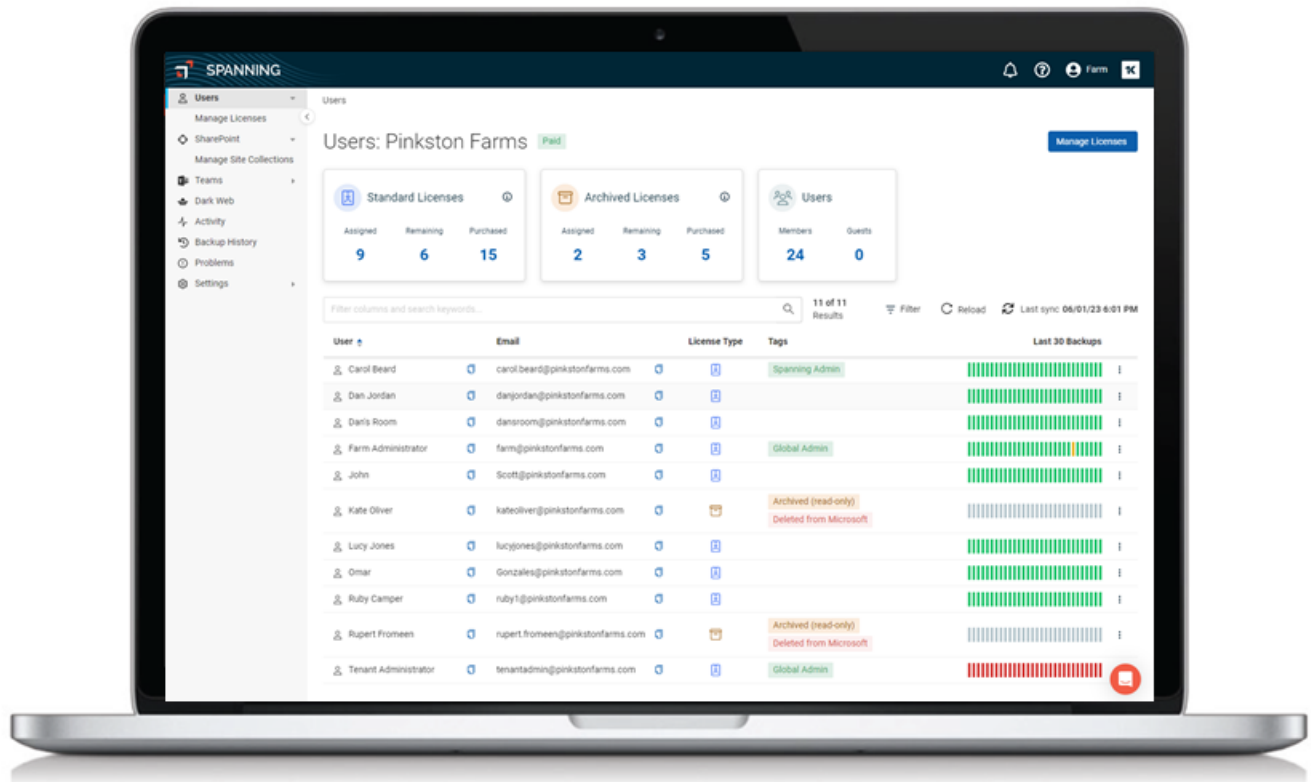


Spanning Backup for Microsoft 365 Admin Guide

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.

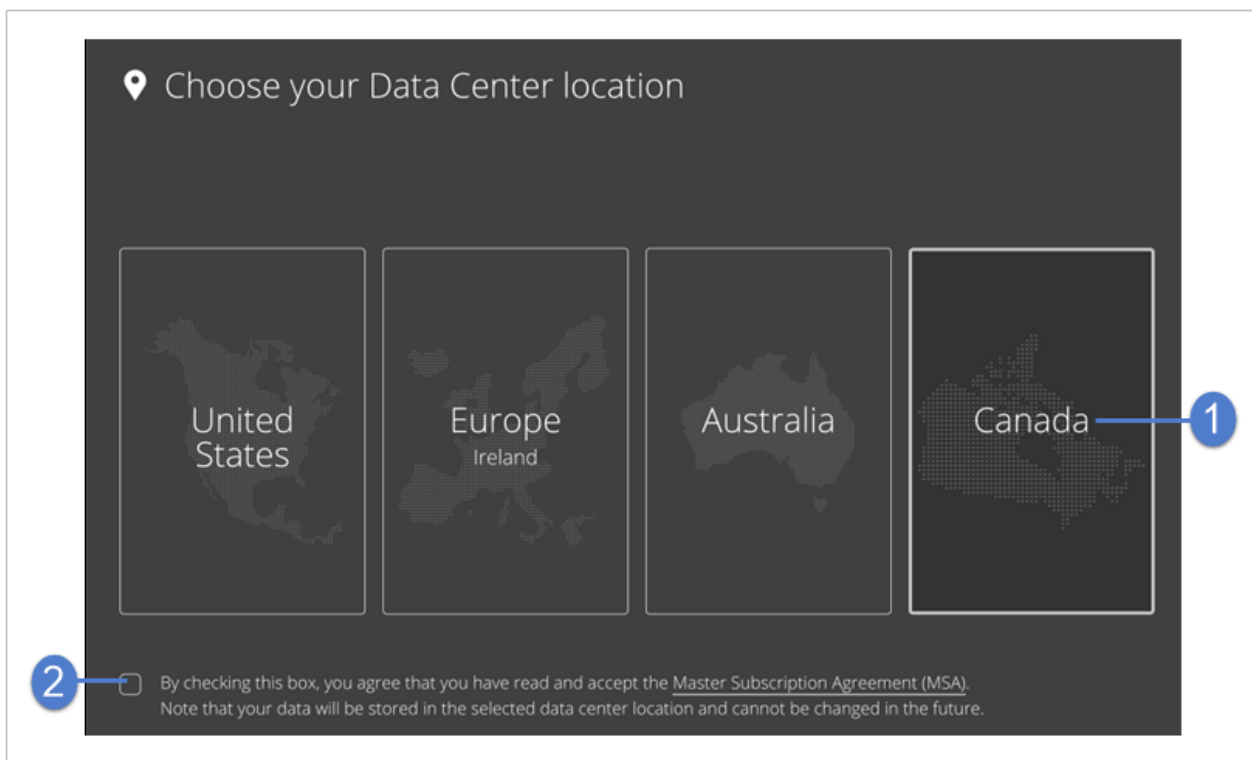
To install Spanning Backup for Microsoft 365

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 Master 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 [Customer Managed Encryption Keys](#) 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: [How do I add Spanning Backup for Office 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.

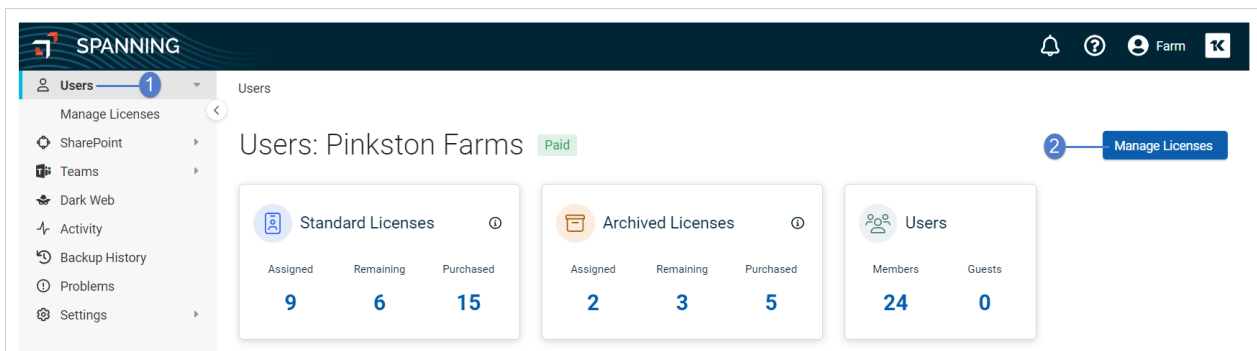
Spanning also runs daily SharePoint backups. (To disable SharePoint backups, contact support@spanning.com for assistance.)

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**.



- 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).

Manage Licenses: Pinkston Farms Paid

Activate Licenses + Purchase Licenses

Click to activate licenses for all users

Standard Licenses: Assigned 9, Remaining 6, Purchased 15

Archived Licenses: Assigned 2, Remaining 3, Purchased 5

Users: Members 24, Guests 0

(Optional) Enter text to search by user name or email

Filter columns and search keywords...

24 of 24 Results

Filter Last sync 06/01/23 6:01 PM

2 selected Activate Standard Activate Archived Deactivate License Reset selection

Click to activate licenses for selected users

User	Email	User Type	Tags	License Status
<input type="checkbox"/> Abigail Giles	AbigailGiles@pinkstonfarms...	Member		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input checked="" type="checkbox"/> Aimee Lambert	AimeeLambert@pinkstonfar...	Member		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> Alfreda Newman	AlfredaNewman@pinkstonf...	Member		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> Amy Hickman	AmyHickman@pinkstonf...	Member		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input checked="" type="checkbox"/> Andrew Jones	andrew.jones@pinkstonfarm...	Member		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> Carol Beard	carol.beard@pinkstonfarms...	Member	Spanning Admin	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Selected users

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

Confirm Activation with Standard Licenses

You are about to activate a Standard Licenses for 2 users.
Please confirm to proceed.

Click here

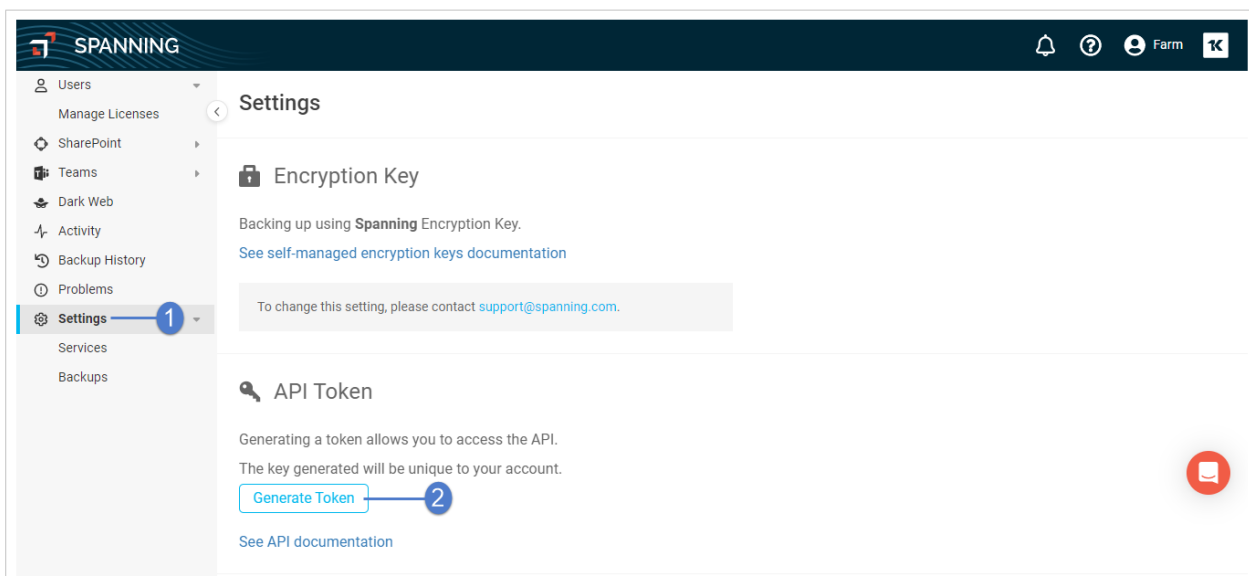
Cancel Confirm

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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**.



- 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: [How can I assign 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**.

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:

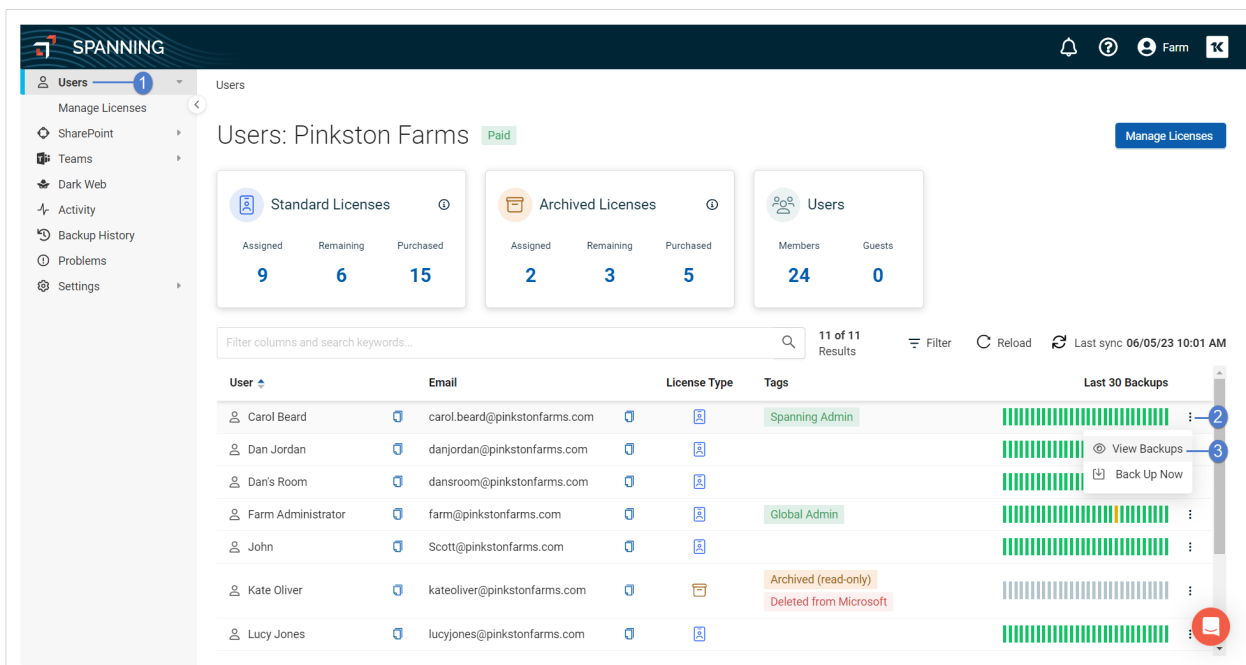
- ["To restore user data from backup"](#)
- ["To export mail or OneDrive data"](#)

