProductsUnderWraps | 5 |
| | đ | Digital Initiative Public Relations | https://pinkstonfarms.sharepoint.com/sites/msteams_c510e2 | 5 |
| | đ | Elizabeth's Site | https://pinkstonfarms.sharepoint.com/sites/ElizabethsSite | 5 |
| | ch | Group for Answers in Viva Engage – DO NOT DELETE 9787809 | https://pinkstonfarms.sharepoint.com/sites/groupforanswersinvivaengagedonotdelete9787809 | 10 7 |
| | đ | Pinkston Farms Intranet | https://pinkstonfarms.sharepoint.com/ | Ļ |
| | | PointPublishing Hub Site | https://pinkstonfarms.sharepoint.com/portals/hub | E I |

To select site collections to back up

- **1** Log into your Spanning Backup for Microsoft 365 account as an admin user.
- 2 Click SharePoint.
- 3 Click Manage Site Collections.
- 4 Choose the toggles next to the site collections you want to protect or click **Activate Backup for All** to select them all.
 - 💽 indicates backup is enabled.
 - indicates backup is disabled.

Note: During the trial period you are limited to 10 site collections. Once you have purchased Spanning Backup for Microsoft 365, you can protect all site collections (including new site collections automatically).

5 (Optional) Enable **Auto Backup All Site Collections** to ensure that new site collections are automatically protected. (This feature is not available in trial mode.)



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|-------------------------|-------|--|------------|-----------------------|---|--|----------------------------|
| 2 Users - | Share | Point / Manage Site Collection | ons | | | | |
| Manage Licenses | < | | | | Click to back up | p newly added site collections | |
| SharePoint • | Ma | anage Site Co | ollections | Paid | A | uto Backup All Site Collections | Activate Backup for All |
| Manage Site Collections | | | | | _ | | |
| I Teams → | | | | | c | Click to back up all existing site collections | |
| Dark Web | 6 | Site Collections | | | | | |
| Activity | 4 | Assigned Remaining | | | | | |
| Backup History | | 33 1 | | | | | |
| Problems Settings | | | | | | | |
| | Sea | arch site collections title/URL. | | | Q 34 of 34 | Results 2 | Last sync 06/04/23 5:48 PN |
| | | | | | | | |
| | | Site Collection Title | | ÷ | Site Collection URL | Tags | Backup Active |
| | | Site Collection Title සීං Central Marketing | | ÷ | Site Collection URL https://pinkstonfarms.sharepoint.com/sites/msteams | Click to back up th | |
| | | | | ¢ 0 | | - | |
| | | & Central Marketing | | | https://pinkstonfarms.sharepoint.com/sites/msteams | Click to back up the site collection | |
| | | ൽ Central Marketing ൽ Classic Site Test | | ٥ | https://pinkstonfarms.sharepoint.com/sites/msteams https://pinkstonfarms.sharepoint.com/sites/ClassicSit | Click to back up the site collection | |
| | | Central Marketing Classic Site Test Communications | | 0 | https://pinkstonfarms.sharepoint.com/sites/msteams https://pinkstonfarms.sharepoint.com/sites/ClassicSit https://pinkstonfarms.sharepoint.com/sites/msteams | C Click to back up th site collection | |
| | | Central Marketing Classic Site Test Communications Community | der Wraps | 0 | https://pinkstonfarms.sharepoint.com/sites/msteams https://pinkstonfarms.sharepoint.com/sites/ClassicSit https://pinkstonfarms.sharepoint.com/sites/msteams https://pinkstonfarms.sharepoint.com/portals/Commu | C Click to back up to ste collection C Deleted from Microsoft C D Deleted from Microsoft | |
| | | ess Central Marketing ess Classic Site Test ess Communications ess Community ess Design | | 0 | https://pinkstonfarms.sharepoint.com/sites/msteams https://pinkstonfarms.sharepoint.com/sites/ClassicSit https://pinkstonfarms.sharepoint.com/sites/msteams https://pinkstonfarms.sharepoint.com/portals/Commu https://pinkstonfarms.sharepoint.com/sites/msteams | Click to back up the stee collection Steep Collection Steep Collection Steep Collection Steep Collection Microsoft Collection Steep Collection | |
| | | e& Central Marketing e Classic Site Test e Communications e Community e Design e Design - Products Unity | der Wraps | 0 0 0 0 0 | https://pinkstonfarms.sharepoint.com/sites/msteams https://pinkstonfarms.sharepoint.com/sites/ClassicSit https://pinkstonfarms.sharepoint.com/sites/msteams https://pinkstonfarms.sharepoint.com/sites/msteams https://pinkstonfarms.sharepoint.com/sites/msteams | Click to back up the stee collection Steep Collection Steep Collection Steep Collection Steep Collection Microsoft Collection Steep Collection | |

To run a manual SharePoint backup

- **1** Log into your Spanning Backup for Microsoft 365 account as an admin user.
- 2 Click SharePoint.
- 3 Locate the site collection you want to back up.

To filter the list by site collection name or URL, enter text in the Search Site Collections Title/URL field.

4 Click the site collection. Select **Back Up Now** from its **Select Action** list.



| SPANNING Users | * | | A data Manual backup of Sh Site Collection sta | arePoint |
|----------------------------|-------|---|--|-----------------------|
| Manage Licenses | ۲ | SharePoint Backups 34 Site Collections | Site Collection sta | Inted |
| SharePoint | ~ | | | |
| Manage Site Collec | tions | Q Search Site Collections Title/URL | Mar | nage Site Collections |
| Teams | Þ | | | |
| Dark Web | | Site Collection Title | Site Collection URL | |
| Activity Backup History | | 🚓 Central Marketing — | https://pinkstonfarms.sharepoint.com/sites/msteams_d24990 | 5 |
| Problems | | Last Backup: 6/14/23 3:52 PM | Sel | ect Action |
| Settings | • | Items Size Errors Success | | View Backups |
| | | 0 - 0 • 100% | | Back Up Now |
| | | Classic Site Test | https://pinkstonfarms.sharepoint.com/sites/ClassicSiteTest | |
| | | Communications | https://pinkstonfarms.sharepoint.com/sites/msteams_8c6ec8 | 5 |
| | | ese Community | https://pinkstonfarms.sharepoint.com/portals/Community | Ţ |
| | | - Design | https://pinkstonfarms.sharepoint.com/sites/msteams_572687 | |

To restore SharePoint data

Once a backup has completed, a list of the site collection backups displays on the SharePoint Backups page. From here, you can browse or search for the desired site collection you want to view. The number of new files and any problems encountered during the backup are displayed below the backup time.

- **1** Log into your Spanning Backup for Microsoft 365 account as an admin user.
- 2 Click SharePoint.
- 3 Locate the site collection whose data you want to restore.

To filter the list by site collection name or URL, enter text in the Search Site Collections Title/URL field.

