

### Spanning Backup for Microsoft 365 Admin Guide

Document Date 06/23/2023



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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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- 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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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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# **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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- 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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- 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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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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#### 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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		Calendar	carol.beard@pinkstonfarms.com Dan Drees dan.drees@pinkstonfarms.com	itonfarms.com	Start Date 11/13/99 5:00 AM
		<ul> <li>Birthdays</li> <li>Birthdays (Restored_o.</li> </ul>	Dan Jordan danjordan⊜pinkstonfarms.com Dan's Room	stonfarms.com	9/19/99 7:00 AM
		<ul> <li>Birthdays (Restored_o.</li> <li>Birthdays (Restored_o.</li> </ul>	x	itonfarms.com	9/6/99 7:00 AM
		Restored on 2019-12-	Annie Mcpherson birthday	farm@pinkstonfarms.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.



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▲     Users       Manage Licenses       ♦       SharePoint	<ul> <li>Backups</li> <li>Farm Administrator – farm@</li> </ul>	ipinkstonfarms.com		×
🕼 Teams 🗸	🛛 Mail 🛗 Calendar 👱	Contacts 🌤 OneDrive		
-l⊱ Activity ூ Backup History	Mon, Jun 5, 2023 3:57 AM	Q Search Contacts	Select Action 3	
<ul><li>Problems</li><li>Settings</li></ul>	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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Users     Manage Licenses     SharePoint	• () )	<ul> <li>Backups</li> <li>Farm Administrator – farm@</li> </ul>	pinkstonfarms.com		×
🖬 Teams	Þ	Mail 🛗 Calendar 🚢	Select Restore Settings		
Activity     Backup History     Problems		Mon, Jun 5, 2023 3:57 AM	Would you like to restore to the same u	user, or a different user?	
Settings	F	Select All	Same User		<b>•</b> Filter
		Contacts			Туре
		Engineering Contacts	Different User Choose another user in the next st	ep	Contact
		Restored_on_2022-07_		2	Contact
		Restored_on_2022-09_		× Next >	Contact
		Restored_on_2022-11_		_	
		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**.

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A     Users     •       Manage Licenses     •       •     SharePoint     •	Backups Farm Administrator — farm@	pinkstonfarms.com		×
Image: Image	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.



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Users       Manage Licenses       SharePoint	*	<ul> <li>Backups</li> <li>Farm Administrator – farm@</li> </ul>	pinkston	farms.com		Restore successfully initiated		×
<ul> <li>➡ Teams</li> <li>➡ Dark Web</li> <li>Activity</li> </ul>	Þ	Mail 🛗 Calendar 👱	Conf	irm Restore				
Backup History     Problems		Mon, Jun 5, 2023 3:57 AM	The res	stored items will be place	d in a new 'Restored' folder			
🕲 Settings	÷	Select All						🗣 Filter
		Contacts			2 items to be restored to Carol Beard		Туре	
		Engineering Contacts			Click Restore		Contact	Î
		Restored_on_2022-07_			X Restore		Contact	
		Restored_on_2022-09_					Oraclast	
		Restored_on_2022-11_		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	
			*					•

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.

	G					🗘 🕜 😫 Farm 🔀
<ul> <li>Users</li> <li>Manage Licenses</li> <li>SharePoint</li> </ul>	*	Backups ② Farm Administrator – farm@pinkstonfarms.com				×
🕼 Teams 🐟 Dark Web	Þ	Mail 🛗 Calendar 🄽 Contacts 🤷 OneDrive				
<ul> <li>Activity</li> <li>Backup History</li> <li>Problems</li> </ul>	Activity ) Backup History ) Problems 3 Settings +	Mon, Jun 5, 2023 6:13 AM		Select Action	<u></u> 3 _4	
Settings	Þ	Files	Cle	Export (2) Back Up Now Close	,	
		Name	Typ	e adsheet	Modified By	Last Modified
		Book.xlsx	Spre	adsheet	Farm Administrator	8/22/18 12:34 PM
		- 🕑 🔹 📗 Corporate Fee Schedule.docx	Docu	Document Farm Administrator		3/14/18 8:31 PM
2<		Current Open Applications.xlsx	Spre	adsheet	Farm Administrator	3/14/18 8:31 PM
		Document.docx	Document		Farm Administrator	8/22/18 12:32 PM
		Document1.docx	Docu	ment	Farm Administrator	1/2/20 1:09 PM
		FY+Budget+Projection.xlsx	Spre	adsheet	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
<ul> <li>i Teams</li> <li>         ⇒ Dark Web         - Activity         Sackup History         </li> </ul>	۶.	Mail Calendar &	Select User				
<ul> <li>Problems</li> <li>Settings</li> </ul>	÷	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	2	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.