To restore user data from backup

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

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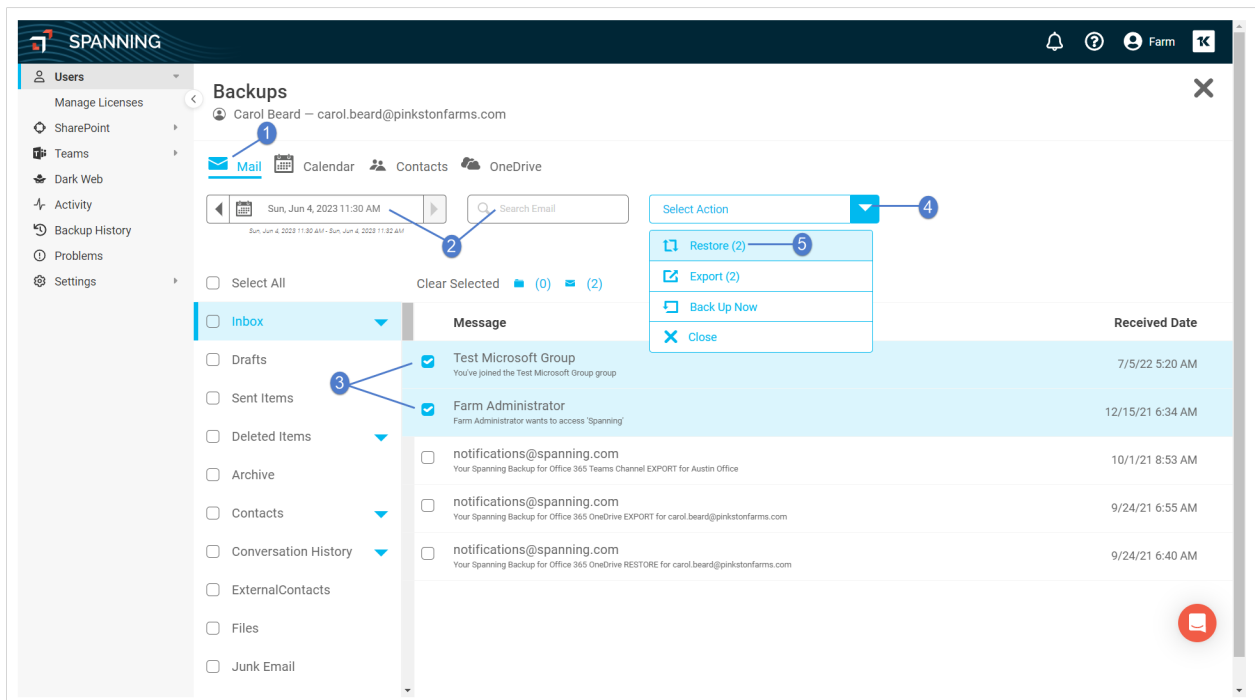
- 3 Locate the user whose data you want to restore. Click the user's  icon and select **View Backups**.



- 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"

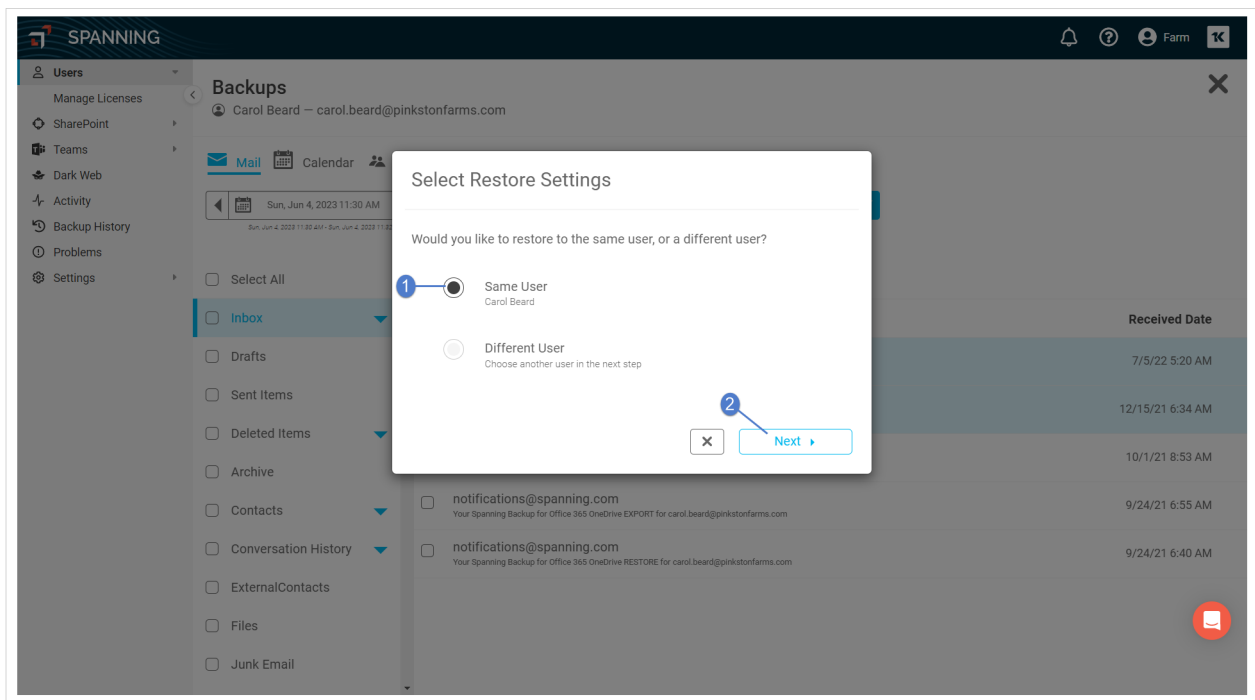
To restore mail

- 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.

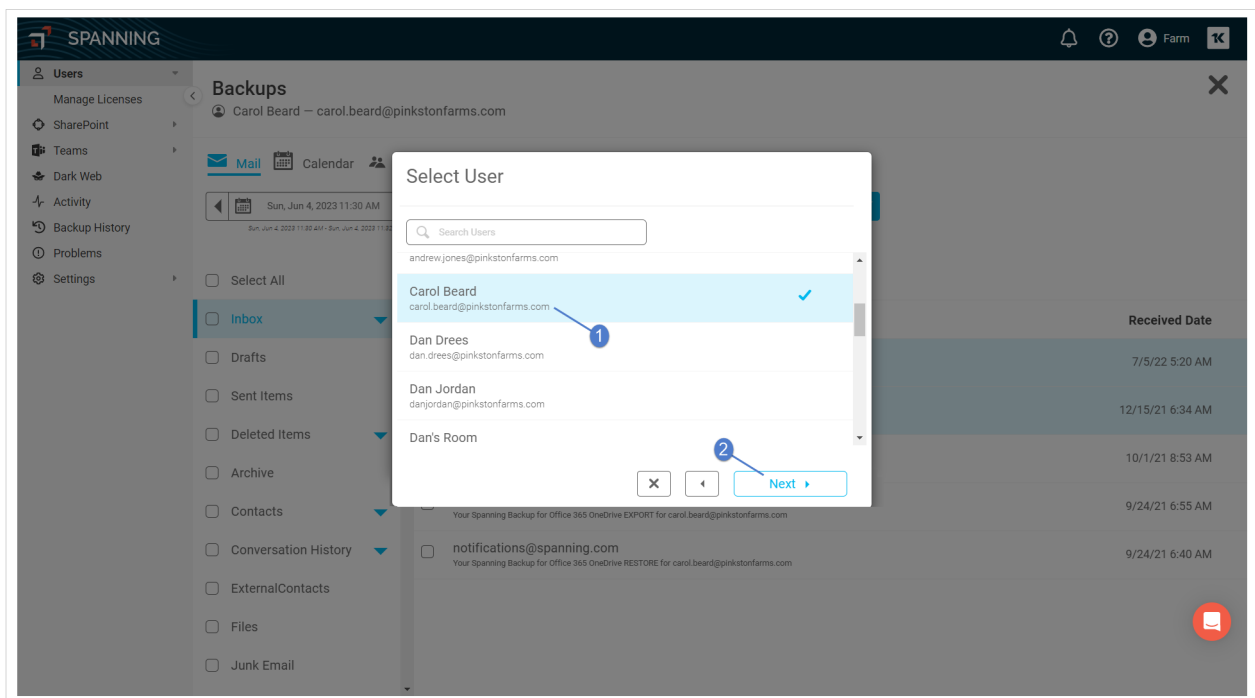


- 4 Choose whether to restore to the same user's account or to a different user's account within the same tenant. (Spanning admins can perform cross-user restores. Non-admin users can only restore their own backup data to their own account.)
- 5 Click **Next**.

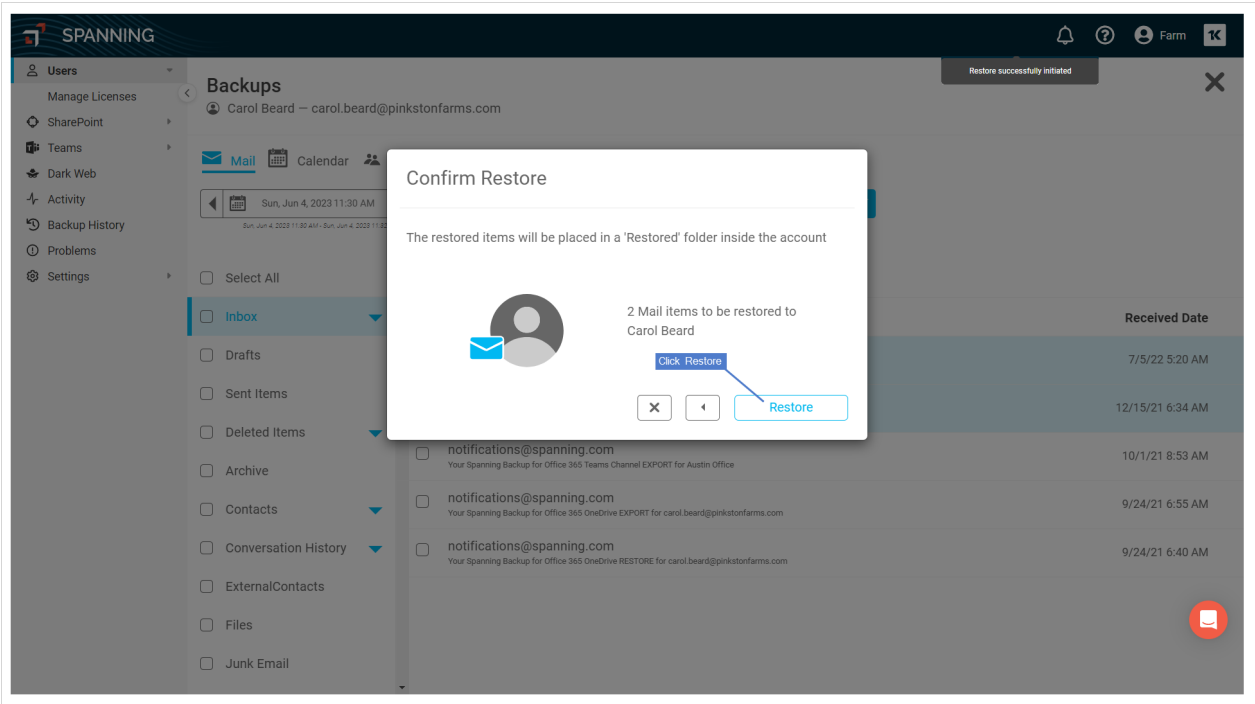
June 2023



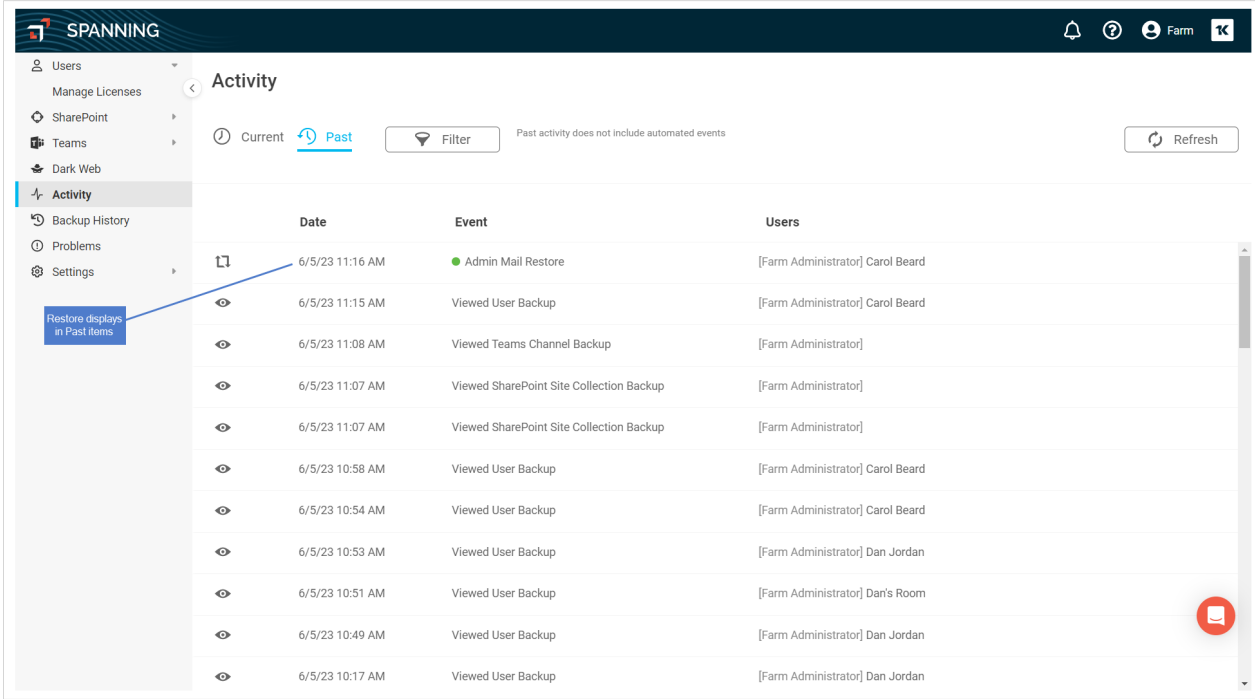
6 If you are restoring to a different user, select the user and click **Next**.