4 Click the site collection. Select View Backups from the Select Action list.



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| SPANNING | | \$ | ? Parm 1 |
|---|--|---|-------------------------|
| Users • Manage Licenses • SharePoint • Manage Site Collections | SharePoint Backups 34 Site Collections | | Manage Site Collections |
| Teams Dark Web | Site Collection Title | Site Collection URL | Manage Site Collections |
| Activity Backup History | Central Marketing | https://pinkstonfarms.sharepoint.com/sites/msteams_d24990 | |
| D Problems ₿ Settings ▶ | Last Backup: 6/5/23 6:11 AM Items Size Errors Success 0 − 0 ●100 % | | Select Action |
| | 🖧 Classic Site Test | https://pinkstonfarms.sharepoint.com/sites/ClassicSiteTest | |
| | Communications | https://pinkstonfarms.sharepoint.com/sites/msteams_8c6ec8 | |
| | ංසි Community | https://pinkstonfarms.sharepoint.com/portals/Community | Ð |
| | 💤 Design | https://pinkstonfarms.sharepoint.com/sites/msteams_572687 | 5 |
| | 🚓 Design - Products Under Wraps | https://pinkstonfarms.sharepoint.com/sites/msteams_572687-ProductsUnderWraps | 5 |
| | 🖚 Design - Products Under Wraps | https://pinkstonfarms.sharepoint.com/sites/msteams_572687-ProductsUnderWraps | |
| | Tigital Initiative Public Relations | https://pinkstonfarms.sharepoint.com/sites/msteams_c510e2 | |
| | 🚓 Elizabeth's Site | https://pinkstonfarms.sharepoint.com/sites/ElizabethsSite | |
| | Group for Answers in Viva Engage – DO NOT DELETE 9787809 | https://pinkstonfarms.sharepoint.com/sites/groupforanswersinvivaengagedonotdelete97 | 9790010 |

- 5 Contents of the backup display. Check boxes to select items to restore.
 - You can choose a specific date that you would like to restore from.
 - You can find files by searching by file name or navigating to where the file or files were located at the time of the backup.
 - You can select one or multiple files, or entire document libraries to restore.
- 6 Select Restore from the Select Action list.



| SPANNING | SharePoint Backups | | 4 ? erm 🔀 |
|---|---|---|---------------|
| Manage Licenses (*) SharePoint • Manage Site Collections Teams • Dark Web Activity Sackup History O Problems | Central Marketing - https://pinkstonfarms.sharepoint.com/sitea/msteams_d24990 | | Select Action |
| Settings | Name | Clear Selected (2) (0) (0) Type Last Modified Document Library | |
| | Style Library Web Part Gallery | Document Library Document Library | |
| | in appfiles in Documents | Document Library Document Library | |
| 0< | | Document Library Document Library | 0 |

7 Choose whether to restore to the same site collection or a different site collection. Click Next.

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|---|--|---|---------------|
| SharePoint | SharePoint Backups Central Marketing - https://pinkstonfarms | iharepoint.com/sites/msteams_d24990 | × |
| Manage Site Collections Image Site Collections | Mon, Jun 5, 2023 6:11 AM Mon, Jun 5 2028 6:11 AM Mon, Jun 5 2028 6 Central Marketing | Select Restore Settings | Select Action |
| Activity Backup History Problems | Contents 🖭 Subsites | Select where to restore the content. A subsite containing the restored contents will be created in the selected site collection. | |
| Settings + | Name | Same Site Collection https://pinkstonfarms.sharepoint.com/sites/mstearns_d: Different Site Collection | Last Modified |
| | List Template Gallery | Choose another site collection in the next step | |
| | E Style Library E Web Part Gallery | × Next > | |
| | appfiles | Document Library | 3 |
| | Documents | Document Library | |
| | Site Pages | Document Library | 0 |

8 If you are restoring to a different site collection, select the site collection and click **Next**.



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|---|--|--|---------------|
| & Users * Manage Licenses ♦ SharePoint * | SharePoint Backups Central Marketing - https://pinkstonfarms. | harepoint.com/sites/msteams_024990 | × |
| Manage Site Collections | Mon, Jun 5, 2023 6:11 AM 5 | Select Site Collection | Select Action |
| Activity Backup History Problems Settings * | Contents Subsites | Search Collections Pinkston Farms Intranet https://pinkstonfarms sharepoint.com/ | |
| to settings | Name | Community Last Modified | |
| | 📋 💼 List Template Gallery I | PointPublishing Hub Site https://pinkstonfarms.sharepoint.com/portals/hub | |
| | 🗍 🚺 Style Library 🗄 | Classic Site Test https://pinkstonfarms.sharepoint.com/sites/ClassicSiteTest | |
| | Web Part Gallery | Cick Next > | |
| | appfiles | UUSAIIBIN CAURAY " | |
| | Contraction Documents | Document Library | |
| | Site Pages | Document Library | |

9 Click **Restore**. A notification displays at the top of the page indicating that the restore was initiated.

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|--|--|---|---------------|---------------|--------|
| A Users * Manage Licenses * | Central Marketing - https://pinkstonfarms. | sharepoint.com/sites/msteams_d24990 | | | × |
| Manage Site Collections Teams Collection Col | Mon, Jun 5, 2023 6:11 AM | Confirm SharePoint Restore |] | Select Action | |
| Activity Backup History Problems | Central Marketing Contents 🖭 Subsites Site Content | A new subsite with the restored contents will be created in the selected site collection. A link can be found on the Activity page when it is finished restoring. | | | |
| Settings + | Name | Selected Site Collection: https://pinkstonfarms.sharepoint.com/sites/mstearms_d2 | Last Modified | | |
| | List Template Gallery Style Library | Click Restore | | | |
| | Web Part Gallery | Document Library | | | |
| | appfiles Documents | Document Library Document Library | | | |
| | 🕑 💼 Site Pages | Document Library | | | |

10 When the restore is complete, you receive an email notification. The restore displays on the Activity page in the Past items. Click the activity to view details about the restore, including the number of items restored and a link to access the newly created site.



| SPANNIN | G | | | | | | | ¢ | ? Sarm |
|---|----|--------|-----------------------------|---------------------------------------|---|----------------|---|----------------|-------------------------|
| Users Manage Licenses SharePoint Teams Dark Web | * | | ivity _{Current} | y: Pinkston Farm ७ _{Past} | S © | | | | |
| - Activity | | Sear | ch log | | | Q | 400 of 16280 Result | s \Xi Filte | r 🛛 🕄 Refresh |
| Backup History | | | | Date | Event | Act | tor | User i | |
|) Problems 3 Settings | ÷. | \sim | ٢ | 06/06/23 4:15:13 AM | Viewed User Backup | Far | rm Administrator | Carol Beard | |
| | | ~ | ۲ | 06/06/23 4:12:15 AM | Viewed Teams Channel Backup | Far | m Administrator | | |
| | | ~ | a <mark>.</mark> | 06/06/23 4:09:16 AM | Cross-User Mail Restore | Far | m Administrator | Carol Beard | → Farm Administrator |
| | | ~ | ٥ | 06/06/23 4:08:49 AM | Viewed User Backup | Far | m Administrator | Carol Beard | |
| | | ~ | ٥ | 06/05/23 2:23:28 PM | Viewed Teams Channel Backup | Far | rm Administrator | | |
| | | ^ | 5 | 06/05/23 1:58:52 PM | Manual SharePoint Site Collection Restore | Far | m Administrator | | |
| | | | Q | 4 of 4 item(s) restored | estore for SharePoint Site Collection. | Source: https: | @pinkstonfarms.com //pinkstonfarms.sharep ://pinkstonfarms.sharep | | |
| | | ~ | 0 | 06/05/23 1:55:57 PM | Viewed SharePoint Site Collection Backup | Far | m Administrator | | |

- **11** Spanning restores the content in a non-destructive manner, creating a new site containing the restored content. From here, you can move the content to your OneDrive or another site in SharePoint by selecting the content, clicking **Copy**, and selecting the target location.
 - **Note:** OneNote Notebooks are fully supported by Spanning Backup for Microsoft 365. Due to the design of Microsoft OneNote they do require an extra step to restore them back to their original location. For details, see our guide for Restoring Microsoft OneNote.