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≗ Users — 1 -	Users				
Manage Licenses	<				
♦ SharePoint ►	Users: Pinkste	on Farms Paid			Manage Licenses
Teams 🕨					
<ul> <li>Dark Web</li> </ul>	Standard Licen	uses (i) (T Archived	Licenses @	209 Users	
Backup History					
Problems	Assigned Remaining	Purchased Assigned Re	maining Purchased	Members Guests	
Settings	9 6	15 2	3 5	24 0	
	Filter columns and search ke			Q 11 of 11 Results = Filter	C Reload 🛛 🛱 Last sync 06/05/23 10:01 AM
	User 🔶	Email	License Type	Tags	Last 30 Backups
	<u>ළ</u> Carol Beard	carol.beard@pinkstonfarms.com	۵ ا	Spanning Admin	
	은 Dan Jordan	danjordan@pinkstonfarms.com	O ē		Wiew Backups —3
	🙎 Dan's Room	dansroom@pinkstonfarms.com	۵ ا		Back Up Now
	은 Farm Administrator	farm@pinkstonfarms.com	I I	Global Admin	
	은 John	Scott@pinkstonfarms.com	O I		
	은 Kate Oliver	kateoliver@pinkstonfarms.com	0 🗖	Archived (read-only) Deleted from Microsoft	
	은 Lucy Jones	Iucyjones@pinkstonfarms.com			
					÷

- 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.



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<ul> <li>∠ Users</li> <li>Manage Licenses</li> <li>◇ SharePoint</li> <li>IF Teams</li> <li>✓ Dark Web</li> </ul>	Backups Ruby Camper - ruby1@pinkstonfarms.com Mail  Calendar  Contacts  OneDrive	×
<ul> <li>小 Activity</li> <li>⑦ Backup History</li> <li>① Problems</li> <li>⑧ Settings</li> </ul>	Select Action	
- 0	Inbox     Message     Close	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
	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.

J SPANNING						🗘 🕐 😫 Farm 🔀
<ul> <li>Users</li> <li>Manage Licenses</li> <li>SharePoint</li> <li>Teams</li> <li>Dark Web</li> </ul>	*	Activity () Current	1) Past	Filter Past activity does not include automated events		🗘 Refresh
1- Activity						
Backup History			Date	Event	Users	
Settings		- <b>1</b> -	6/5/23 1:09 PM	Updated Site Collection Assignments	[Farm Administrator]	
- 5		Ľ	6/5/23 12:55 PM	<ul> <li>Admin Mail Export</li> </ul>	[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 12:40 PM	Admin OneDrive Export	[Farm Administrator] Ruby Camper	
		•	6/5/23 12:50 PM	Viewed User Backup	[Farm Administrator] Ruby Camper	
		•	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]	
uby1_pinkstonfarzi	p ^					Show all

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	
💱 🖍 🕅 🚔 🧾 📀				$\langle \rangle$			Q Search
Home Organize To	ols		1	Favorites	Name A	Date Modified	Size Kind
E-mail New Delete Rep	iy Reply All Forward & Move ₩ Junk*	Categorize Follow Up	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			Desktop			
▶ W Deleted Items	Microroft Outlooks 12:40 PM			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			×
<ul> <li>Image: Teams</li> <li>Image: Dark Web</li> <li>Image: Arrow Activity</li> </ul>	Mail 🛗 Calendar 🤽 Contacts 💁 OneDrive	Select Action	-2	
<ul> <li>Backup History</li> <li>Problems</li> </ul>	Men, Jun 5, 2028 411 AM- Men, Jun 6, 2028 411 AM	1 Restore (2)		
Ø 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.

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≥     Users     ~       Manage Licenses     √       ♦     SharePoint     *       ●     Teams     *       ●     Dark Web       ↓     Activity       *     Backup History       ●     Darkbarne	Backups Ruby Camper — ruby1@pink	tonfarms.com		×
	Mail 🗰 Calendar 😕	Confirm Export	d data and will be notified by	
<ul> <li>Problems</li> <li>Settings </li> </ul>	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.