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



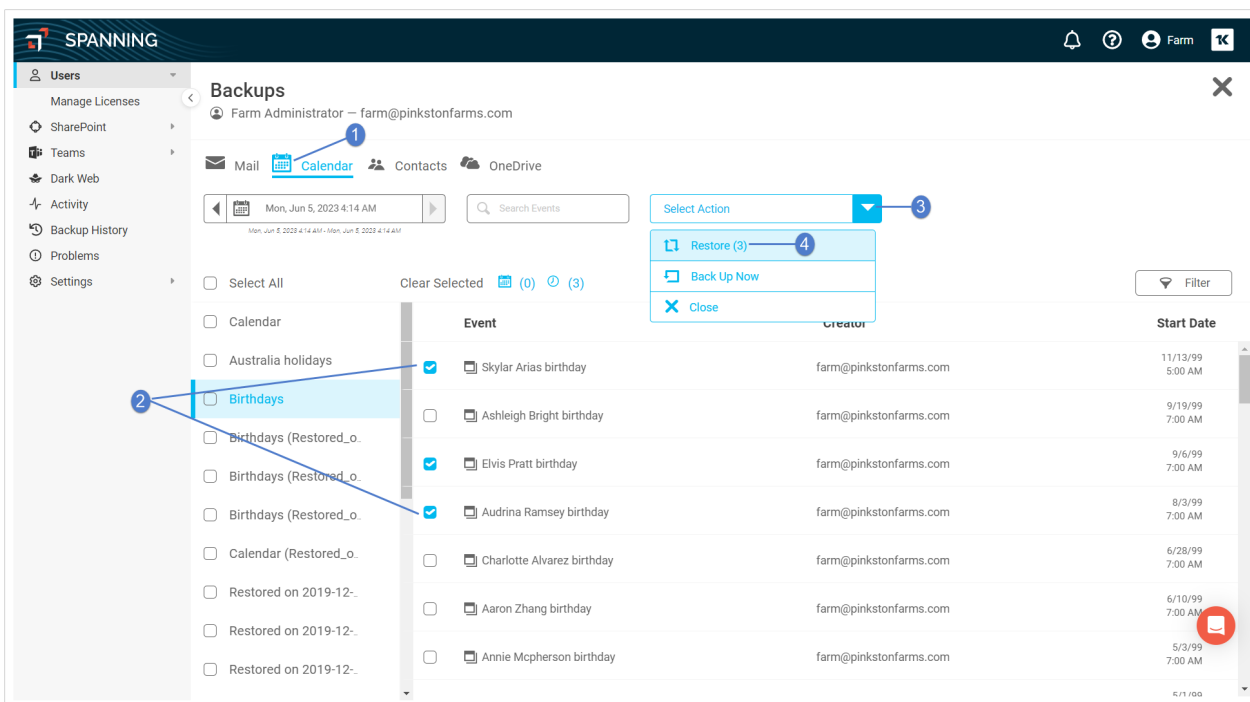
- 8 When the restore is complete, you receive an email notification. The restore displays on the Activity page in the Past items. Click the activity to view details about the restore.



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To restore calendar data

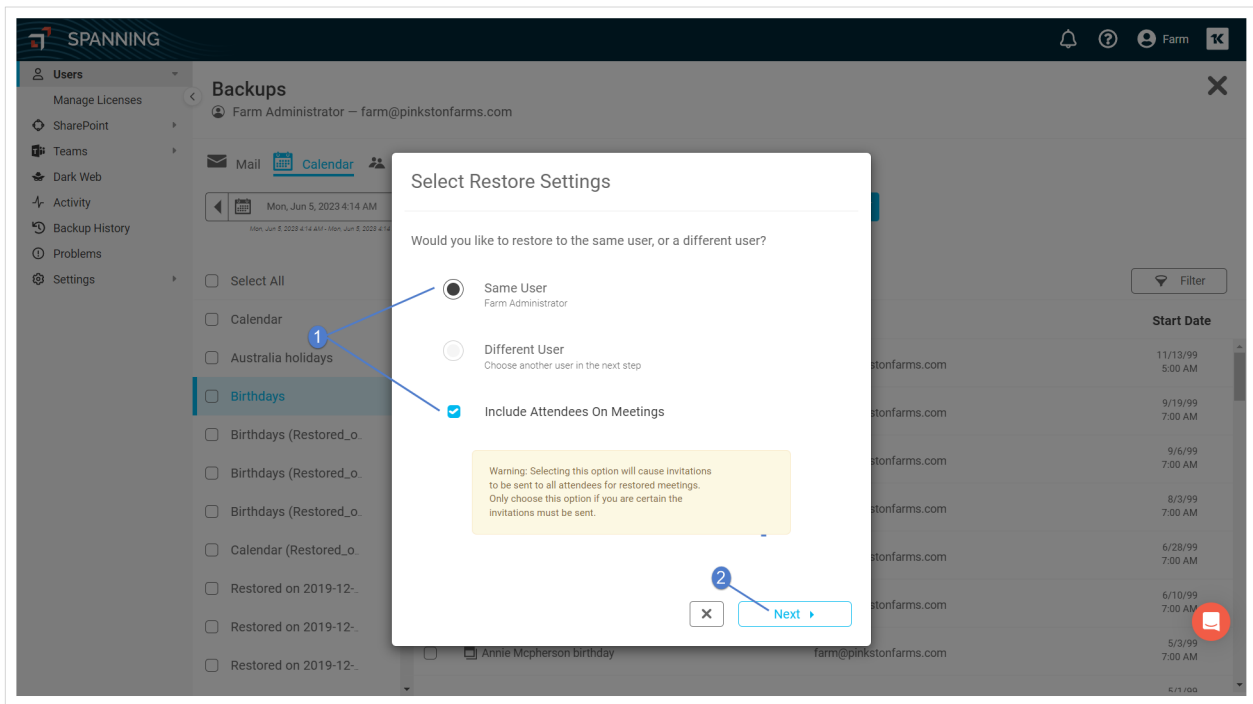
- 1 On the Calendar tab, check boxes to select the items you want to restore. You can select a single event, multiple events, or entire calendars.
- 2 Select **Restore** from the **Select Action** list.



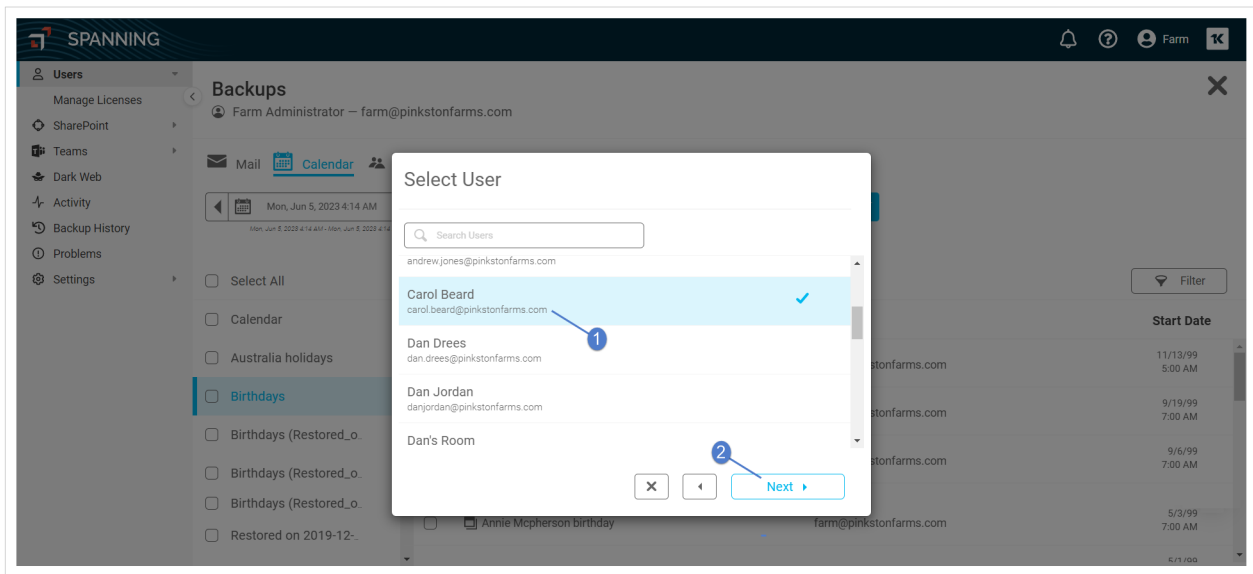
- 3 Choose whether to restore to the same user's account or to a different user's account within the same tenant. You can also opt to restore calendar events with attendees.

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

- 4 Click **Next**.

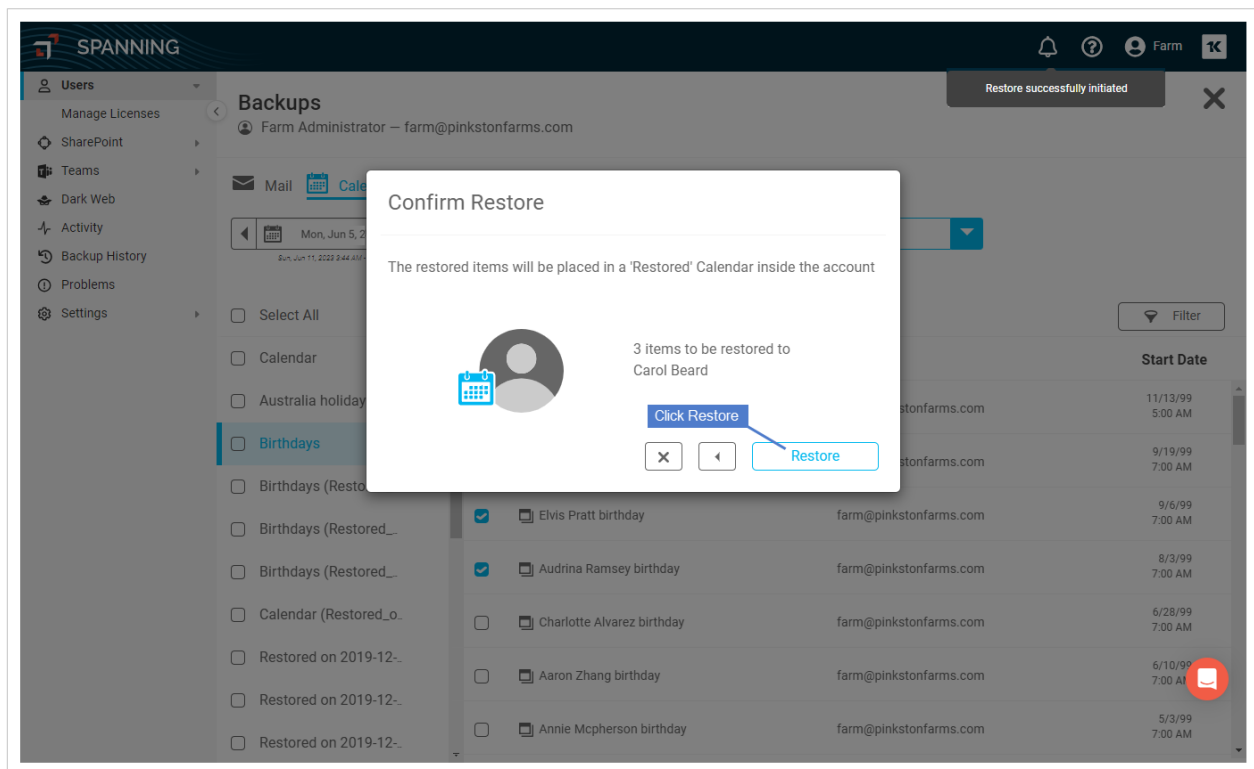


- 5 If you are restoring to a different user, select the user and click **Next**.



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

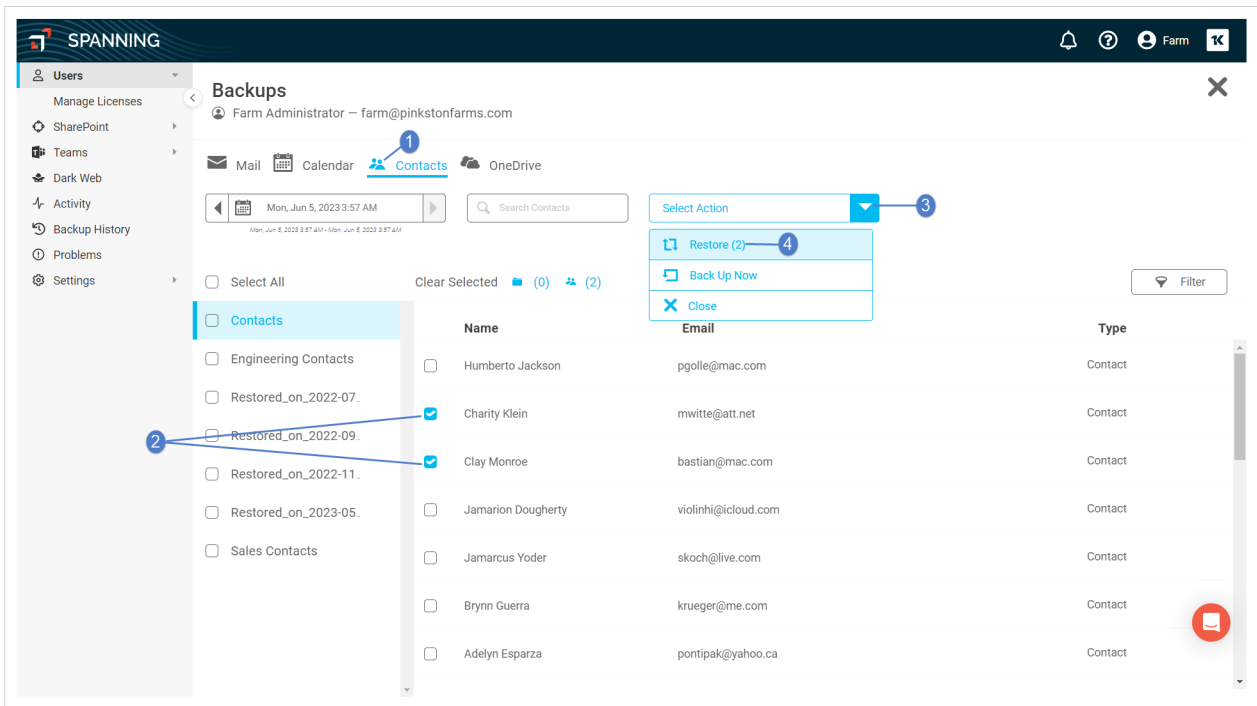
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- 7 When the restore is complete, you receive an email notification. Data is restored into a newly created calendar in the user's active Microsoft 365 Calendar, titled *Restored on (date)*.