Protecting and Exporting Teams Channel Conversations

As a Spanning Backup for Microsoft 365 customer, you already enjoy automated backup of your critical Teams data stored in SharePoint Online or OneDrive, including Teams Private Channels. You can also backup Microsoft Teams Channel Conversations. While there is no additional cost, you do need to activate this functionality from your Spanning console.

See these procedures for details:

- "To activate Teams Channel Conversation backup"
- "To run a manual Teams Channel Conversation backup"
- "To export Teams Channel Conversations"
- "To deactivate Teams Channel Conversation backup"



To activate Teams Channel Conversation backup

- **1** Log into your Spanning Backup for Microsoft 365 account as a Global Administrator.
- 2 Click Settings.
- 3 Click Backups.
- 4 Click the toggle to turn on Teams Conversation Backup. You are redirected to the consent screen for your tenant to add the permissions needed to enable Teams Conversation Backup.
 - Once enabled it may take up to an hour for the permissions to be applied by Azure.
 - Once enabled Spanning automatically backs up Teams conversations each day.

| | | | | ¢ 0 | e Farm | ĸ |
|--|---|--|---|-----|--------|---|
| 2 Users Manage Licenses | * | Backups | | | | |
| SharePoint Teams Manage Channels | + | 🕼 Teams Conversation Backup | | | | |
| ↔ Dark Web 小 Activity ↔ Backup History | | Enabling Teams Conversation Backup requires additional permission. You will be asked to consent when you enable this feature. Once enabled it may take up to 60 minutes for the permission to be granted in Azure. | | | | |
| Problems Settings 1 Services | - | <mark>∞ √- 3</mark> | | | | |
| Backups 2 | | SharePoint | | | | |
| | | SharePoint backup is enabled . | | | | |
| | | To change this setting, please contact support@spanning.com. | | | | |
| | | ి Group Based Licensing | | | | |
| | | Licensed Groups Add + |] | | | |
| | | Executives × FTE backups × FTE backups | | | | U |
| | | Miami office X | | | | |

To run a manual Teams Channel Conversation backup

- **1** Log into your Spanning Backup for Microsoft 365 account as an admin user.
- 2 Click Teams.
- 3 Locate the team whose data you want to back up. You can search for a team by title, description, or channel.
- 4 Click the team.
- 5 Click the channel.
- 6 Select Back Up Now from the Select Action list.





To export Teams Channel Conversations

Spanning Administrators can search for and export Teams Conversation threads from Spanning Backup for Microsoft 365.

- **1** Log into your Spanning Backup for Microsoft 365 account as an admin user.
- 2 Click Teams.
- 3 Locate the team whose data you want to export. You can search for a team by title, description, or channel.
- 4 Click the team.
- 5 Click the channel.
- 6 Select View Backups from the Select Action list.



| Manage Licenses | C Teams 16 Teams With 32 Channels Q Search Channel Title/Description | | A Tearm K |
|--------------------------|--|--|---------------|
| 🕏 Dark Web 🕂 Activity | Team Title | Team Description | |
| Backup History | Central Marketing | Central Marketing Team | |
| Problems Settings | Communications | Communications Team | |
| Services | • Design—2 | Design Team | |
| Backups | - Channel Title | Channel Description | |
| | 🕼 American Design awards —3 | | 5 |
| | Last Backup: 6/5/23 1:23 PM Items Size Errors Success 0 — 0 ● 100 % | | Select Action |
| | General General | Design Team | 5 |
| | PNW Coffee Social Campaign | | 5 |
| | Froducts Under Wraps | This Channel is Private | • |
| | Digital Initiative Public Relations | Public Relations for Digital Initiatives | |

7 Check boxes to select one or more threads.

Conversation threads are listed in reverse chronological order. You can change the sort order or use search to find the specific thread by the initial conversation thread starter.

8 Click

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|---|--|--|
| SharePoint | C Teams Design > American Design awards | |
| Image Channels Image Dark Web | Image: Fri, Jun 16, 2023 3:22 AM Image: Control of the c | Selected: 2 1 |
| ・ 小 Activity う Backup History ① Problems | From Widget Application December 29, 2022 From Widget Application | 04/26 11:00 AM 12/29 7:56 AM |
| Settings Services Backups | From Widget Application September 29, 2021 | ₱ 12/29 7:56 AM |
| васкоря | From Widget Application From Widget Application | 09/29 12:39 PM 09/29 12:39 PM |
| | From Widget Application | 📁 09/29 12:39 PM |

9 Click **Confirm**. A notification displays at the top of the page indicating that the export was initiated.




- **10** When the export has finished compressing, you receive an email notification. The export displays on the Activity page in the Past items:
 - Click the activity to view details about the export.
 - Click the Download link to save the export to your local hard drive.

Notes:

- The download link expires 14 days after the export has finished compressing.
- Attachments in Teams are stored in SharePoint and the links in the messages refer to the original file location. To restore Microsoft Teams documents, use the "To restore SharePoint data" procedure.



| SPANNING | | | | | ۵ | . ? 9 Farm 1 |
|------------------------------|---|----------|--|---|--|---------------------|
| Users Manage Licenses | × | Activity | | | | |
| SharePoint | | | | | | |
| Teams | | Ourrent | Past | Filter Past activity does not include automated | levents | 🗘 Refresh |
| Dark Web | | | | | | |
| - Activity | | | | | | |
| Backup History | | | Date | Event | Users | |
|) Problems 3 Settings | ÷ | • | 6/16/23 8:52 AM | Viewed Teams Channel Backup | [Farm Administrator] | |
| | | • | 6/16/23 8:51 AM | Viewed Teams Channel Backup | [Farm Administrator] | |
| | | t] | 6/16/23 8:50 AM | Manual SharePoint Site Collection Restore | [Farm Administrator] | |
| | | • | 6/16/23 8:50 AM | Viewed SharePoint Site Collection Backup | [Farm Administrator] | |
| | | Ľ | 6/16/23 8:49 AM | Admin Teams Conversation Export | [Farm Administrator] | |
| | | | 2 of 2 items exported Download 6/16/23 Export Part 1 — Links expire 6/30/23 8:49 AM | Click to download the export | By: farm@pinkstonfarms.com For Teams Group Title: For Teams Channel Title: | ſ |
| | | t] | 6/16/23 8:47 AM | Cross-User Mail Restore | [Farm Administrator] Carol Beard \rightarrow Farm Administrator | |
| | | • | 6/16/23 8:47 AM | Viewed Teams Channel Backup | [Farm Administrator] | |

11 Extract the .zip file to a location of your choosing and open the messages.html file to view the exported content in a browser.





To deactivate Teams Channel Conversation backup

Note: All Teams Conversation backups are removed permanently 30 days after running this procedure. (Running this procedure does not effect Teams file backups in SharePoint.)

- 1 Log into your Spanning Backup for Microsoft 365 account as a Global Administrator.
- 2 Click Settings.
- 3 Click Backups.
- 4 Click the toggle to turn off Teams Conversation Backup.