7	SPANNING						¢	?	<b>9</b> Farm	n <b>1K</b>
Do	Users Manage Licenses	*	Activity							
○ ∰ ◆	SharePoint Teams Dark Web	•	Ø Current	Past 💡	Filter Past activity does not include automated events				🗘 Re	fresh
4	Activity									
•9	Backup History Problems		ß	Date 6/5/23 12:55 PM	Admin Mail Export	Users [Farm Administrator] Ruby Camper				*
\$	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 1:99 PM	Click to download the expert	By: farm@pinkstonfarms.com From: ruby1@pinkstonfarms.com				1
			••	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 Users Manage Licenses Manage Site Collections The Teams	SharePoint Backups 34 Site Collections Q Search Site Collections Table/URL	🦨 🕑 Manage S	Farm K
😓 Dark Web	Site Collection Title	Site Collection URL	
Backup History	c♣n Central Marketing	https://pinkstonfarms.sharepoint.com/sites/msteams_d24990	5
Problems     Settings	etha Classic Site Te	https://pinkstonfarms.sharepoint.com/sites/ClassicSiteTest	5
Setungs -	🚓 Communications	https://pinkstonfarms.sharepoint.com/sites/msteams_8c6ec8	<b>5</b>
	dia Community	https://pinkstonfarms.sharepoint.com/portals/Community	
	- The sign	https://pinkstonfarms.sharepoint.com/sites/msteams_572687	<b>-</b>
	🚓 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	5
	🚓 Digital Initiative Public Relations	https://pinkstonfarms.sharepoint.com/sites/msteams_c510e2	-
	<b>a≇</b> ⊪ Elizabeth's Site	https://pinkstonfarms.sharepoint.com/sites/ElizabethsSite	5
	🚓 Group for Answers in Viva Engage – DO NOT DELETE 9787809	https://pinkstonfarms.sharepoint.com/sites/groupforanswersinvivaengagedonotdelete978780910	3
	🚓 Pinkston Farms Intranet	https://pinkstonfarms.sharepoint.com/	IJ
	🕮 PointPublishing Hub Site	https://pinkstonfarms.sharepoint.com/portals/hub	-

#### 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.)



SPANNING			🗘 🔞 🕒 Farm 1
Users - Manage Licenses	SharePoint / Manage Site Collections		Click to back up newly added site collections
SharePoint  Manage Site Collections	Manage Site Collections Paid		Auto Backup All Site Collections
<ul> <li>i Teams</li> <li>i&gt; Dark Web</li> <li>i Activity</li> <li>i&gt; Backup History</li> <li>i&gt; Problems</li> <li>i&gt; Settinge</li> </ul>	Assigned Remaining 33 1		Click to back up all existing site collections
s settings s	Search site collections title/URL		Q 34 of 34 Results 24 Last sync 06/04/23 5:48 Pt
	Site Collection Title	÷	Site Collection URL Tags Backup Active
	ි සි Central Marketing	đ	https://pinkstonfarms.sharepoint.com/sites/msteams 0 Click to back up this
	ි සිං Classic Site Test	σ	https://pinkstonfarms.sharepoint.com/sites/ClassicSit
	6 Communications	σ	https://pinkstonfarms.sharepoint.com/sites/msteams 🧻
	ි සිං Community	σ	https://pinkstonfarms.sharepoint.com/portals/Commu 0 Deleted from Microsoft
	🗋 🖧 Design	σ	https://pinkstonfarms.sharepoint.com/sites/msteams 0
	් සිං Design - Products Under Wraps	Ø	https://pinkstonfarms.sharepoint.com/sites/msteams 🧻
	🗋 🚓 Design - Products Under Wraps	σ	https://pinkstonfarms.sharepoint.com/sites/msteams 0
	Digital Initiative Public Relations	σ	https://pinkstonfarms.sharepoint.com/sites/msteams 0

#### 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		🗘 🖓 😝 Farm 14
Users     Manage Licenses     Manage Site Collections     Teams     Fares	SharePoint Backups 34 Site Collections	Manual backup of SharePoint Site Collection started Manage Site Collection:
Dark Web     Activity	Site Collection Title	Site Collection URL
) Backup History	🚓 Central Marketing —1	https://pinkstonfarms.sharepoint.com/sites/msteams_d24990
) Problems 3 Settings >>	Last Backup: 6/14/23 3:52 PM 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
	allea Community	https://pinkstonfarms.sharepoint.com/portals/Community
	- 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 Users • Manage Licenses • Manage Site Collections Teams •	SharePoint Backups 34 Site Collections	¢ [	Parm     Manage Site Collections
😓 Dark Web	Site Collection Title	Site Collection URL	
<ul> <li>Backup History</li> </ul>	🕰 Central Marketing —1	https://pinkstonfarms.sharepoint.com/sites/msteams_d24990	- 1
<ul><li>Problems</li><li>Settings +</li></ul>	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	
	👼 Community	https://pinkstonfarms.sharepoint.com/portals/Community	-
	<b>e≅</b> ∗ Design	https://pinkstonfarms.sharepoint.com/sites/msteams_572687	
	💤 Design - Products Under Wraps	https://pinkstonfarms.sharepoint.com/sites/msteams_572687-ProductsUnderWraps	
	🕰 Design - Products Under Wraps	https://pinkstonfarms.sharepoint.com/sites/msteams_572687-ProductsUnderWraps	
	Digital 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/groupforanswersinvivaengagedonotdelete978	780910 📮 🗸