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.

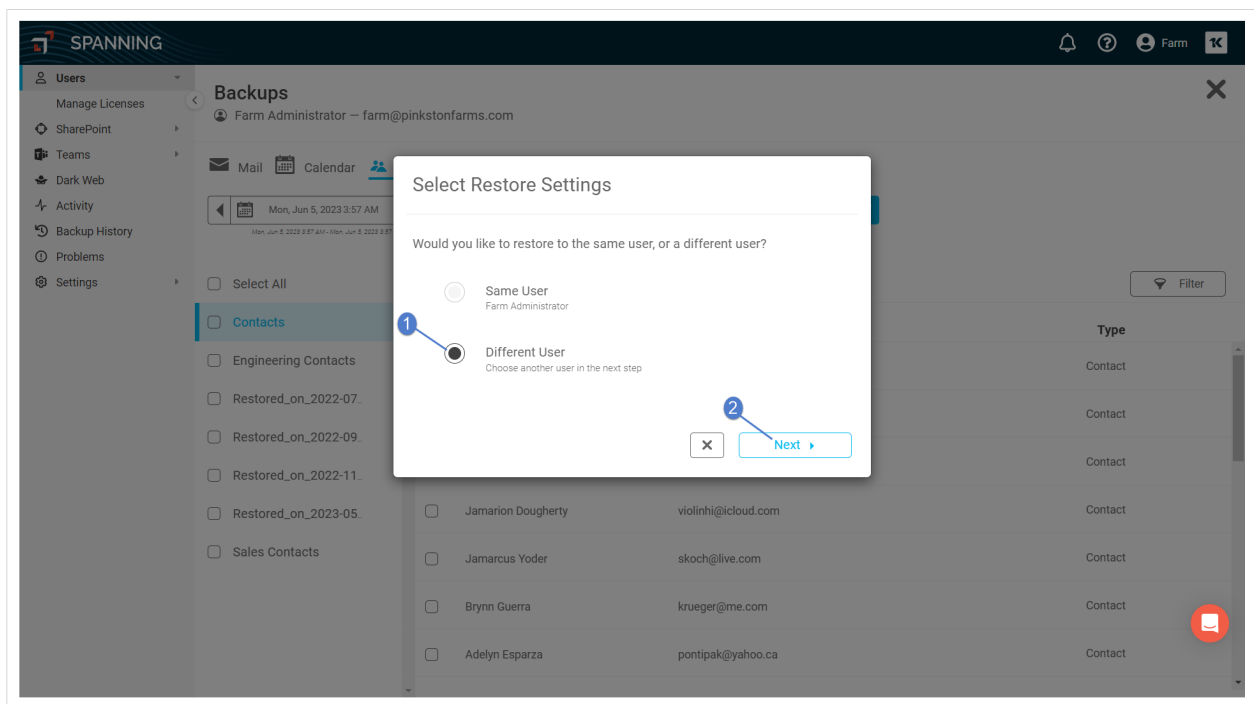


- 3 Choose whether to restore to the same user's account or to a different user's account within the same tenant.

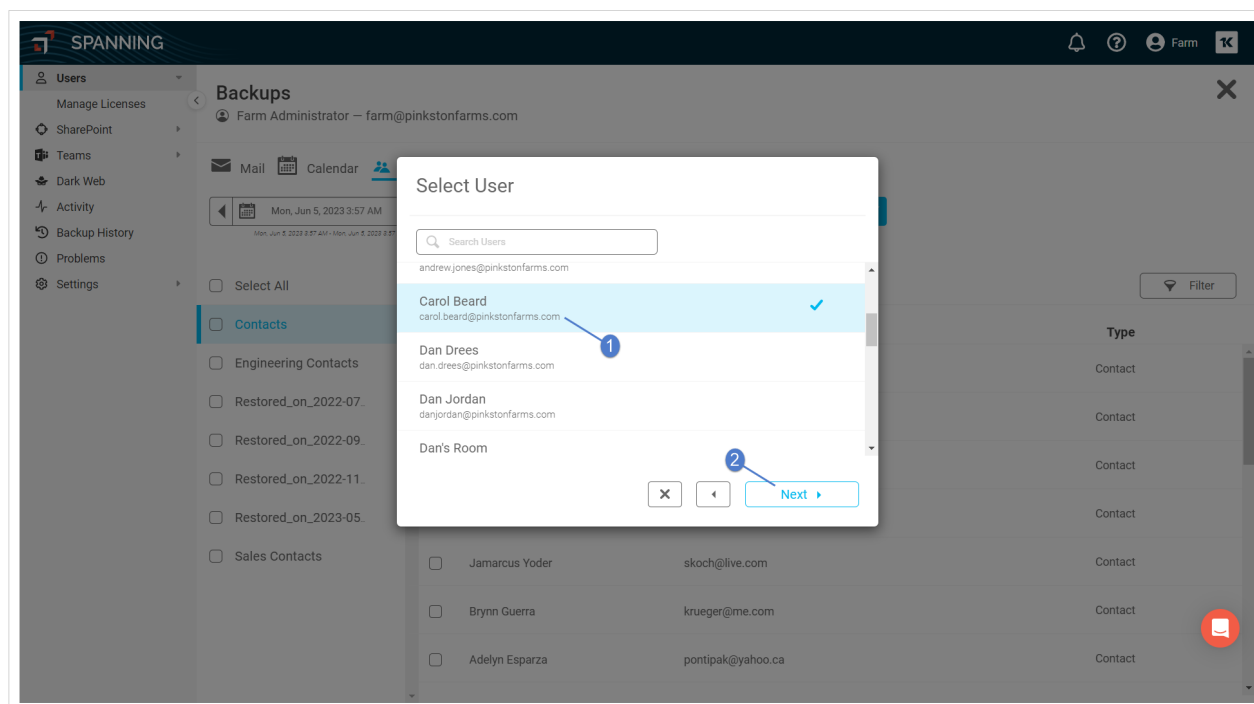
Spanning admins can perform cross-user restores. Non-admin users can only restore their own backup data to their own account.

- 4 Click **Next**.

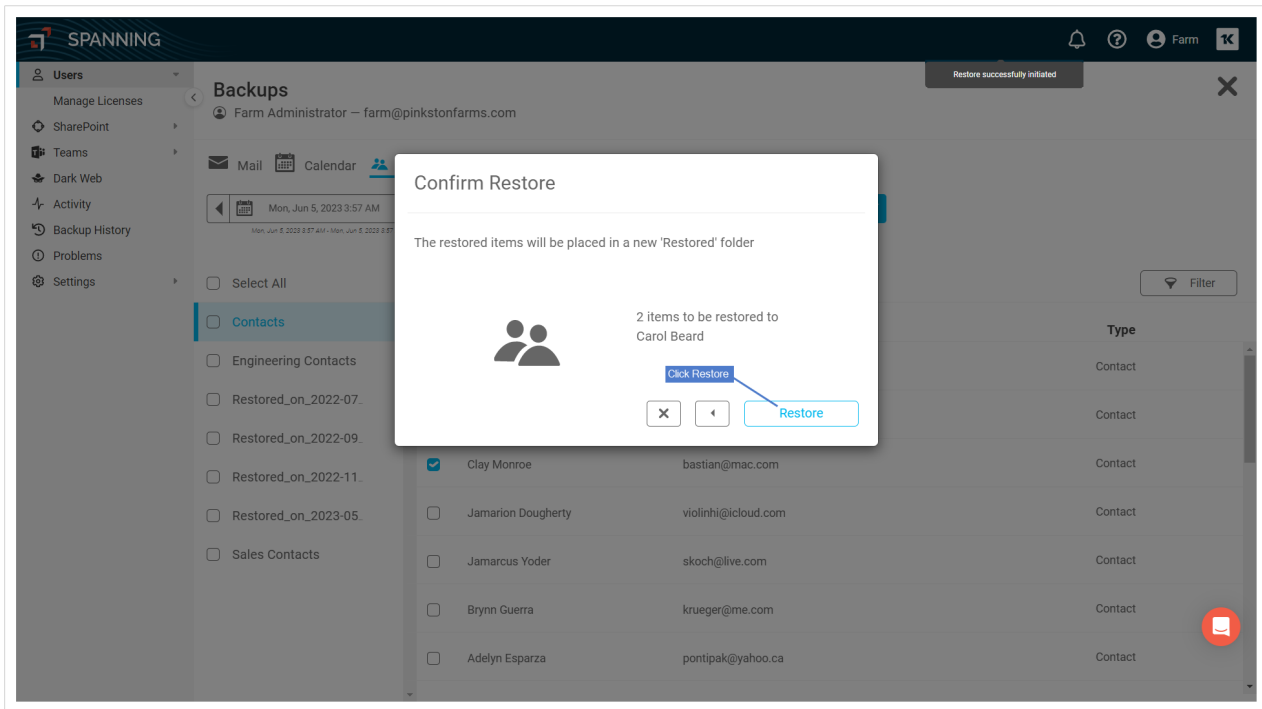
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- 5 If you are restoring to a different user, select the user and click **Next**.



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

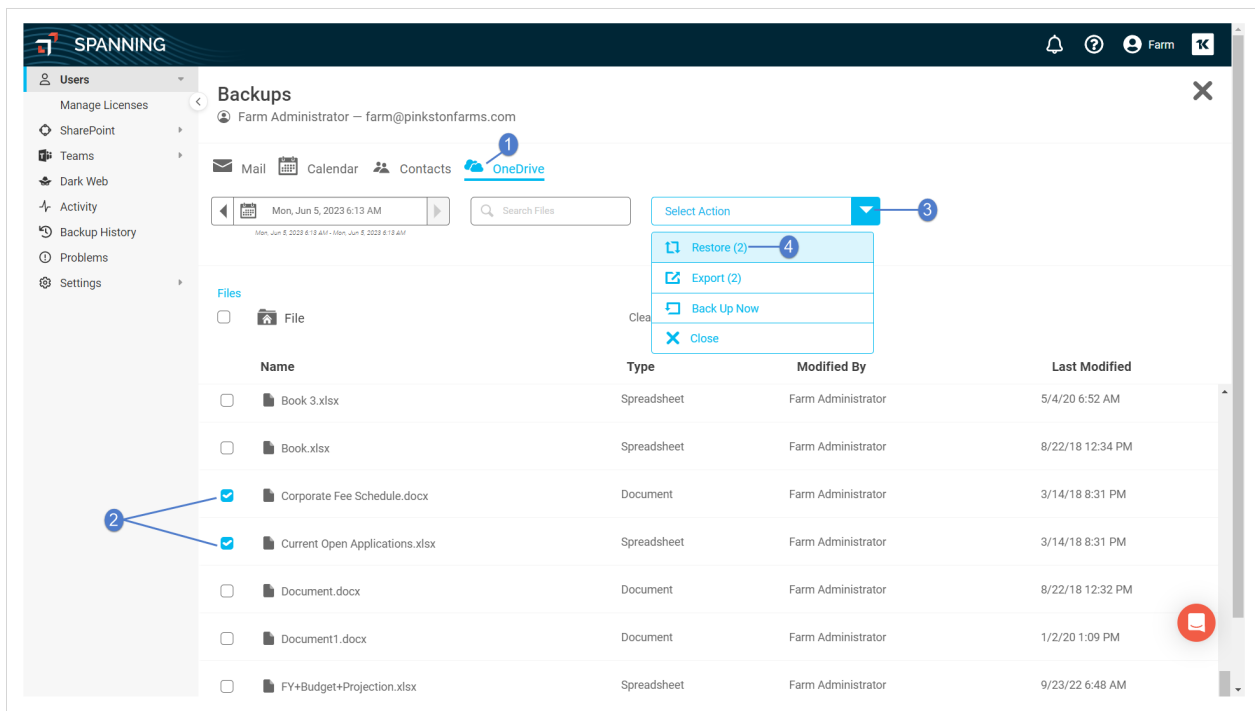


- 7 When the restore is complete, you receive an email notification. Data is restored into a newly created folder in the user's active Microsoft 365 Exchange Contacts, titled *Restored on (date)*.

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.