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|--|---|--------------|
| Users Manage Licenses | . Backups | |
| SharePoint Teams Manage Channels | Teams Conversation Backup | |
| Dark Web Activity Backup History | Turning off Teams Conversation Backup will result in the removal of all Teams Conversation Backups in 30 days. (This setting does not effect Teams file backups in SharePoint.) | |
| Problems Settings | | |
| Services Backups | SharePoint | |
| | SharePoint backup is enabled. | |
| | To change this setting, please contact support@spanning.com. | |

Working with Dark Web Monitoring

Spanning Dark Web Monitoring is a premium feature of Spanning Backup for Microsoft 365. When Dark Web Monitoring is enabled for your tenant, Spanning Backup for Microsoft 365 monitors your tenant domains for data breach records collected by our dark web monitoring service from public breach databases and dark web sources to enhance the protection of your Microsoft 365 tenant. The data provided helps you protect the credentials of the users in your domain by alerting the Spanning Admin to potentially compromised credentials in your organization.



| Users Manage Licenses SharePoint | * < | K Wel | D: Pinksto | n Farms | | | |
|--|-----|--------------|------------|-------------------------------|---|---------------|--|
| Teams | Þ | | | | | | Q = Filter Resolve All 0 |
| r Dark Web | | | | | | | |
| Activity Backup History | | Status | Date Found | User | ÷ | Password Hit | Origin |
|) Problems | | \odot | 10/28/19 | carol.beard@pinkstonfarms.com | | QWERT**** | sharethis.com - content management plugins |
| 3 Settings | Þ | \odot | 11/24/19 | carol.beard@pinkstonfarms.com | | Not Disclosed | Elasticsearch server breached containing profile information fr |
| | | \odot | 06/14/18 | carol.beard@pinkstonfarms.com | | bcryp***** | bitly.com |
| | | \odot | 06/08/16 | carol.beard@pinkstonfarms.com | | 956ae***** | linkedin.com |
| | | \odot | 10/27/19 | carol.beard@pinkstonfarms.com | | Not Disclosed | canva.com |
| | | \checkmark | 11/10/13 | dan.drees@pinkstonfarms.com | | ou9pB**** | www.adobe.com |
| | | \checkmark | 06/14/18 | dan.drees@pinkstonfarms.com | | passw***** | bitly.com |
| | | \checkmark | 11/24/19 | dan.drees@pinkstonfarms.com | | Not Disclosed | Elasticsearch server breached containing profile information fro |
| | | \checkmark | 10/28/19 | dan.drees@pinkstonfarms.com | | asdfg***** | sharethis.com - content management plugins |
| | | \checkmark | 10/27/19 | dan.drees@pinkstonfarms.com | | Not Disclosed | canva.com |
| | | \odot | 10/28/19 | danjordan@pinkstonfarms.com | | passw***** | sharethis.com - content management plugins |
| | | \odot | 06/14/18 | danjordan@pinkstonfarms.com | | 2db88**** | bitly.com |
| | | \odot | 11/24/19 | danjordan@pinkstonfarms.com | | Not Disclosed | Elasticsearch server breached containing profile information fro |

What are the active statuses in Dark Web Monitoring?

Dark Web Monitoring matches the account detected to the account in Azure Active Directory and Spanning Backup for Microsoft 365. The resulting matrix is Azure AD: Active, Deactivated, and Deleted; and Spanning: Protected and Not Protected.

| | | for Microsoft 365 |
|-------------|------------|-------------------|
| Azure AD | Protected | Not Protected |
| Active | \bigcirc | \checkmark |
| Deactivated | Θ | — |
| Deleted | \bigcirc | × |

- Spanning Protected There is a Spanning Backup for Microsoft 365 license associated with the account.
- Spanning Not Protected The account is not licensed for Spanning Backup for Microsoft 365.
- Azure AD Active The account was found in Azure AD and is not disabled.
- Azure AD Deactivated The account was found in Azure AD and is disabled.



• Azure AD Deleted – The account was not found in Azure AD. 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 these resolution options:
 - Resolve 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 Activity log (for details, see "Viewing Application Activity").

Selected records example:





Filtered records example:



| SPANNING Users Manage Licenses SharePoint | G × × | | K Wel | | on Farms | | | Ĝ ⑦ € Farm |
|--|-------------|---------|-----------|-------------------------------|---------------------------------|---------------|--|--|
| Teams | Þ | Searc | h users | | | | 1 = Filter | Resolve Results |
| Dark Web Activity Backup History | | | Status | Date Found | User | User Status | & Protected | |
| Problems | | | \odot | 10/28/19 | carol.beard@pinkstonfarms.com | | ated & Protected | ntent management plugins |
| Settings | | \odot | 11/24/19 | carol.beard@pinkstonfarms.com | Deleted Deleted Deactiv | | r breached containing profile information fr | |
| | | | \odot | 06/14/18 | carol.beard@pinkstonfarms.com | □ ✓ Active | | |
| | | | \odot | 06/08/16 | carol.beard@pinkstonfarms.com | □ × Deleted | | |
| | | | \odot | 10/27/19 | carol.beard@pinkstonfarms.com | Clear | Done - | -3 |
| | | | \odot | 10/28/19 | danjordan@pinkstonfarms.com | адело | www.auobe.com | tent management plugins |
| | | | \oslash | 06/14/18 | danjordan@pinkstonfarms.com | 2db88**** | bitly.com | |
| | | | \oslash | 11/24/19 | danjordan@pinkstonfarms.com | Not Disclosed | Elasticsearch ser | ver breached containing profile information fr |
| | | | \odot | 06/14/18 | farm@pinkstonfarms.com | Not Disclosed | bitly.com | |
| | | | \odot | 10/28/19 | farm@pinkstonfarms.com | Not Disclosed | sharethis.com - c | ontent management plugins |
| | | | \odot | 11/24/19 | farm@pinkstonfarms.com | Not Disclosed | Elasticsearch ser | ver breached containing profile information fr |
| | | | \odot | 10/27/19 | farm@pinkstonfarms.com | Not Disclosed | canva.com | |
| | | | \odot | 10/28/19 | lucyjones@pinkstonfarms.com | pauls***** | charathia com | ontent management plugins |

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

When Spanning Backup for Microsoft 365 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 storing it in our database or showing it to an administrator. We feel that the IT Admin doesn't need the whole password to have a 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 Azure Active Directory?

Spanning Backup for Microsoft 365 Dark Web Monitoring is domain-level protection. Domains in the tenant are evaluated for compromised credentials. The result of this monitoring can include accounts that are associated with your domain but may not be active in Azure Active Directory. For example, the Acme Corp Marketing department maintains a social media presence using "marketing@acmecorp.com". This marketing address is not associated with an Azure Active 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 display in the Dark Web Monitoring report as "marketing@acmecorp.com" and "mypas****".



Even though there is no user account in Azure AD, this breached account represents a risk to the Acme Corp social media presence if the password is reused.

Viewing Application Activity

The Activity page shows all manually-initiated processes that are currently running or have completed within Spanning Backup for Microsoft 365. The Activity page does not include automated events. See the following for details:

- "To view current activity"
- "To view past activity"

To view current activity

- **1** Log into your Spanning Backup for Microsoft 365 account as an admin user.
- 2 Click Activity.
- 3 Click Current. A list of currently running, manually-initiated processes displays:
 - **Note:** If an activity is running in your user's account, a number notification displays on the bell icon in the upper-right corner of the page. You can click this icon to quickly view the Current items on the Activity page.
 - Click Filter and check a box below to filter the list by event type.
 - Click **Refresh** to refresh the activity list.
 - Click an activity in the list to view details.

| SPANNING | | | | 🖧 🕜 😫 Farm 🔀 |
|---|-------------------------------|--------------------------------|----------------------------|-----------------------------------|
| ▲ Users ✓ Manage Licenses ✓ ♦ SharePoint ● Teams ♦ Dark Web | Activity 2 Current Dest | Filter Click to filter by ev | ant type | Cick to refresh the activity list |
| Image: Activity Image: Activi | Event Manual Backup Restor | e 🗌 Export | | Apply (1) > Clear all filters |
| | Date | Event | Users | |
| | 6/19/23 1:42 PM | User Mail Backup | Farm Administrator | |
| | | Click to view activity details | By: farm@pinkstonfarms.com | |
| | | | | |

To view past activity

- **1** Log into your Spanning Backup for Microsoft 365 account as an admin user.
- 2 Click Activity.