- 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		🇘 🕜 \rm 🛛 Farm 📧
Manage Licenses	Central Marketing - https://pinkstonfarms.sharepoint.com/sites/msteams_d24990  Mon_Jun 5, 2023 6:11 AM  Mark_dx f 2022 6:11 AM  Mark_dx f 2022 6:11 AM  Mark_dx f 2022 6:11 AM		Select Action
<ul> <li>Dark Web</li> <li>Activity</li> <li>Backup History</li> <li>Problems</li> </ul>	Central Marketing Contents I Subsites Site Content		Restore (2)     Export (2)     Back Up Now
Settings	Name	Clear Selected    (2)   (0)   (0)  Type  Last Modified  Document Library	î
	Extra plate callery	Document Library	
	Web Part Gallery	Document Library Document Library	
0<	Courrents      Site Pages	Document Library Document Library	Q
	Solution Gallery	Document Library	

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

T SPANNING				4 🗘 🕐 🖨 Farr	n <b>1</b> K
Users   *     Manage Licenses   *     ♦   SharePoint	Central Marketing - https://pinkstonfarms.s	harepoint.com/sites/msteams_d24990			×
Manage Site Collections           Image Site Collections	Mon, Jun 5, 2023 6:11 AM	Select Restore Settings		Select Action	
-/- Activity *D Backup History ① Problems	Central Marketing Contents E Subsites Site Content	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/msteams_dt	Last Modified		
	List Template Gallery	Choose another site collection in the next step			Î
	C II Style Library	× Next >			
	🗍 💼 Web Part Gallery				
	appfiles	Document Library		3	
	Documents	Document Library			
	Site Pages	Document Library			C

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



J SPANNING			🗘 🕐 🛛 Farm 🔣
& Users     *       Manage Licenses <b>♦</b> SharePoint     *	SharePoint Backups Central Marketing - https://pinkstonfarms.	sharepoint.com/sites/msteams_d24990	×
Manage Site Collections	Mon, Jun 5, 2023 6:11 AM 5	Select Site Collection	Select Action
Activity     Backup History     Problems     Activity	Contents Subsites	Search Collections  Pinkston Farms Intranet  thtps://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	X ( Next )	
	appfiles	utsaritein Clarary "	
	Comments	Document Library	
	Site Pages	Document Library	

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

<b>T</b> SPANNING				¢ (?)	🕒 Farm
A Users * Manage Licenses *	Central Marketing - https://pinkstonfarms.	harepoint.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			
	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.



J SPANNING					🗘 🕐 \varTheta Farm 🕊
<ul> <li>Users</li> <li>Manage Licenses</li> <li>SharePoint</li> <li>Teams</li> </ul>	<ul> <li>Activity: I</li> <li>© current</li> </ul>	Pinkston Farm ৩ Past	S ©		
😸 Dark Web				0 400 of 16280 Popul	to = Eiltor 📿 Pofrach
-∱- Activity	Searchinog			400 01 10200 Kesul	
Backup History		Date	Event	Actor	User i
<ol> <li>Problems</li> <li>Settings</li> </ol>	× (0)	06/06/23 4:15:13 AM	Viewed User Backup	Farm Administrator	Carol Beard
	~ (2)	06/06/23 4:12:15 AM	Viewed Teams Channel Backup	Farm Administrator	
	~ a	06/06/23 4:09:16 AM	Cross-User Mail Restore	Farm Administrator	Carol → Farm Beard → Administrator
	~ (0)	06/06/23 4:08:49 AM	Viewed User Backup	Farm Administrator	Carol Beard
	~ (0)	06/05/23 2:23:28 PM	Viewed Teams Channel Backup	Farm Administrator	
	<u>~</u> 5	06/05/23 1:58:52 PM	Manual SharePoint Site Collection Restore	Farm Administrator	
	<u>ද</u> Fa 4 ර	rm Administrator performed a l of 4 item(s) restored Restored Site 》[	estore for SharePoint Site Collection.	Actor: farm@pinkstonfarms.com Source: https://pinkstonfarms.share Target: https://pinkstonfarms.share	point.com/sites/mstea point.com/sites/mstea
	~ ©	06/05/23 1:55:57 PM	Viewed SharePoint Site Collection Backup	Farm Administrator	Q

- **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.