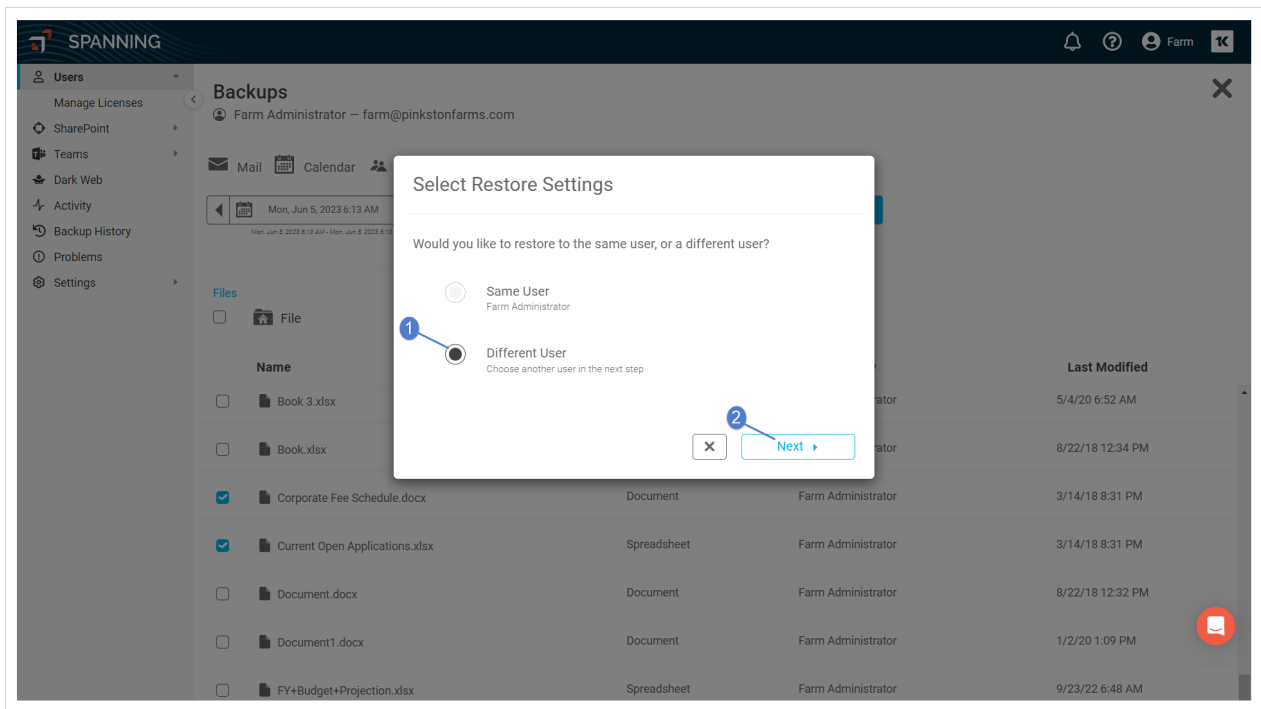
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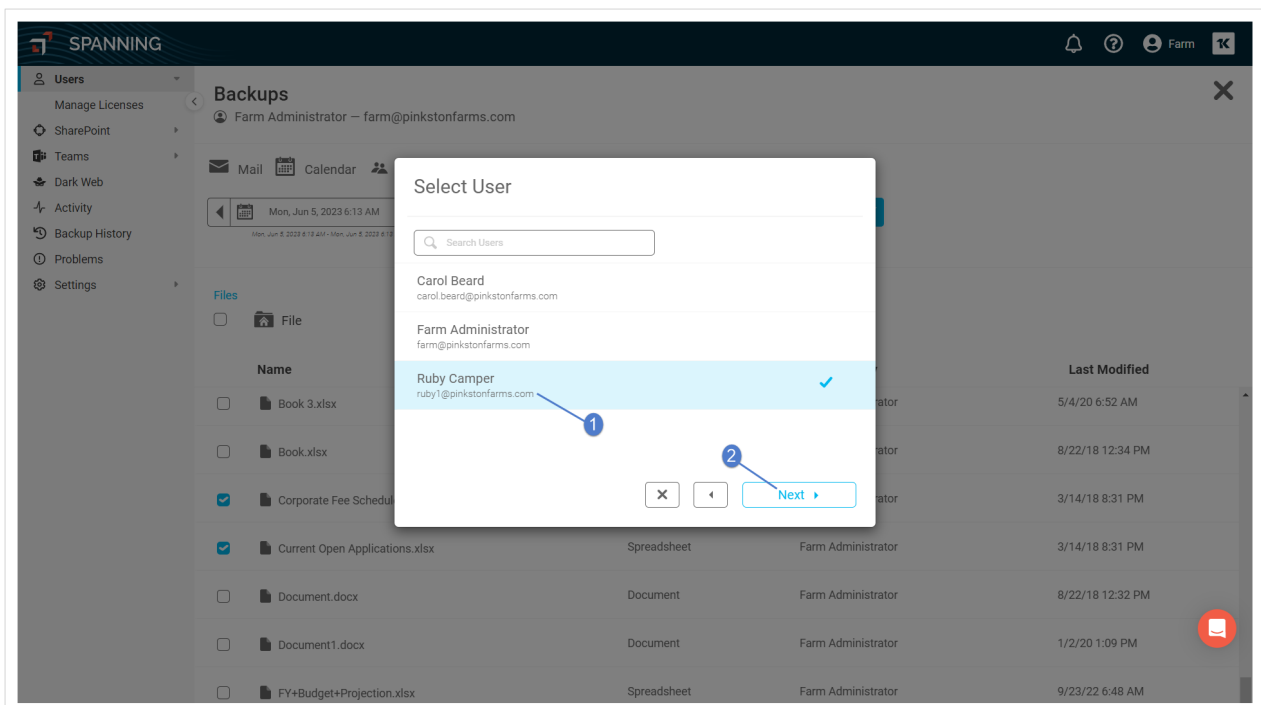
- 3 Choose whether to restore to the same user's account or to a different user's account within the same tenant.

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

- 4 Click **Next**.

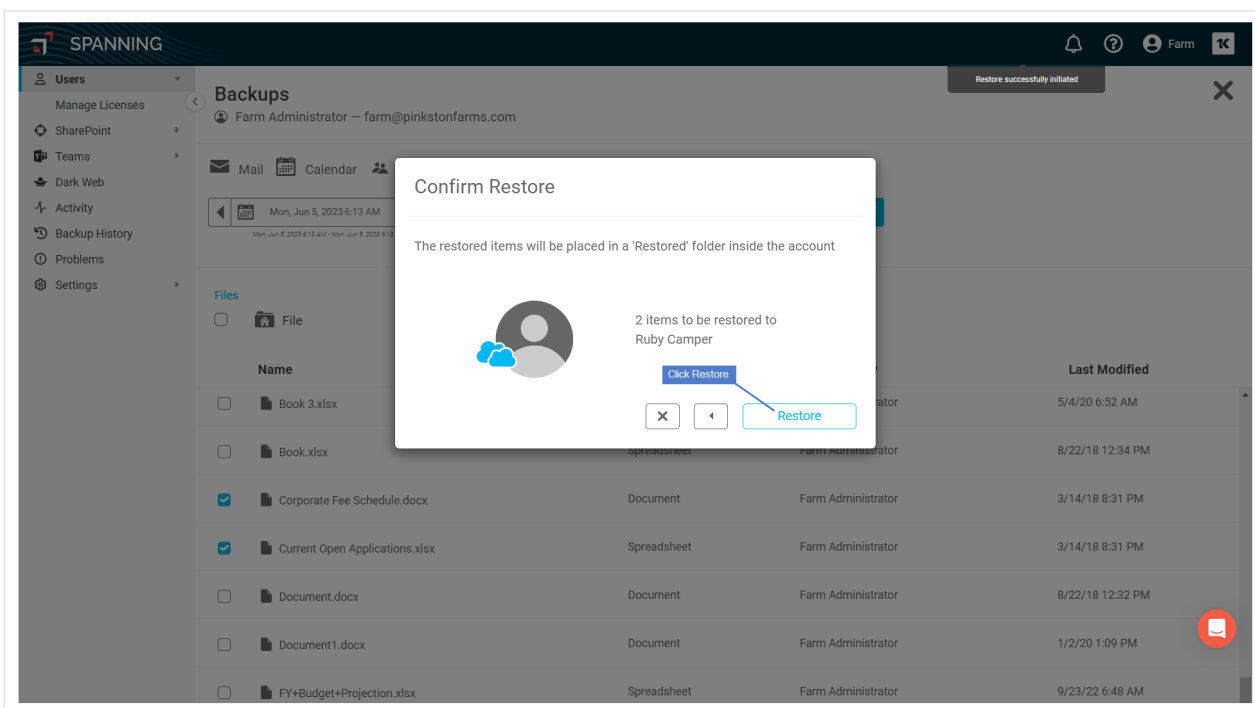


- 5 If you are restoring to a different user, select the user and click **Next**.



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

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- 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 [Restoring Microsoft OneNote](#).

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**.

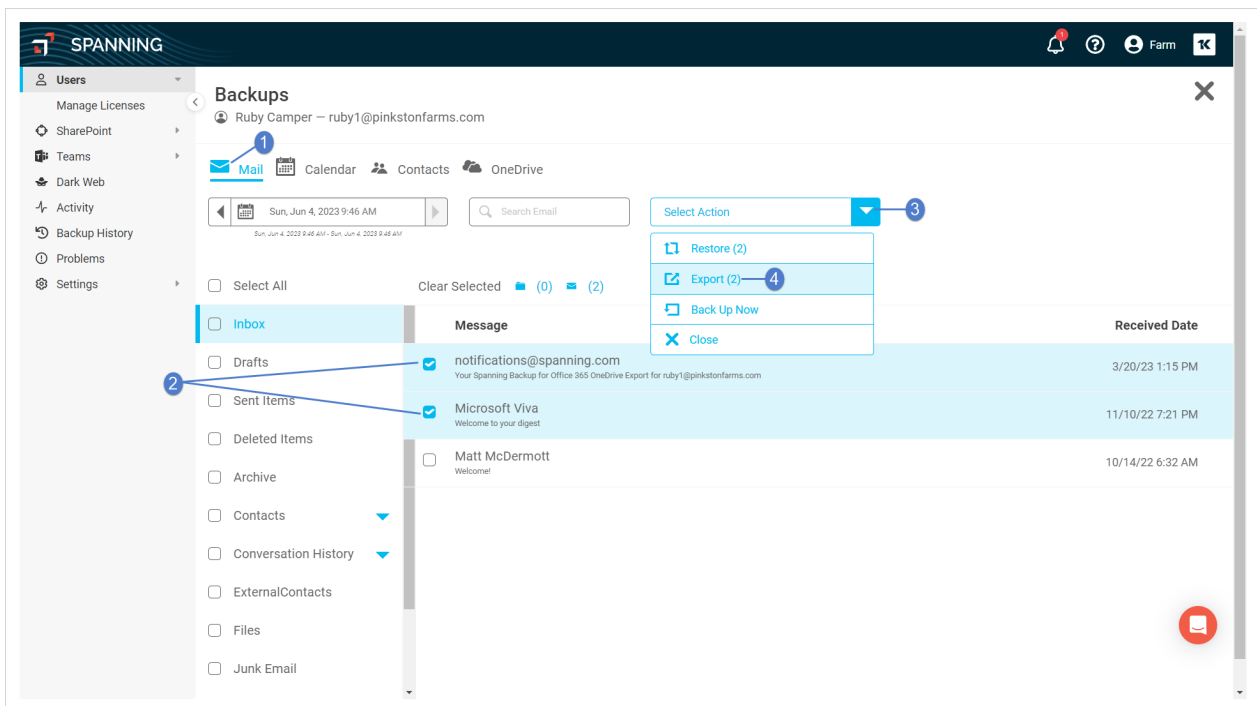
4 Select the Mail or OneDrive tab to access the type of data you will be exporting. Proceed to one of the following:

- "To export mail"
- "To export OneDrive data"

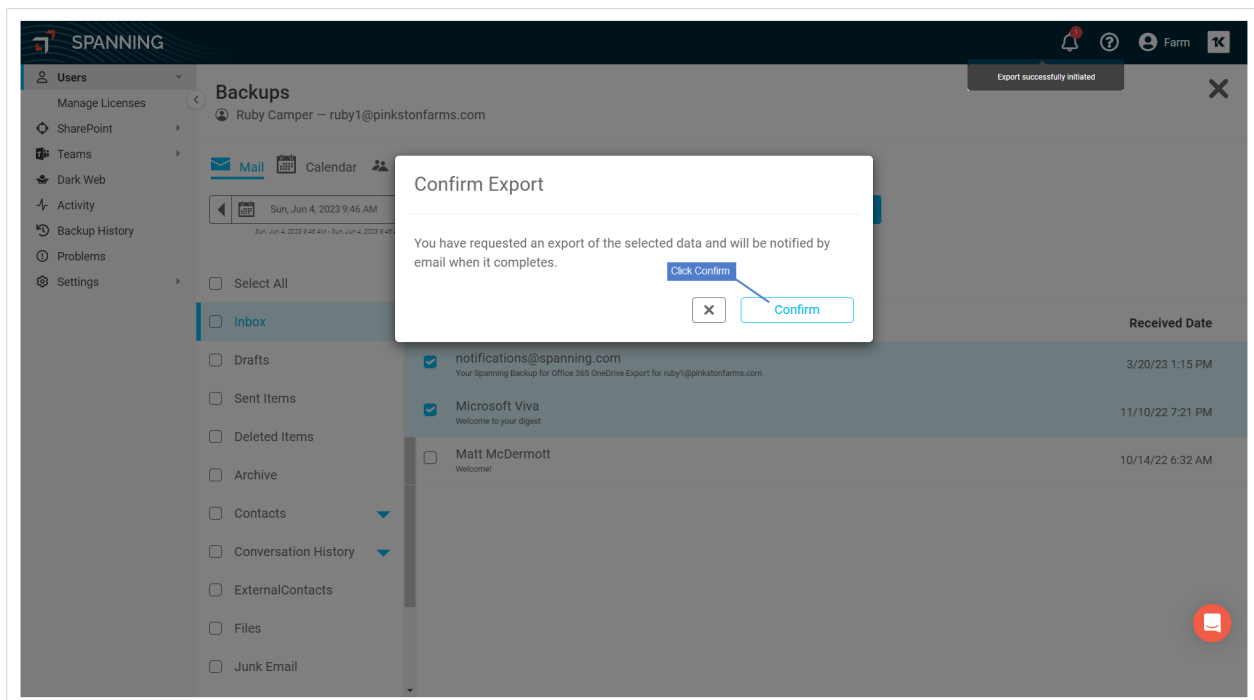
To export mail

- 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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- 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.

The screenshot shows the SPANNING interface with the 'Activity' tab selected. The left sidebar contains navigation options: Users, Manage Licenses, SharePoint, Teams, Dark Web, Activity (selected), Backup History, Problems, and Settings. The main area displays a table of activities with columns for Date, Event, and Users. The 'Admin Mail Export' event is highlighted, showing details such as '2 of 2 items exported' and a 'Download' link for '6/5/23 Export Part 1'. A red circle highlights the 'Download' link.