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- 3 Click **Past**. A list of manually-initiated processes that completed over the last 30 days displays:
 - Click **Filter** and check a box below to filter the list by event type.
 - Click Refresh to refresh the activity list.
 - Click an activity in the list to view details.

| J SPANNING | | | | 4 | Parm K |
|---|------------------|------------------------|--|---|----------------------------------|
| 2 Users Manage Licenses ◊ SharePoint Image Teams > Dark Web | Activity Ø Curre | 2 | Past activity does not include automate Click to filter by event type | ed events Oick to refresh the activity list | - 🎝 Refresh |
| Activity | Event | l Backup 🕑 Restore 🏾 🤇 | Export Administrative | | Apply (1) > Clear all filters |
| Settings | | Date | Event | Users | |
| | t] | 6/19/23 7:37 AM | Cross-User Mail Restore | $[Farm\ Administrator]\ Carol\ Beard \to Farm\ Administrator$ | ^ |
| | t] | 6/19/23 7:12 AM | User Mail Restore | Farm Administrator | |
| | t] | 6/19/23 7:00 AM | User Mail Restore | Farm Administrator | |
| | t] | 6/16/23 1:43 PM | Cross-User Mail Restore | $[Farm\ Administrator]\ Carol\ Beard \to Farm\ Administrator$ | |
| | | 2 of 2 items restored | Click to view activity details | By: farm@pinkstonfarms.com From: carol.beard@pinkstonfarms.com To: farm@pinkstonfarms.com | |
| | t] | 6/16/23 10:49 AM | Manual SharePoint Site Collection Restore | [Farm Administrator] | 0 |
| | t] | 6/16/23 10:47 AM | Cross-User Mail Restore | [Farm Administrator] Carol Beard \rightarrow Farm Administrator | U |

Viewing Backup History

Use this procedure to view the backup history of all active Spanning users in your tenant:

- **1** Log into your Spanning Backup for Microsoft 365 account as an admin user.
- 2 Click Backup History. A list of backups that completed over the last 30 days displays:



| SPANNIN | IG | | | | 🗘 🝞 😫 Farm 🔀 |
|--|----------|------------------------|------------------|------|-------------------------------|
| UsersSharePoint | ► ► < | Backup History (Past 3 | 10 Days) | | 1-50 of 2792 |
| 🖡 Teams 🔓 Dark Web | Þ | End Time - | Start Time | Арр | User/Site/Channel |
| - Activity | | • 6/19/23 2:09 PM | 6/19/23 1:42 PM | Mail | farm@pinkstonfarms.com |
| Backup History Problems | | • 6/19/23 1:53 PM | 6/19/23 1:53 PM | Mail | lucyjones@pinkstonfarms.com |
| Settings | Þ | • 6/19/23 1:12 PM | 6/19/23 1:11 PM | Mail | danjordan@pinkstonfarms.com |
| | | • 6/19/23 12:48 PM | 6/19/23 12:32 PM | Mail | farm@pinkstonfarms.com |
| | | • 6/19/23 12:39 PM | 6/19/23 12:39 PM | Mail | Gonzales@pinkstonfarms.com |
| | | 6/19/23 12:20 PM | 6/19/23 12:19 PM | Mail | tenantadmin@pinkstonfarms.com |

3 (Optional) Click a backup to view details. If there are errors, you can click **View Problems** to view additional information on the Problems page.

| Subsers Manage Licenses | * | Backup History (Past | t 30 Days) | | 1-50 of 2827 |
|---|----|----------------------|----------------------------|---|-------------------------------|
| SharePoint Teams | Þ. | End Time - | Start Time | Арр | User/Site/Channel |
| 😓 Dark Web 🕂 Activity | | • 6/20/23 7:45 AM | 6/20/23 7:45 AM | OneDrive | ruby1@pinkstonfarms.com |
| Backup History | | • 6/20/23 6:48 AM | 6/20/23 6:48 AM | OneDrive | carol.beard@pinkstonfarms.com |
| ① Problems | | Successful Backup | Click to expand the backup | | |
| 🕄 Settings | • | • 6/20/23 6:29 AM | 6/20/23 6:29 AM | OneDrive | farm@pinkstonfarms.com |
| | | • 6/20/23 4:02 AM | 6/20/23 4:02 AM | Calendar | tenantadmin@pinkstonfarms.com |
| | | Failed Backup | View Problems » | Click to view errors on the Problems page | |
| | | 6/20/23 4:01 AM | 6/20/23 4:01 AM | Calendar | lucyjones@pinkstonfarms.com |



| SPANNING Users Manage Licenses SharePoint Teams Dark Web | ¢ | 2 Total | 15 ue, Jun 20, 2023 | Tenant Adr | ninistrator 🗙 👻 | Ç | C Parm K |
|--|---|---------|-------------------------------------|------------------------|--------------------------------|--|------------------|
| 小 Activity 功 Backup History | | | Time (GMT) | Problem | Item | User/Site/Channel | Туре |
| Problems Settings | • | | 11:02 AM | Backup Error | Info Unavailable | Tenant Administrator | Attention Needed |
| | | | Job Start Time: 6/20/23 11:02 AM | | the user does not have an Excl | hange Online mailbox. Spanning cannot process email, ove the license for this user via the Manage Licenses | |
| | | ** | 10:44 AM | Backup Error | Info Unavailable | Tenant Administrator | Temporary Error |
| | | | Job Start Time: 6/20/23 10:44 AM | attempted to download. | Microsoft experienced a serve | r error in trying to access the content that Spanning nt issue with Microsoft and usually clears up after a da .com. | у |
| | | | | | | | C |

4 (Optional) Click **Filter** and select a user or check boxes below to filter the list by user, backup status, or application type.

| Users SharePoint | ► ► ≪ | Backup History (Past 30 | Days) | | Filters | 2 |
|-------------------------|----------|-------------------------|------------------|----------|-------------|-----------|
| Teams Dark Web | Þ | End Time - | Start Time | Арр | User | |
| Activity | | • 6/20/23 4:02 AM | 6/20/23 4:02 AM | Calendar | Select User | - |
| Backup History Problems | | • 6/20/23 3:44 AM | 6/20/23 3:44 AM | Contacts | | |
| Settings | Þ | • 6/19/23 12:20 PM | 6/19/23 12:19 PM | Mail | Status Type | Partial |
| | | • 6/19/23 3:50 AM | 6/19/23 3:50 AM | Calendar | Failed | - |
| | | • 6/19/23 3:36 AM | 6/19/23 3:35 AM | Contacts | | |
| | | • 6/18/23 12:08 PM | 6/18/23 12:07 PM | Mail | App Type | Contacts |
| | | • 6/18/23 3:53 AM | 6/18/23 3:53 AM | Calendar | Mail | OneDrive |
| | | • 6/18/23 3:48 AM | 6/18/23 3:47 AM | Contacts | SharePoint | Teams |
| | | • 6/17/23 11:39 AM | 6/17/23 11:38 AM | Mail | | |
| | | • 6/17/23 3:27 AM | 6/17/23 3:27 AM | Calendar | | |
| | | • 6/17/23 3:24 AM | 6/17/23 3:24 AM | Contacts | | |
| | | • 6/16/23 1:55 PM | 6/16/23 1:55 PM | Mail | 4 | C |
| | | • 6/16/23 4:00 AM | 6/16/23 3:59 AM | Calendar | Clear | Apply (2) |
| | | • 6/16/23 3:44 AM | 6/16/23 3:44 AM | Contacts | | |