T SPANNING				¢ 0	e Farm	ĸ
2 Users Manage Licenses	*	Backups				
<ul> <li>SharePoint</li> <li>Teams</li> <li>Manage Channels</li> </ul>	+	🕼 Teams Conversation Backup				
<ul> <li>↔ Dark Web</li> <li>小 Activity</li> <li>↔ Backup History</li> </ul>		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.				
<ul> <li>Problems</li> <li>Settings 1</li> </ul>	•	<mark>∞ √- 3</mark>				
Backups 2		SharePoint				
		SharePoint backup is <b>enabled</b> .				
		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.



SPANNING       Users       Manage Licenses       SharePoint       Teams       1       Manage Channels	Teams 16 Teams With 32 Channels		Manual backup of Teams Conversation started Manage Channels
Dark Web     Activity	Team Title	Team Description	
) Backup History	Central Marketing —2	Central Marketing Team	
) Problems	Channel Title	Channel Description	
8 Settings ►	🕼 General ————————————————————————————————————	Central Marketing Team	<b>4</b>
	Last Backup: 6/16/23 3:22 AM Items Size Errors Success 0 − 0 ● 100 %		Select Action View Backups  Back Up Now
	<ul> <li>Communications</li> </ul>	Communications Team	
	▶ Design	Design Team	

#### 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.



SPANNING Users Manage Licenses SharePoint  Teams Manage Channels	Teams Is Teams With 32 Channels		🗘 😨 <table-cell> Farm Ҟ</table-cell>
🕏 Dark Web	Team Title	Team Description	
3 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		<b>9</b>
	Last Backup: 6/5/23 1:23 PM Items Size Errors Success 0 − 0 ● 100 %		Select Action View Backups
	<b>General</b>	Design Team	<b>9</b>
	PNW Coffee Social Campaign		S.
	Dir Products Under Wraps	This Channel is Private	
	<ul> <li>Digital Initiative Public Relations</li> </ul>	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

SPANNING		🗘 🕐 🛛 Farm 🔀
<ul> <li>Users</li> <li>Manage Licenses</li> <li>SharePoint</li> </ul>	C Teams Design > American Design awards	
Manage Channels	Image: Fri, Jun 16, 2023 3:22 AM     Image: Contemporal of the contempora of the contemporal of the contemporal of the contempora of the co	Selected: 2 1
<ul> <li>✤ Activity</li> <li>⑲ Backup History</li> <li>ᅇ Problems</li> </ul>	From Widget Application     December 29, 2022     From Widget Application	<ul> <li>04/26 11:00 AM</li> <li>12/29 7:56 AM</li> </ul>
Settings     Services	From Widget Application     September 29, 2021	₱ 12/29 7:56 AM
васкоря	From Widget Application     From Widget Application	<ul> <li>09/29 12:39 PM</li> <li>09/29 12:39 PM</li> </ul>
	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.



T SPANNING				¢	? Parm K
<ul> <li>Users</li> <li>Manage Licenses</li> <li>SharePoint</li> <li>Teams</li> <li>Dark Web</li> </ul>	<ul> <li>Ac</li> <li>Ø</li> </ul>	Current <u>Past</u>	Filter     Past activity does not include automa	ted events	C Refresh
Activity     Backup History		Date	Event	Users	
<ul> <li>Problems</li> <li>Settings</li> </ul>	, •	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	<ul> <li>Admin Teams Conversation Export</li> </ul>	[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:	0
	t]	6/16/23 8:47 AM	Cross-User Mail Restore	$[Farm\ Administrator]\ Carol\ Beard \to Farm\ Administrator$	
	o	6/16/23 8:47 AM	Viewed Teams Channel Backup	[Farm Administrator]	
19_TQiloizlxcYKICzip	^				Show all X

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.



SPANNING		🗘 🕜 😫 Farm 🔀
Users •	<ul> <li>♂ Backups</li> </ul>	
<ul> <li>SharePoint</li> <li>Teams</li> <li>Manage Channels</li> </ul>	Teams Conversation Backup	
<ul> <li>Dark Web</li> <li>Activity</li> <li>Backup History</li> </ul>	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 -1	<b>◎</b> <del>√</del> <u></u> <b>3</b>	
Services Backups2	SharePoint	
	SharePoint backup is <b>enabled.</b>	
	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.