Date	Event	Users
6/5/23 1:09 PM	Updated Site Collection Assignments	[Farm Administrator]
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		
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
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.

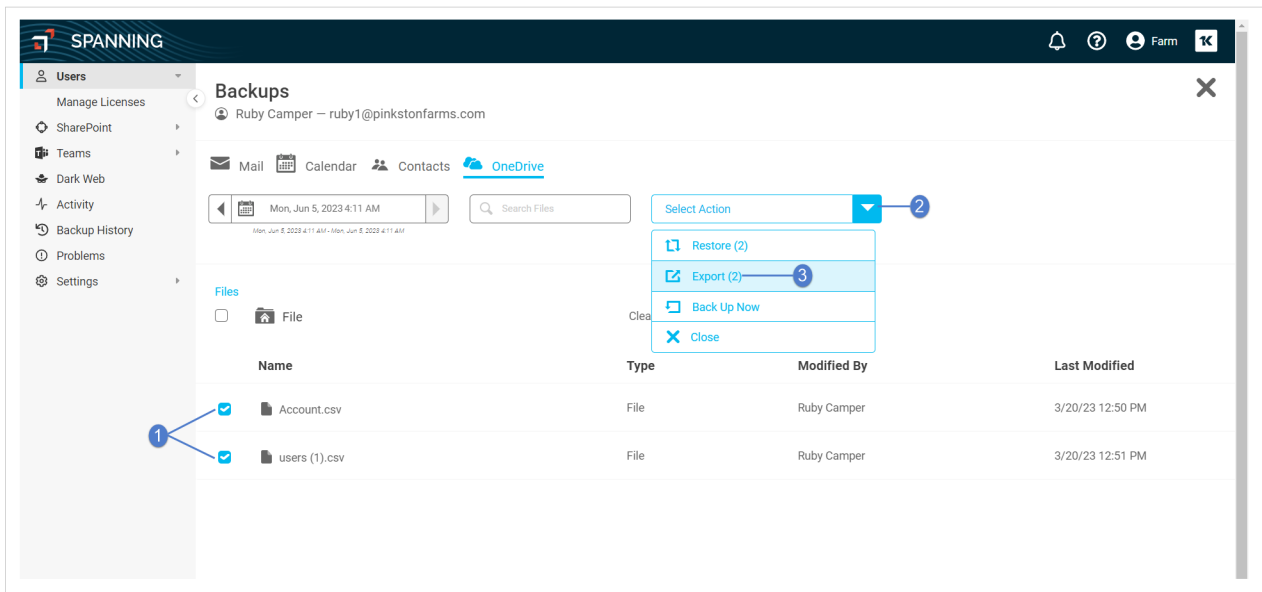
Outlook example – To import the files into Outlook, simply drag them into the desired folder:

The screenshot shows the Outlook interface with a 'Restored Emails Folder' and a file explorer window showing the extracted .eml files. A red arrow points from the .eml files to the Outlook folder.

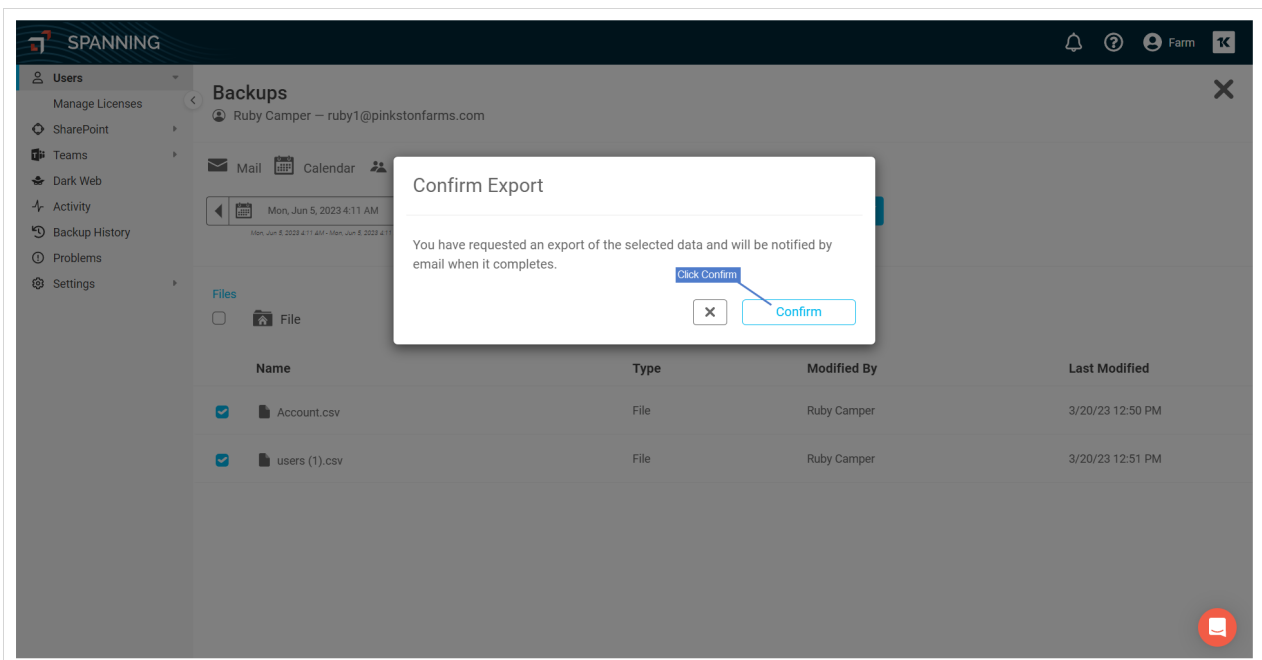
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To export OneDrive data

- 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.

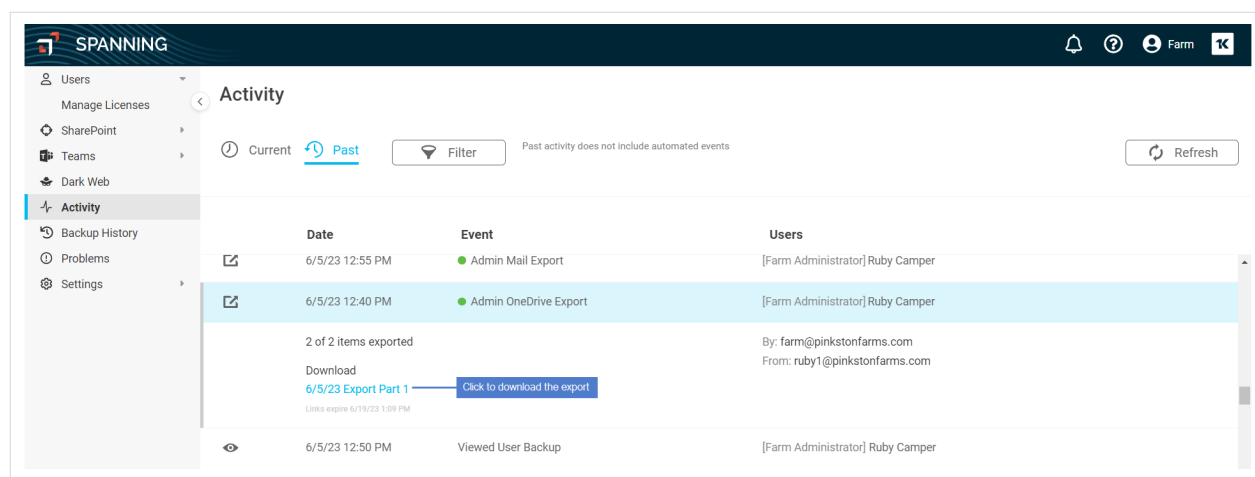


- 3 Click **Confirm**. A notification displays at the top of the page indicating that the export was initiated.



- 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.



- 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.

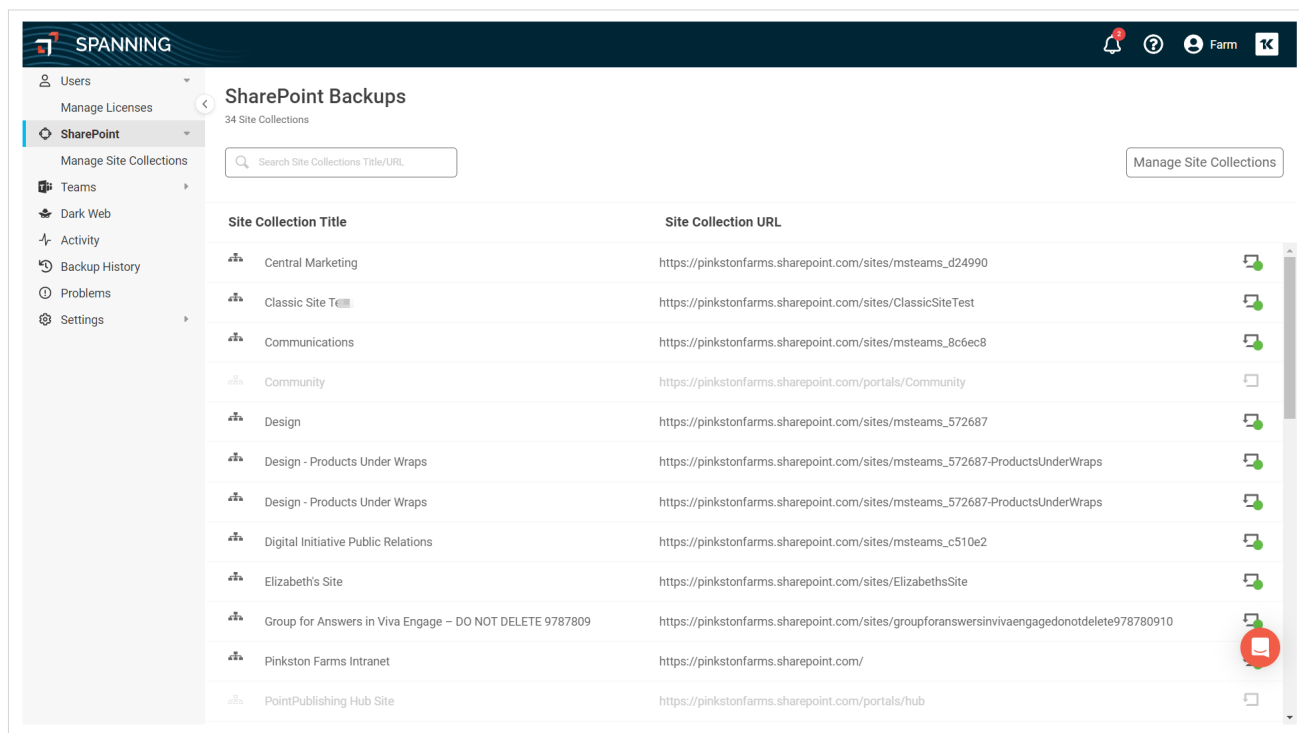
Protecting and Restoring SharePoint Data

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"



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.)

The screenshot shows the 'Manage Site Collections' page in the Spanning Backup for Microsoft 365 Admin Guide. The page has a dark blue header with the Spanning logo and navigation icons. A sidebar on the left contains links to Users, Manage Licenses, SharePoint, and Teams. The main content area is titled 'Manage Site Collections' and includes a 'Site Collections' summary card showing 33 Assigned and 1 Remaining. Below this is a search bar and a table of site collections. The table has columns for Site Collection Title, Site Collection URL, Tags, and Backup Active. The first site collection is 'Central Marketing' with URL 'https://pinkstonfarms.sharepoint.com/sites/msteams...'. The 'Backup Active' column shows a toggle switch for each site collection. A red notification bubble is visible in the bottom right corner.

Site Collection Title	Site Collection URL	Tags	Backup Active
<input type="checkbox"/> Central Marketing	https://pinkstonfarms.sharepoint.com/sites/msteams...		<input type="checkbox"/>
<input type="checkbox"/> Classic Site Test	https://pinkstonfarms.sharepoint.com/sites/ClassicSit...		<input checked="" type="checkbox"/>
<input type="checkbox"/> Communications	https://pinkstonfarms.sharepoint.com/sites/msteams...		<input checked="" type="checkbox"/>
<input type="checkbox"/> Community	https://pinkstonfarms.sharepoint.com/portals/Commu...	Deleted from Microsoft	<input checked="" type="checkbox"/>
<input type="checkbox"/> Design	https://pinkstonfarms.sharepoint.com/sites/msteams...		<input checked="" type="checkbox"/>
<input type="checkbox"/> Design - Products Under Wraps	https://pinkstonfarms.sharepoint.com/sites/msteams...		<input checked="" type="checkbox"/>
<input type="checkbox"/> Design - Products Under Wraps	https://pinkstonfarms.sharepoint.com/sites/msteams...		<input checked="" type="checkbox"/>
<input type="checkbox"/> Digital Initiative Public Relations	https://pinkstonfarms.sharepoint.com/sites/msteams...		<input checked="" type="checkbox"/>
<input type="checkbox"/> Elizabeth's Site	https://pinkstonfarms.sharepoint.com/sites/Elizabeth...		<input checked="" type="checkbox"/>

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.