Managing Errors

If there are any issues backing up your users' data, they are reported on the Problems page. The page shows backup errors for the selected day. To modify the display, you can:

- Click a row to view details, including the cause of the problem and the steps to resolve the problem, if available.
- Select a different date within the last 30 days.
- Select a user to filter by backup user. Select one of the following: the Microsoft 365 Global Admin (for user backups), SharePoint, or Teams.
- Click **Filter** and check boxes below to filter by problem type.

| SPANNIN | G | | | | | | 🗘 🕐 🛛 Farm 🛚 🕯 |
|--|-------|--------------------|------------------------------------|-----------------------|--|---|-------------------------------------|
| Users SharePoint Teams Dark Web Activity Continued on the second second |) | Problem 3 Total | NS Mon, Jun 19, 2023 | Select User | · • | | k to filter blem type Filter (1) |
| Backup History Problems | | Problem Ty | | Backup/Restore/Export | Temporary Error | | Apply (1) > |
| Settings | Þ | | Time (GMT) | Problem | Item | User/Site/Channel | Туре |
| | | \geq | 7:20 PM | Backup Error | Info Unavailable | Tenant Administrator | Attention Needed |
| | | | Job Start Time: 6/19/23 7:19 PM | | 104 that the user does not have an Excl | hange Online mailbox. Spanning cannot process e ove the license for this user via the Manage Licen | |
| | | | | | | | |

Working with Application Settings

Use the Settings, Services, and Backups pages to view and configure notifications, administrators, and other tenant settings for the application.

See these procedures for details:

- "To view account information"
- "To enable or disable daily status notifications"
- "To view the Encryption Key setting"
- "To generate an API token"
- "To add a Spanning administrator"



- "To remove a Spanning administrator"
- "To configure Error Only Email"
- "To enable IT Complete single sign-on"
- "To integrate with UniView Portal (backup.net)"
- "To activate Teams Channel Conversation backup"
- "To view your SharePoint backup setting"
- "To configure group-based licensing"
- "To view your retention settings"

To view account information

- 1 Log into your Spanning Backup for Microsoft 365 account as an admin user.
- 2 Click Settings.
- 3 This account information displays: the number of licenses assigned, the total number of licenses purchased, and subscription expiration date.
- 4 These buttons display:
 - Purchase Licenses Click to purchase additional licenses. For details, see "Managing Payments and Subscriptions".
 - Manage Licenses Click to manage existing licenses. For details, see "To add licenses via the interface".

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|---|---|---|---|--------|----|
| Subsers Manage Licenses | ✓ Settings | | | | |
| SharePoint Teams Dark Web Activity Backup History | Account You have 11 licenses assigned of 15 licenses purchased. Your subscription expires on 6/13/24. | | | | |
| Problems Settings Services Backups | Purchase Licenses Manage Licenses Click to purchase or manage licenses Notifications | | | | |

To enable or disable daily status notifications

Daily status notifications provide details about the backups performed in a 24-hour period. Global Admins or Spanning Admins can navigate to the settings page to enable or disable daily status notifications and also modify the email recipients list. Any changes to the email recipient list are also tracked in the Past items on the Activity page. By default, the installer of Spanning Backup of Microsoft 365 is added to the recipient list for daily status notifications.

To enable or disable notifications:

1 Log into your Spanning Backup for Microsoft 365 account as an admin user.



- 2 Click Settings.
- **3** In the Notifications section:
 - 💿 🔽 indicates notifications are enabled
 - Indicates notifications are disabled

4 Do any of the following:

- Click Olications.
- Click to enable notifications.
- Click Add + to add an email recipient.
- Click X to remove an email recipient.

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|---|---|--------------|
| 2 Users • Manage Licenses | Settings | |
| ♦ SharePoint ▶ ♥ Teams ▶ ♦ Dark Web | Account | |
| み Activity う Backup History | You have 11 licenses assigned of 15 licenses purchased. Your subscription expires on 6/13/24. | |
| Problems Settings Services | Purchase Licenses Manage Licenses | |
| Backups | Notifications | |
| | Daily Status Notification Email | |
| | Email Recipients Add + Click to add an email recipient • farm@pinkstonfarms.com X Click to delete the email recipient | |

5 For more on the daily status email, see this article: <u>How do daily status notifications work in Spanning Backup for</u> Microsoft 365?

To view the Encryption Key setting

When Spanning Backup for Microsoft 365 was installed, the application was configured to use either a Spanning encryption key or a self-managed encryption key. Click **Settings** to view your application's Encryption Key setting. To change this setting, contact support@spanning.com.



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|--|--|---|---|--------|---|
| ▲ Users → Manage Licenses → ▲ SharePoint → ➡ Teams → ▲ Dark Web → ↓ Activity → ➡ Backup History → ● Problems → | Notifications Daily Status Notification Email Image: Status Notification Email | | | | |
| Services Backups | Encryption Key Backing up using Spanning Encryption Key. Encryption key setting See self-managed encryption keys documentation To change this setting, please contact support@spanning.com. | | | | |

To generate an API token

To use the Spanning API, a Spanning administrator must generate an API token to use for each API call.

- **1** Log into Spanning Backup for Microsoft 365 as an admin user.
- 2 Click Settings.
- 3 Click Generate token.

| | | | ¢ | ? | e Farm | 16 |
|---|--------|---|---|---|--------|----|
| Q Users Manage Licenses | • | Settings | | | | |
| SharePoint Teams Dark Web A Activity Backup History Problems Services | Þ Þ | Encryption Key Backing up using Spanning Encryption Key. See self-managed encryption keys documentation To change this setting, please contact support@spanning.com. | | | | |
| Backups | | API Token Generating a token allows you to access the API. The key generated will be unique to your account. Generate Token 2 See API documentation | | | • | |

4 Copy and save the token. You will need to supply this token for all API calls. For details on working with the Spanning API, see Spanning Backup for Office 365 API.



To add a Spanning administrator

Use this procedure to apply admin privileges to a Spanning user account.

- **1** Log into your Spanning Backup for Microsoft 365 account as an admin user.
- 2 Click Settings.
- 3 In the Admins section, click Add +.

| SPANNING Susers Manage Licenses SharePoint Teams | Backing up using Spanning Encryption Key. See self-managed encryption keys documentation To change this setting, please contact support@spanning.com. | ¢ | ? | e Farm | к | • |
|---|--|---|---|--------|---|---|
| Dark Web Activity Backup History Problems Settings 1 ~ 1 Services Backups | API Token Your account has an active API Token. Revoking your API token will disable API access to Spanning. Revoke Token See API documentation | | | | | |
| | W Admins Office 365 Global Admins Farm Administrator farm@pinkstonfarms.com Tenant Administrator tenantadmin@pinkstonfarms.com Spanning Admins Add + 2 Carol Beard carol.beard@pinkstonfarms.com Dan Drees dan.drees@pinkstonfarms.com | | | | 0 | |

- 4 On the Add a Spanning Admin page, select a user.
- 5 Click **Confirm** to apply Spanning Admin privileges.