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2 Users	*						
Manage Licenses	<	Dai	rk vvei	d: Pinksto	on Farms		
<ul> <li>SharePoint</li> </ul>	Þ	Active -	26 Credentials	Detected			
🖡 Teams	Þ						Q = Filter Resolve All
🗃 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
Settings	Þ		$\odot$	11/24/19	carol.beard@pinkstonfarms.com	Not Disclosed	Elasticsearch server breached containing profile information fi
			$\odot$	06/14/18	carol.beard@pinkstonfarms.com	bcryp*****	bitly.com
			$\odot$	06/08/16	carol.beard@pinkstonfarms.com	956ae*****	linkedin.com
			$\oslash$	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 f
			$\checkmark$	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
			$\oslash$	06/14/18	danjordan@pinkstonfarms.com	2db88****	bitly.com
			$\oslash$	11/24/19	danjordan@pinkstonfarms.com	Not Disclosed	Elasticsearch server breached containing profile information f
		4					

## 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.

	Spanning Backup for Microsoft 365				
Azure AD	Protected	Not Protected			
Active	$\oslash$	$\checkmark$			
Deactivated	$\Theta$	—			
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							🗘 🕐 😫 Farm
Users -							
Manage Licenses	Dar	k Web	o: Pinksto	on Farms			
SharePoint •	Active - 2	26 Credentials	Detected				
Teams 🕨							
Dark Web							Resolve Results 4
Activity					User Status		
Backup History		Status	Date Found	User	Active 8	& Protected	
Problems		$\odot$	10/28/19	carol.beard@pinkstonfarms.com	Z O Deactiv	ated & Protected	ntent management plugins
Settings 🕨		$\odot$	11/24/19	carol.beard@pinkstonfarms.com	Deleted	& Protected ated	er breached containing profile information fr
		$\odot$	06/14/18	carol.beard@pinkstonfarms.com	□ ✓ Active		
		$\odot$	06/08/16	carol.beard@pinkstonfarms.com	X Deleted		
		$\odot$	10/27/19	carol.beard@pinkstonfarms.com	Clear	Done –	-3
		$\odot$	10/28/19	danjordan@pinkstonfarms.com	ouspb	www.auobe.com	tent management plugins
		$\odot$	06/14/18	danjordan@pinkstonfarms.com	2db88****	bitly.com	
		$\oslash$	11/24/19	danjordan@pinkstonfarms.com	Not Disclosed	Elasticsearch se	rver breached containing profile information f
		$\odot$	06/14/18	farm@pinkstonfarms.com	Not Disclosed	bitly.com	
		$\odot$	10/28/19	farm@pinkstonfarms.com	Not Disclosed	sharethis.com -	content management plugins
		$\odot$	11/24/19	farm@pinkstonfarms.com	Not Disclosed	Elasticsearch se	rver breached containing profile information fr
		$\odot$	10/27/19	farm@pinkstonfarms.com	Not Disclosed	canva.com	
		$\odot$	10/28/19	lucviones@pinkstonfarms.com	pauls*****	sharethis.com -	content 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 D Past	Filter     Click to filter by event t	Ъре	Cick to refresh the activity list
1     1       1 <td>Event Restor</td> <td>e 🗌 Export</td> <td></td> <td>Apply (1) &gt; Clear all filters</td>	Event Restor	e 🗌 Export		Apply (1) > Clear all filters
Settings	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.



June 2023

- 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		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	<ul> <li>User Mail Restore</li> </ul>	Farm Administrator	
	t]	6/19/23 7:00 AM	<ul> <li>User Mail Restore</li> </ul>	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	<ul> <li>Manual SharePoint Site Collection Restore</li> </ul>	[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:



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<ul><li>∠ Users</li><li>◆ SharePoint</li></ul>	► ► <	Backup History (Past 3	0 Days)		1-50 of 2792
🕼 Teams 🐟 Dark Web	Þ	End Time -	Start Time	Арр	User/Site/Channel
A 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.

SPANNIN	G				🗘 🕐 🛛 Farm 🛚 🕊
2 Users Manage Licenses	•	Backup History (Past	30 Days)		1-50 of 2827
<ul> <li>SharePoint</li> <li>Teams</li> </ul>	Þ	End Time -	Start Time	Арр	User/Site/Channel
😓 Dark Web		• 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
Problems		Successful Backup	Click to expand the backup		
Settings	•	<ul> <li>6/20/23 6:29 AM</li> </ul>	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



<ul> <li>SPANNING</li> <li>Users Manage Licenses</li> <li>SharePoint</li> <li>Teams</li> <li>Dark Web</li> </ul>	¢	Problem 2 Total	<b>15</b> 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	For: tenantadmin@pinks Problem Code: 10004 This code indicates that contact or calendars for page.	tonfarms.com the user does not have an Excl a user without a mailbox. Rem	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	For: tenantadmin@pinks Problem Code: 14005 This code indicates that attempted to download. or two. If this error persis	tonfarms.com Microsoft experienced a serve This issue is typically a transie sts, contact support@spanning	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.