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SPANNING

Users
Manage Licenses
SharePoint
Manage Site Collections
Teams
Dark Web
Activity
Backup History
Problems
Settings

SharePoint Backups
34 Site Collections

Manual backup of SharePoint Site Collection started

Search Site Collections Title/URL

Manage Site Collections

Site Collection Title	Site Collection URL
Central Marketing	https://pinkstonfarms.sharepoint.com/sites/msteams_d24990
Last Backup: 6/14/23 3:52 PM	
Items	Size Errors Success
0	— 0 100 %
Classic Site Test	https://pinkstonfarms.sharepoint.com/sites/ClassicSiteTest
Communications	https://pinkstonfarms.sharepoint.com/sites/msteams_8c6ec8
Community	https://pinkstonfarms.sharepoint.com/portals/Community
Design	https://pinkstonfarms.sharepoint.com/sites/msteams_572687

Select Action
View Backups
Back Up Now

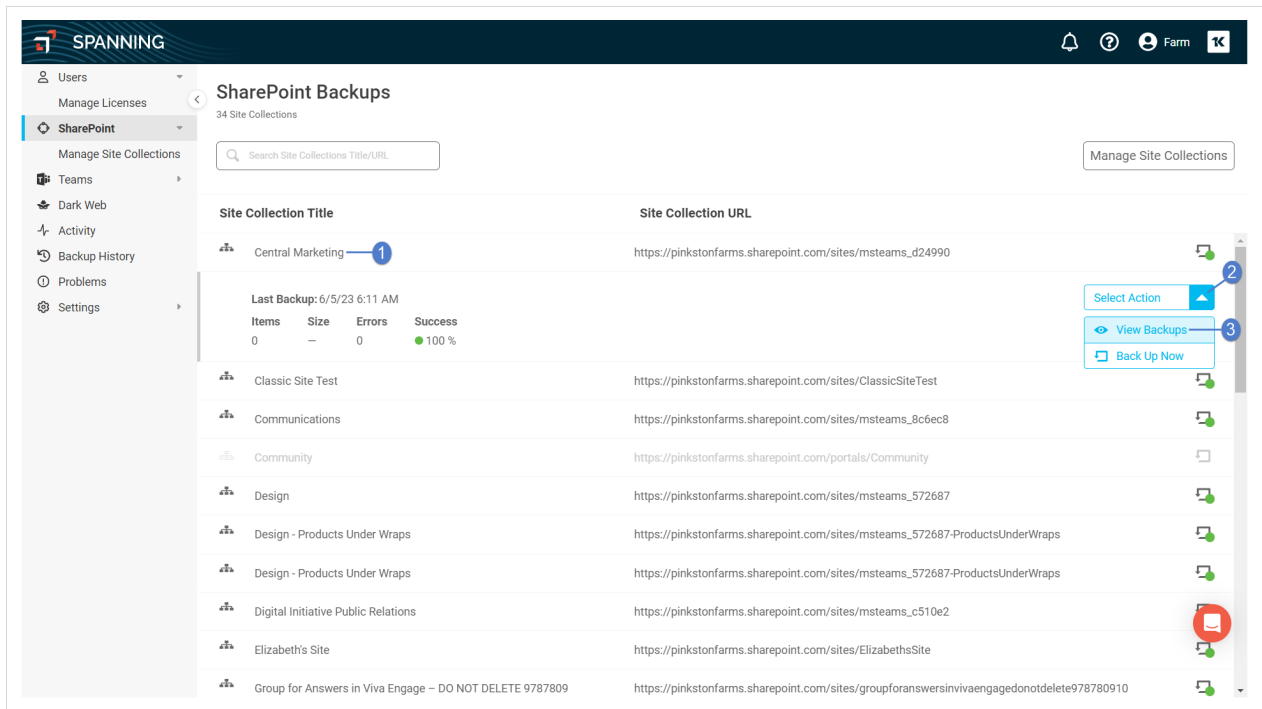
To restore SharePoint data

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.

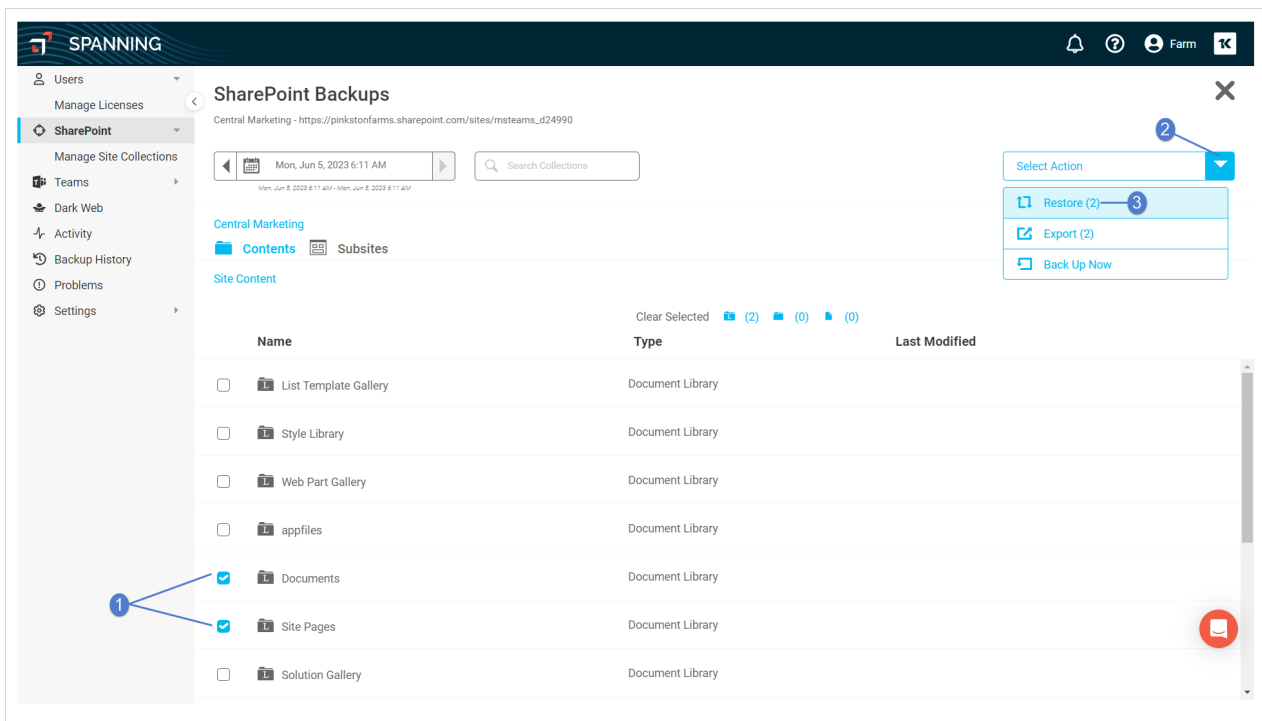


5 Contents of the backup display. Check boxes to select items to restore.

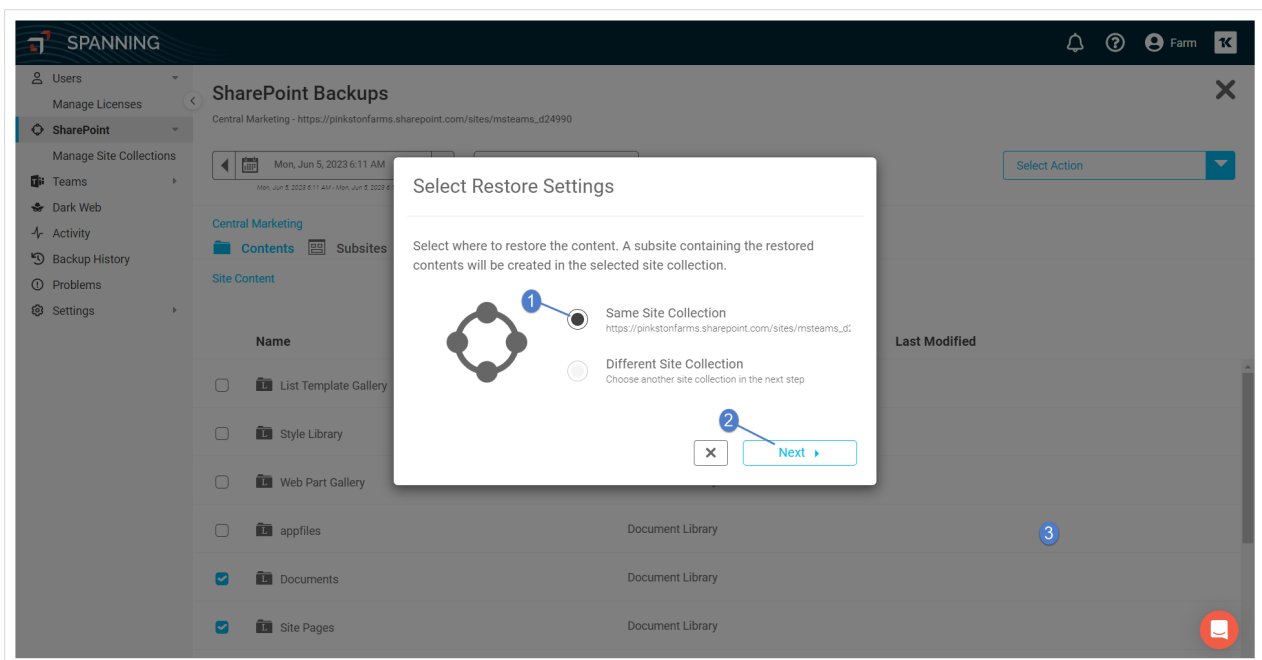
- You can choose a specific date that you would like to restore from.
- You can find files by searching by file name or navigating to where the file or files were located at the time of the backup.
- You can select one or multiple files, or entire document libraries to restore.

6 Select **Restore** from the **Select Action** list.

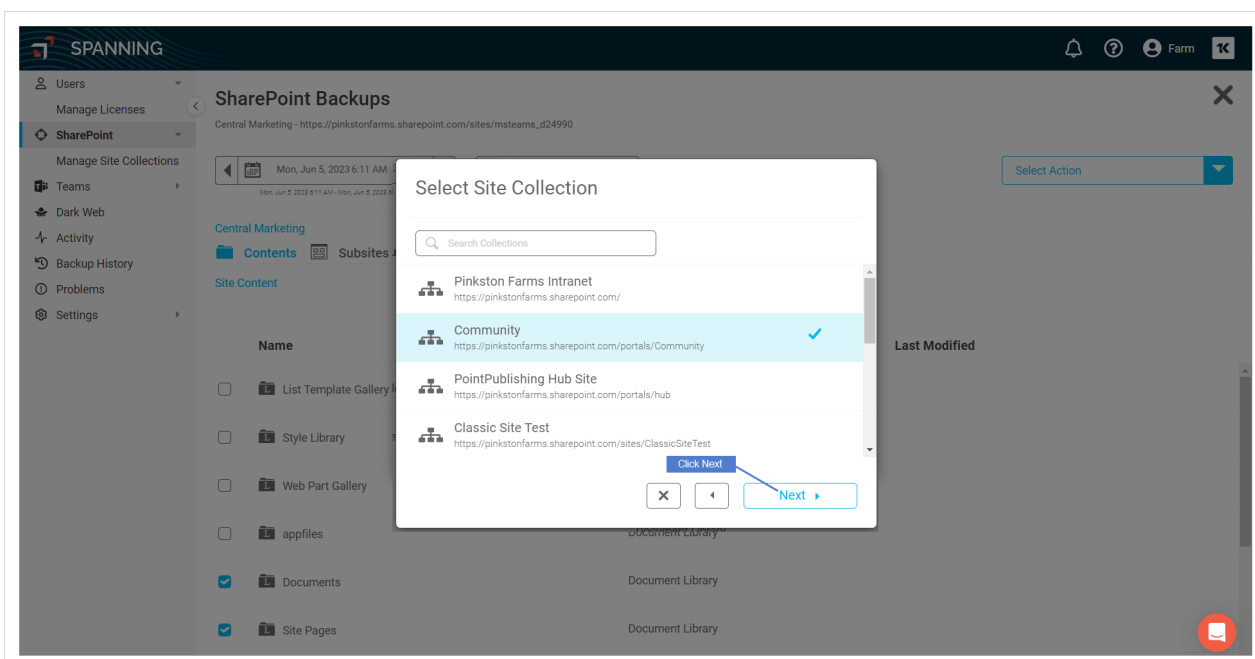
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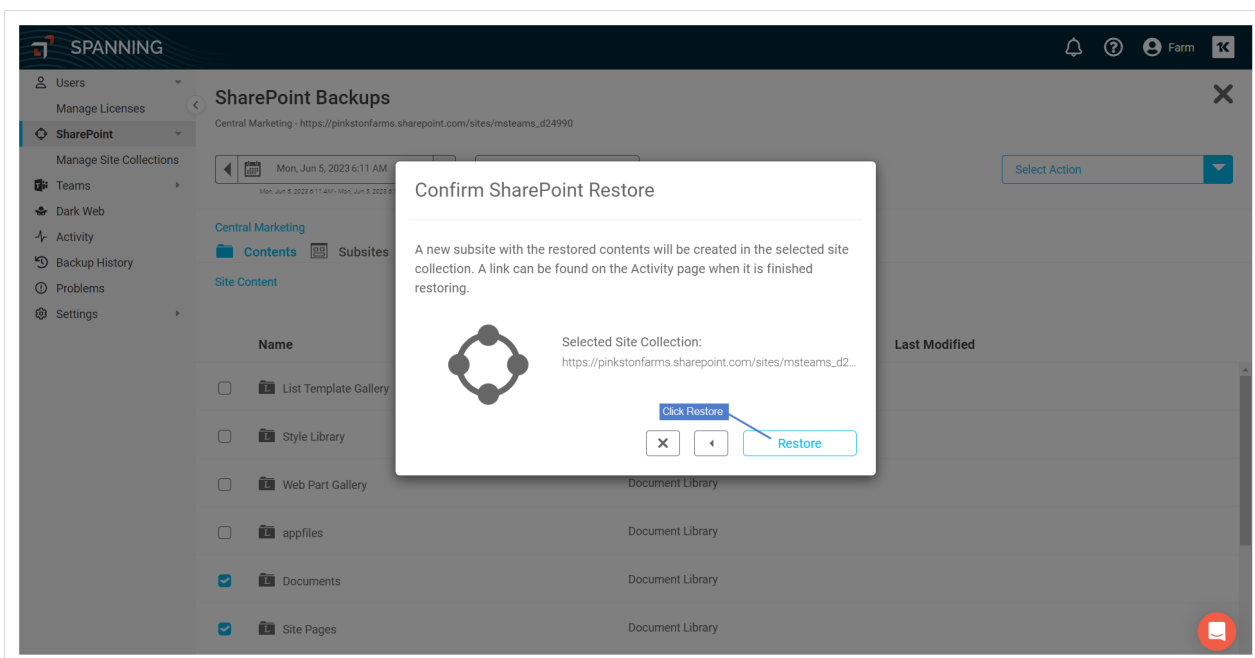
7 Choose whether to restore to the same site collection or a different site collection. Click **Next**.