Working with Application Settings

| 🔛 🛛 Add a Spanning Adr | nin | ; |
|------------------------|---------------------------------|---------------------|
| Search Users | | Q |
| Abigail Giles | AbigailGiles@pinkstonfarms.com | |
| Aimee Lambert | AimeeLambert@pinkstonfarms.com | |
| Alfreda Newman | AlfredaNewman@pinkstonfarms.com | |
| Amy Hickman —1 | AmyHickman@pinkstonfarms.com | ✓ |
| Andrew Jones | andrew.jones@pinkstonfarms.com | |
| Carol Beard | carol.beard@pinkstonfarms.com | |
| Dan Drees | dan.drees@pinkstonfarms.com | |
| Dan Jordan | danjordan@pinkstonfarms.com | |
| Dan's Room | dansroom@pinkstonfarms.com | |
| Gregory White | gwhite@pinkstonfarms.com | |
| Jack Brady | jbrady@pinkstonfarms.com | |
| John | Scott@pinkstonfarms.com | |
| John Doe | jdoe@pinkstonfarms.com | |
| Lucy Jones | lucyjones@pinkstonfarms.com | |
| | | 2 Cancel Confirm |

6 The user displays in the Spanning Admin list:

| | G | | | | 4 0 9 |
|--|-----|--------------------------------------|---|-------|--------------|
| 2 Users | - | See sen-managed encrypti | on keys documentation | | |
| Manage Licenses SharePoint | • | To change this setting, plea | ise contact support@spanning.com. | | |
| 🗗 Teams | + | | | | |
| Dark Web Activity Backup History | | API Token Your account has an active | : API Token. ill disable API access to Spanning. | | |
| Problems Settings | | Revoke Token | in disable API access to Spanning. | | |
| Services Backups | | See API documentation | | | |
| | | Admins Office 365 Global Admins | | | |
| | | Farm Administrator | farm@pinkstonfarms.com | | |
| | | Tenant Administrator | tenantadmin@pinkstonfarms.com | | |
| | | Spanning Admins | | Add + | |
| | | | | × | |
| The user is a Spanning Adm | min | Amy Hickman | AmyHickman@pinkstonfarms.com | | |
| The user is a Spanning Adm | min | — Amy Hickman Carol Beard | AmyHickman@pinkstonfarms.com carol.beard@pinkstonfarms.com | × | |



To remove a Spanning administrator

Use this procedure to remove admin privileges from a Spanning user account.

- **1** Log into your Spanning Backup for Microsoft 365 account as an admin user.
- 2 Click Settings.
- 3 In the Admins section, locate the Spanning Admin user and click its X.

| Lusers See Set Finanaged Encryption Keys documentation Manage Licenses Image Licenses SharePoint Image Licenses Dark Web Activity Dark Web Activity Your account has an active API Token. Problems Revoking your API token will disable API access to Spanning. Services See API documentation Backups See API documentation | • |
|--|---|
| Image decides To change this setting, please contact support@spanning.com. To change this setting, please contact support@spanning.com. Image decides Image decides < | |
| SharePoint Teams Dark Web Activity Seckup History Your account has an active API Token. Problems Revoking your API token will disable API access to Spanning. Settings Revoke Token See API documentation | |
| Dark Web A API Token Activity Your account has an active API Token. Derblems Revoking your API token will disable API access to Spanning. Services Revoke Token Services See API documentation Backups See API documentation | |
| APTIOKEN Activity Seckup History Problems Revoking your API token will disable API access to Spanning. Revoke Token Services Backups See API documentation See API documentation | |
| Activity Your account has an active API Token. Your account has an active API Token. Problems Revoking your API token will disable API access to Spanning. Revoke Token Services Backups See API documentation | |
| O Problems Revoking your API token will disable API access to Spanning. Image: Services Backups See API documentation | |
| Settings 1 Revoke Token Services See API documentation | |
| Services Backups | |
| See API documentation Backups | |
| | |
| 👑 Admins | |
| Office 365 Global Admins | |
| Farm Administrator farm@pinkstonfarms.com | |
| Tenant Administrator tenantadmin@pinkstonfarms.com | |
| | |
| Spanning Admins | |
| Amy Hickman AmyHickman@pinkstonfarms.com ×────2 | |
| Carol Beard carol.beard@pinkstonfarms.com X | |
| Dan Drees dan.drees@pinkstonfarms.com X | |

4 Click **Confirm** to remove Spanning Admin privileges from the account.





June 2023

To configure Error Only Email

Error Only Email enables external workflows for systems like BMS, ConnectWise, and Microsoft Power Automate. Any service that can take action on an inbound email can make use of Error Only Email. Use this procedure to configure an external address for receiving a plain text Error Only Email.

- **1** Log into your Spanning Backup for Microsoft 365 account as an admin user.
- 2 Click Settings.
- 3 Click Services.
- 4 Ensure that the feature toggle is enabled. If needed, click to enable the feature.
 - Indicates the feature is enabled.
 - oindicates the feature is disabled.
- 5 Click Add + to add email recipients.
- 6 (Optional) Modify the maximum number of errors to report daily by entering a new Flood Protection Quantity.
- 7 (Recommended) Click **Send Test Email** to send a test email to the addresses in the list. This is useful for workflow testing.
- 8 Click Save.

| SPANNING | | 🗘 🕐 😫 Farm 🔨 |
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| ∠ Users Manage Licenses ✓ SharePoint | Services | |
| teams ► ♦ Dark Web | ▲ Error Only Email | |
| Activity Backup History Problems Activity | Image: Settings Email Recipients Add + Add + | |
| Settings | farm@pinkstonfarms.com | |
| Backups | Flood Protection Maximum number of errors to report daily. Set value to 0 to disable. Quantity 55 (Optional) Change max errors setting Send Test Email6 (Recommended) Clear5ave7 | |

To enable IT Complete single sign-on

If you are using the Kaseya VSA or Unitrends UniView for multi-tenant management with Spanning Backup for Microsoft 365, use this procedure to enable single sign-on from those applications.

- **1** Log into your Spanning Backup for Microsoft 365 account as an admin user.
- 2 Click Settings.



- 3 Click Services.
- 4 Locate the Login with IT Complete setting and turn it on.
 - oldstates the feature is enabled.
 - oindicates the feature is disabled.

| | | | | | ¢ | ? | 9 Farm | 14 |
|----------------------------|---|--|---|--|---|---|--------|----|
| 🖉 Users Manage Licenses | * | farm@pinkstonfarms.com | × | | | | | |
| SharePoint | • | Flood Protection | | | | | | |
| 🖬 Teams | Þ | Maximum number of errors to report daily. Set value to 0 to disable. | | | | | | |
| 😓 Dark Web | | Quantity 5 | | | | | | |
| -1- Activity | | | | | | | | |
| 🕲 Backup History | | Send Test Email | | | | | | |
| ① Problems | | Clear Save | | | | | | |
| Settings — 1 | - | | | | | | | |
| Services — 2 | | \rightarrow] Login With IT Complete | | | | | | |
| Backups | | | | | | | | |
| | | Allow Kaseya IT Complete login for administrators | | | | | | |
| | | SSO is enabled | | | | | | |
| | | IT Complete Organization | | | | | | |
| | | S: 1 X | | | | | | |

5 Return to the Microsoft 365 Backup Module in either Kaseya VSA or Unitrends UniView and locate the tenant you just enabled for Login with IT Complete. Click Connect to Product and you are logged into the tenant with your VSA/UniView account.

To integrate with UniView Portal (backup.net)

Use this procedure to add the UniView Portal integration to Spanning Backup for Microsoft 365. This procedure requires Microsoft 365 Global Administrator credentials and UniView administrator or superuser credentials.

Note: After you've added the integration and mapped your Microsoft 365 domains to UniView organizations, UniView generates alerts for any partial or failed backups. (For details, see *Alerts for Spanning Microsoft* 365 backup in the UniView Portal Guide.)