SPANNING				🗘 🕐 😝 Farm 🔀
❷     Users       ▶     ♦       SharePoint     ♦	Backup History (Past 30 Days)	)		Filters X
🚮 Teams 🔹 🕨	End Time -	Start Time	Арр	User
-↓ Activity	• 6/20/23 4:02 AM	6/20/23 4:02 AM	Calendar	Select User
Problems	• 6/20/23 3:44 AM	6/20/23 3:44 AM	Contacts	Status Type
Settings     ▶	• 6/19/23 12:20 PM	6/19/23 12:19 PM	Mail	Success V Partial
	• 6/19/23 3:50 AM	6/19/23 3:50 AM	Calendar	Sailed
	• 6/19/23 3:36 AM	6/19/23 3:35 AM	Contacts	App Type
	6/18/23 12:08 PM	6/18/23 12:07 PM	Mail	Calendar 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	
	• 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	·
	• 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.

J SPANNING							🗘 🕐 🔒 Farm 🕊
<ul> <li>△ Users</li> <li>◇ SharePoint</li> <li>I reams</li> <li>◆ Dark Web</li> <li>√ Activity</li> </ul>	+ + <	Probler 3 Total	<b>Mo</b> r, Jun 19, 2023	Select Us	er 🗸	Citic by pr	k to filter oblem type Filter (1)
Backup History     Problems     Settings	Þ	Problem Ty Attentio	<b>pe</b> on Needed 🗌 Cannot	Backup/Restore/Export	Temporary Error		Apply (1) > Clear all filters
			Time (GMT)	Problem	Item	User/Site/Channel	Туре
			7:20 PM	Backup Error	Info Unavailable	Tenant Administrator	Attention Needed
			Job Start Time: 6/19/23 7:19 PM	For: tenantadmin@ Problem Code: 11 This code indicate contact or calenda page.	ppinkstonfarms.com 0004 Is that the user does not have an Exc Irs for a user without a mailbox. Rem	hange Online mailbox. Spanning cannot process nove the license for this user via the Manage Lice	email, nses
		ت <del>ت</del> :	10:50 AM	Backup Error	Info Unavailable	Tenant Administrator	Attention Needed

# **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".

SPANNING		۵	?	e Farm	14
2 Users Manage Licenses	<ul><li>Settings</li></ul>				
<ul> <li>SharePoint</li> <li>Teams</li> <li>Dark Web</li> <li>Activity</li> <li>Backup History</li> </ul>	Account You have 11 licenses assigned of 15 licenses purchased. Your subscription expires on 6/13/24.				
<ul> <li>Problems</li> <li>Settings</li> <li>Services</li> <li>Backups</li> </ul>	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.

SPANNING	\$ ® \$	Farm 1
2 Users • Manage Licenses	Settings	
<ul> <li>◆ SharePoint</li> <li>▶</li> <li>●</li> <li>■ Teams</li> <li>▶</li> <li>◆ Dark Web</li> </ul>	Account	
Activity D 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	
	Notifications are enabled	
	Email Recipients     Add + Click to add an email recipient       • farm@pinkstonfarms.com     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.



SPANNING		¢	0	9 Farm	ĸ
▲     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
Ousers Manage Licenses	•	Settings				
<ul> <li>♦ SharePoint</li> <li>➡ Teams</li> <li>➡ Dark Web</li> <li>↓ Activity</li> <li>➡ Backup History</li> <li>④ Problems</li> <li>④ Settings 1</li> </ul>	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 <b>Spanning</b> Encryption Key. See self-managed encryption keys documentation To change this setting, please contact support@spanning.com.	¢	?	e Farm	к	•
<ul> <li>Dark Web</li> <li>Activity</li> <li>Backup History</li> <li>Problems</li> <li>Settings 1 ~ 1</li> <li>Services</li> <li>Backups</li> </ul>	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 A	dmin	
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:

SPANNING	G				¢ 9 9
<b>2</b> Users	-	see sen-managed encryption	on keys documentation		
Manage Licenses SharePoint	•	To change this setting, plea	se contact support@spanning.com.		
🗗 Teams					
<ul> <li>Dark Web</li> <li>Activity</li> <li>Backup History</li> <li>Drablama</li> </ul>		API Token Your account has an active	API Token.		
Problems		Revoke Token	in disuble Air ruccess to opunning.		
Services Backups		See API documentation			
		<ul> <li>Admins</li> <li>Office 365 Global Admins</li> </ul>			
		Farm Administrator	farm@pinkstonfarms.com		
		Tenant Administrator	tenantadmin@pinkstonfarms.com		
		Spanning Admins		Add +	
				~	
The user is a Spanning Adm	nin	— Amy Hickman	AmyHickman@pinkstonfarms.com	~	
The user is a Spanning Adm	nin	— 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         Backup History       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	•
Manage Licenses   SharePoint   Teams   Dark Web   Activity   Backup History   Problems   Revoking your API token will disable API access to Spanning.   Sertices   Backups	
<ul> <li>SharePoint</li> <li>SharePoint</li> <li>Teams</li> <li>Dark Web</li> <li>Activity</li> <li>Backup History</li> <li>Problems</li> <li>Revoking your API token will disable API access to Spanning.</li> <li>Settings</li> <li>Revoke Token</li> <li>Services</li> <li>Backups</li> <li>See API documentation</li> <li>See API documentation</li> </ul>	
Image: Second	
<ul> <li>Dark Web</li> <li>Activity</li> <li>Backup History</li> <li>Your account has an active API Token.</li> <li>Problems</li> <li>Revoking your API token will disable API access to Spanning.</li> <li>Settings 1</li> <li>Revoke Token</li> <li>Services Backups</li> <li>See API documentation</li> <li>See API documentation</li> <li>Web</li> </ul>	
Activity     Vour account has an active API Token.     Vour account has an active API Token.     Revoking your API token will disable API access to Spanning.     Revoke Token     Revoke Token     Services     Backups     Admins	
>> Backup History       Your account has an active API Token.         >> Problems       Revoking your API token will disable API access to Spanning.         >> Settings       Revoke Token	
O Problems       Revoking your API token will disable API access to Spanning.         Settings       1         Services       Backups         Backups       See API documentation         W Admins       Weight access to Spanning.	
Image: Settings (Settings	
Services See API documentation	
Backups	
👑 Admins	
Office 365 Global Admins	
Farm Administrator farm@ninkstonfarms.com	
Tenant Administrator Tenantadminiôninkstonfarms.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  🔨
Users Manage Licenses	Services	
SharePoint     Feams     Dark Web	▲ Error Only Email	
Activity     Backup History     Problems     Sottingo	Email Settings Email Recipients	
Services —2	farm@pinkstonfarms.com X	
Backups	Flood Protection Maximum number of errors to report daily. Set value to 0 to disable. Quantity 56 (Optional) Change max errors setting Send Test Email6 (Recommended) Clear7	

#### 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.

J SPANNING				¢	?	e Farm	1K
Users Manage Licenses	•	farm@pinkstonfarms.com	×				
SharePoint	Þ	Flood Protection					
Teams	Þ	Maximum number of errors to report daily. Set value to 0 to disable.					
🔹 Dark Web		Quantity 5					
-/- Activity							
🕲 Backup History		Send Test Email					
() Problems		Clear Save					
Settings — 1	•						
Services 2 Backups							

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.



∠     Users       Manage Licenses       ↓       SharePoint       ↓       Teams       ↓       Activity       ↓       Backup History	<ul> <li>✓ → Login With IT Complete</li> <li>Allow Kaseya IT Complete login for administrators</li> <li>✓ ✓</li> <li>T Link External Organization</li> </ul>
<ul> <li>Problems</li> <li>Settings</li> <li>Services</li> <li>Backups</li> </ul>	<ul> <li>Backup.Net Integration</li> <li>Publish data to linked Backup.net organization</li> <li>Ink Backup.Net Organization 4</li> </ul>

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

Microsoft Sign in Email, phone, or Skype Carrt access your account?	
Next	

7 Sign in to UniView as an admin or superuser.



Spanning Backup for Microsoft 365 Admin Guide June 2023





Working with Application Settings

June 2023

Kaseya			
	UNIVIEW ⊘ ∈ ge-backup.net		
	Email d trends.com Password Forgot.pc	assword?	
	Log In		
	<u>Help &amp; 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.



• Indicates 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.

J SPANNING	3	🗘 🕐 🕑 Farm 🔀
은 Users Manage Licenses	Backups	
<ul> <li>SharePoint</li> <li>Teams</li> <li>Dark Web</li> </ul>	Teams Conversation Backup	
<ul> <li>Activity</li> <li>Backup History</li> <li>Problems</li> </ul>	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	•	
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.

SPANNING		🗘 🕐 😝 Farm 🔀
A Users • Manage Licenses	୍ର 😤 Group Based Licensing	
SharePoint	Licensed Groups Add + 3 Add groups	
<ul> <li>Dark Web</li> </ul>	Executives X	
4 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 T 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	к
Users     Manage Licenses	Settings				
SharePoint  Teams  Cark Web	Account				
<ul><li>小 Activity</li><li>⑤ Backup History</li></ul>	You have 11 licenses assigned of 15 licenses purchased. Your subscription expires on 6/13/24.				
<ul> <li>Problems</li> <li>Settings 1</li> </ul>	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 <a href="https://spanning.com/privacy-statement/">https://spanning.com/privacy-statement/</a>.
- 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 <a href="https://spanning.com/data-protection-security/">https://spanning.com/data-protection-security/</a>.

## **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.