- **1** Log into your Spanning Backup for Microsoft 365 account as a Global Administrator.
- 2 Click Settings.
- 3 Click Services.
- 4 Locate the Backup.Net Integration setting and turn it on.
 - Indicates the feature is enabled.
 - oindicates the feature is disabled.
- 5 Click Link Backup.Net Organization.



| | SPANNING | |
|---------|--|---|
| | Manage Licenses SharePoint Teams Dark Web Activity | ✓ → Login With IT Complete Allow Kaseya IT Complete login for administrators ✓ ✓ ✓ Link External Organization |
| () © | Problems Settings 1 Services 2 Backups | Backup.Net Integration Publish data to linked Backup.net organization Ink Backup.Net Organization |

6 Sign in to Microsoft 365 with your Global Administrator account.

| Microsoft Sign in Email, phone, or Skype Cant access your account? | |
|---|--|
| Next | |
| | |

7 Sign in to UniView as an admin or superuser.



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Working with Application Settings

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| Kaseya | | |
|--------|---|-------|
| | | |
| | UNIVIEW Ø s ge-backup.net | |
| | Email dimensional trends.com | word? |
| | Log In | |
| | <u>Help & Support</u> ● Kaseya 2023 | |
| | | |
| | | |

- 8 (Optional) Select a UniView Organization if you want to map your Microsoft 365 domain to an existing organization.
- 9 Click Add to add the integration.





10 You are redirected to your Spanning account, where you can see that the integration has been added.



Working with Application Settings



To view your Teams Conversation Backup setting

- 1 Log into your Spanning Backup for Microsoft 365 account as an admin user.
- 2 Click Settings.
- 3 Click Backups.
- 4 In the Teams Conversation Backup section, check the toggle to see if backups are enabled or disabled.



- 5 (Optional) Click the toggle to enable or disable backups.
 - Indicates the feature is enabled.



• oldstates the feature is disabled.

Note: All Teams Conversation backups are removed permanently 30 days after disabling this feature. (This does not effect Teams file backups in SharePoint.)

To view your SharePoint backup setting

- **1** Log into your Spanning Backup for Microsoft 365 account as an admin user.
- 2 Click Settings.
- 3 Click Backups.
- 4 In the SharePoint section, check whether backups are enabled or disabled.

Note: To change this setting, contact support@spanning.com.

| SPANNING | 3 | 🗘 🕐 🔁 Farm 🔀 |
|--|---|--------------|
| 은 Users Manage Licenses | Backups | |
| SharePoint Teams Dark Web | Teams Conversation Backup | |
| Activity Backup History Problems | Turning off Teams Conversation Backup will result in the removal of all Teams Conversation Backups in 30 days. (This setting does not effect Teams file backups in SharePoint.) | |
| Settings — 1 Services Backups — 2 | • | |
| Dackups 2 | ♦ SharePoint | |
| | SharePoint backup is enabled. 3 Backups are enabled | |
| | To change this setting, please contact support@spanning.com. | |

To configure group-based licensing

Group-based licensing enables Spanning to automatically protect new users in your tenant via Azure Active Directory security group membership.

Note: There are multiple types of Azure groups. Spanning can license by security groups only.

Use this procedure to configure group-based licensing:

- **1** Log into your Spanning Backup for Microsoft 365 account as an admin user.
- Click Settings.
- 3 Click Backups.
- 4 Scroll down to the Group Based Licensing section.
- 5 Click Add to add the Azure Active Directory security groups that Spanning will monitor for changes.



6 (Recommended) Enter a number in the Depletion Notification's Quantity field so that Spanning sends a notification when your available license count reaches the specified threshold.

Note: To stop receiving these notifications, set the quantity to zero (0).

7 Click Save.

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|--|--|--------------|
| A Users • Manage Licenses | ୍ର 😤 Group Based Licensing | |
| SharePoint Teams | Licensed Groups Add + 3 Add groups | |
| Dark Web | Executives X | |
| 1- Activity | FTE backups X FTE backups | |
| Backup History Problems | Miami office × Miami office | |
| ③ Settings — 1 • | Product management X | |
| Services Backups2 | Depletion Notification Anyone subscribed to receive daily notifications will now also receive notifications when Spanning Backup licenses fail a desired threshold below or in case any error happened on automatic license assignment. | |
| | Set value to 0 to disable. Quantity 5 4 Clear Save 5 (Recommended) | |

- 8 Group-based licensing is enabled. Note the following:
 - Spanning checks the specified Azure Active Directory security groups for new users once a day.
 - Spanning does not automatically unassign licenses, even if users are removed from a security group or from Microsoft 365.
 - When a Spanning license is unassigned:
 - A user's data is removed permanently 30 days after the change is made.
 - If a license is re-applied within 30 days, backups resume and data is preserved based on the organization's current retention settings.

To view your retention settings

In addition to unlimited retention, Spanning Backup for Microsoft 365 offers flexible tenant-wide retention for Mail, Calendar, Contacts, OneDrive, and SharePoint. If your organization requires backup retention rules that reflect your legal retention requirements, contact Support to enable this feature. Retention is based on the content's last modified date. Duration can be set differently for different workloads.

- **1** Log into your Spanning Backup for Microsoft 365 account as an admin user.
- 2 Click Settings.
- 3 Click Backups.
- 4 Scroll down to the Retention Policy section. Review the backup policy for each application.



Note: To change these settings, contact support@spanning.com. SPANNING 🗘 🕜 😫 Farm ĸ Users Manage Licenses Retention Policy — 3 Scroll down & review policies SharePoint Teams Mail 🔤 🔹 Dark Web Retention Policy is disabled. -1- Activity All data will be retained Backup History Calendar ① Problems Retention Policy is disabled. Settings All data will be retained Services A Contacts Backups -Retention Policy is disabled. All data will be retained OneDrive Retention Policy is disabled. All data will be retained ♦ SharePoint Retention Policy is disabled. All data will be retained. 🕼 Teams Retention Policy is disabled All data will be retained

Managing Payments and Subscriptions

Once your Spanning Backup account is set up as a paid account, you can purchase additional licenses for new users at a prorated annual rate. To purchase more licenses, click **Purchase Licenses** on the Settings page. You can then use the Manage Licenses page to assign these newly purchased licenses to users in your tenant (see "To add licenses via the interface").

Note: You can also set up automated license purchasing. For details, see this article: <u>Automated License</u> Purchasing in Spanning Backup for Microsoft 365.

| SPANNING | ¢ | ? | 9 Farm | 14 |
|---|--|---|--------|----|
| Manage Licenses | Settings | | | |
| SharePoint Teams Dark Web | Account | | | |
| ♪ Activity ⑤ Backup History | You have 11 licenses assigned of 15 licenses purchased. Your subscription expires on 6/13/24. | | | |
| Problems Settings 1 | Purchase Licenses Manage Licenses | | | |
| Services Backups | Notifications | | | |



Helpful Resources

Check out these additional resources:

- Knowledge Base Search through articles in our <u>Spanning Backup for Microsoft 365 Knowledge Base</u> to find answers to the most common user questions.
- Email Support If you can't find the answer to your question or need further help, please don't hesitate to contact us via email at support@spanning.com.
- Privacy Spanning takes privacy seriously. Read our Privacy Policy at https://spanning.com/privacy-statement/.
- Security Spanning Backup employs multiple layers of operation and physical security to ensure the integrity and safety of your data. Read how we protect your data at https://spanning.com/data-protection-security/.

About Spanning

Spanning Cloud Apps, a Kaseya company, is the leading provider of backup and recovery for SaaS applications, helping organizations around the globe protect their information in the cloud. The company provides powerful, enterprise-class data protection for Microsoft 365, Google Workspace, and Salesforce. With data centers located in North America, the EU, Canada, and Australia, Spanning Backup is the most trusted cloud-to-cloud backup solution for thousands of companies and millions of users around the world. Learn more at www.spanning.com. Follow Spanning on Twitter @spanningbackup.