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

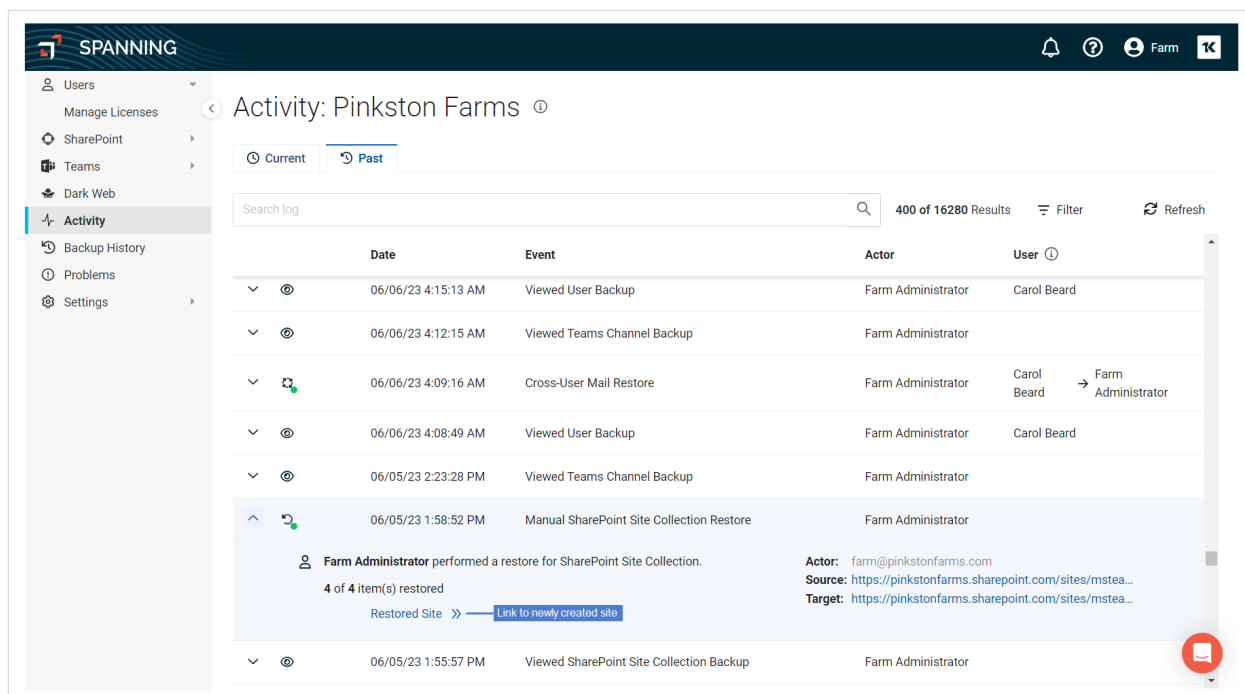


- 9 Click **Restore**. A notification displays at the top of the page indicating that the restore was initiated.



- 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.

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- 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

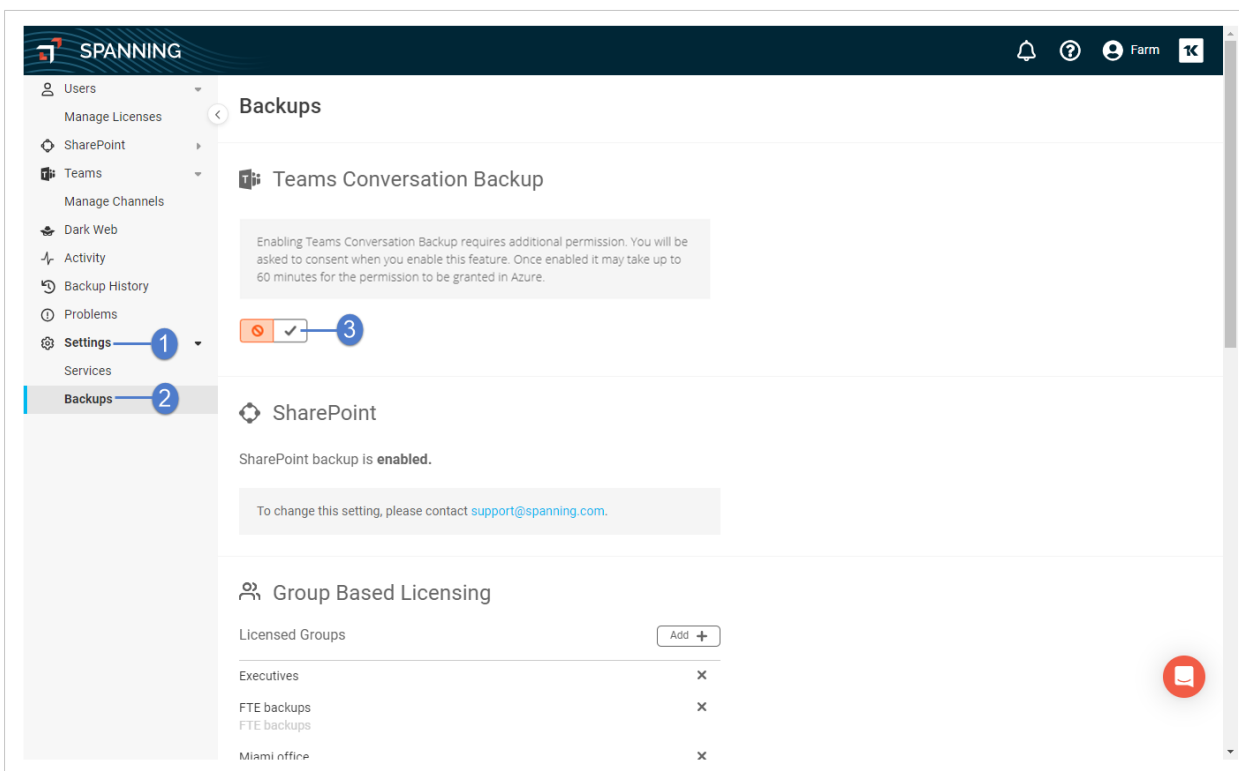
As a Spanning Backup for Microsoft 365 customer, you already enjoy automated backup of your critical Teams data stored in SharePoint Online or OneDrive, including Teams Private Channels. You can also backup Microsoft Teams Channel Conversations. While there is no additional cost, you do need to activate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

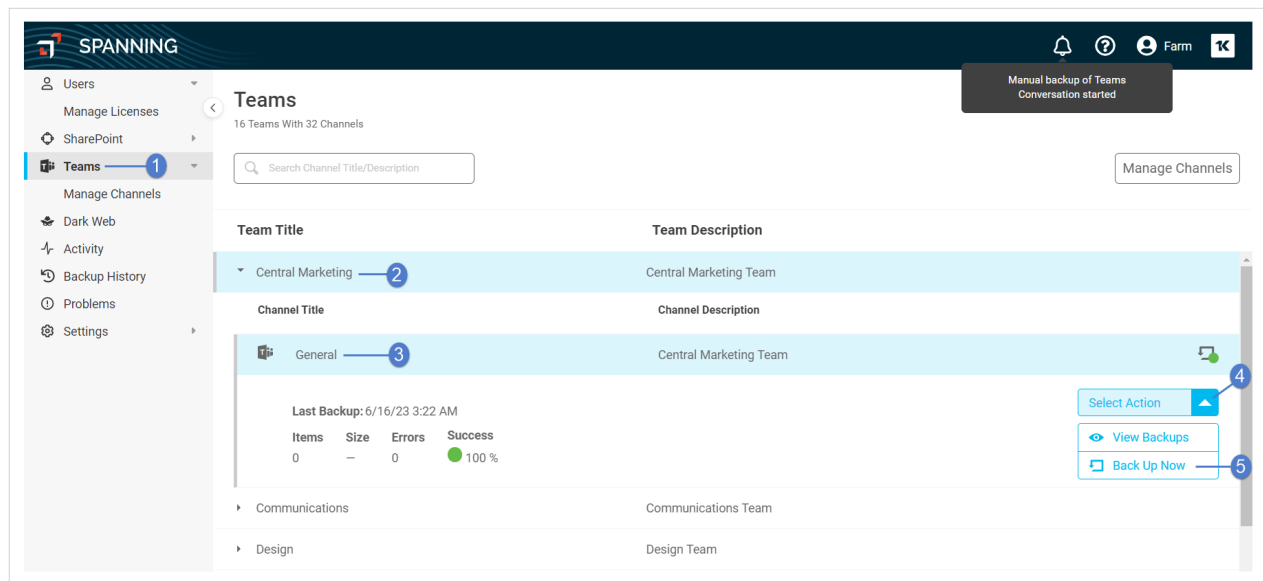
- 1 Log into your Spanning Backup for Microsoft 365 account as a Global Administrator.
- 2 Click **Settings**.
- 3 Click **Backups**.
- 4 Click the toggle to turn on Teams Conversation Backup. You are redirected to the consent screen for your tenant to add the permissions needed to enable Teams Conversation 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.



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.

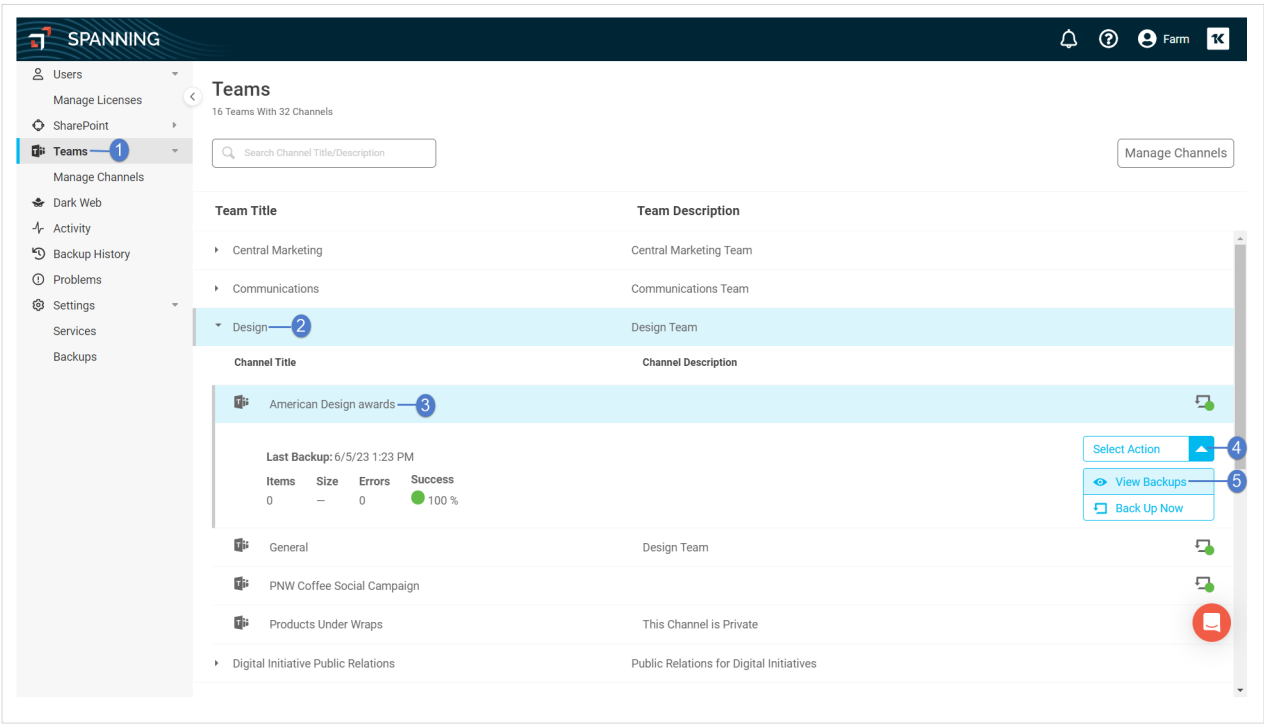
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To export Teams Channel Conversations

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

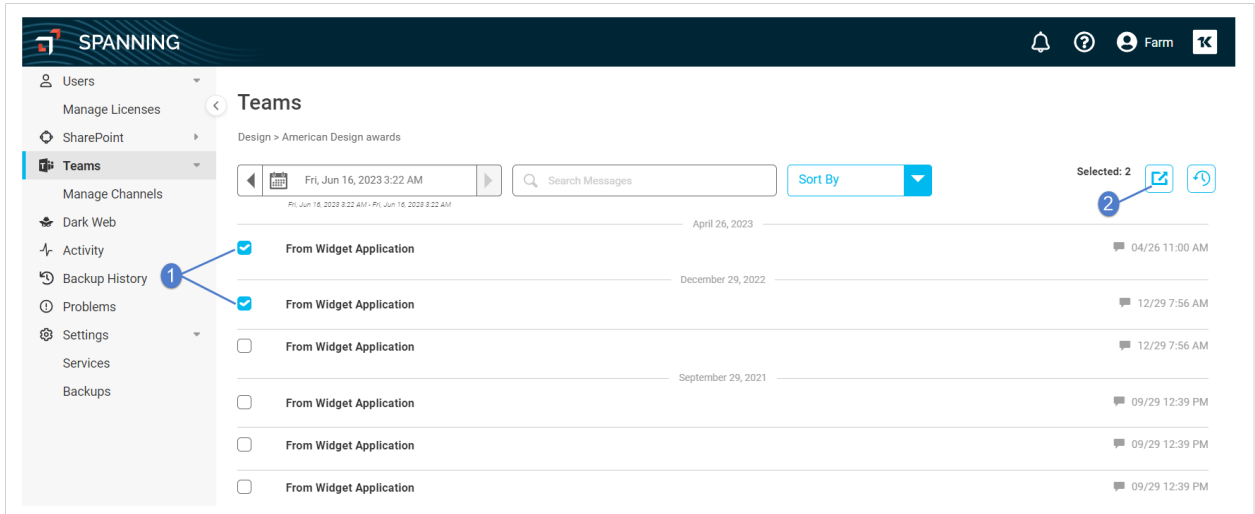
- 1 Log into your Spanning Backup for Microsoft 365 account as an admin user.
- 2 Click **Teams**.
- 3 Locate the team whose data you want to export. You can search for a team by title, description, or channel.
- 4 Click the team.
- 5 Click the channel.
- 6 Select **View Backups** from the **Select Action**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



7 Check boxes to select one or more threads.

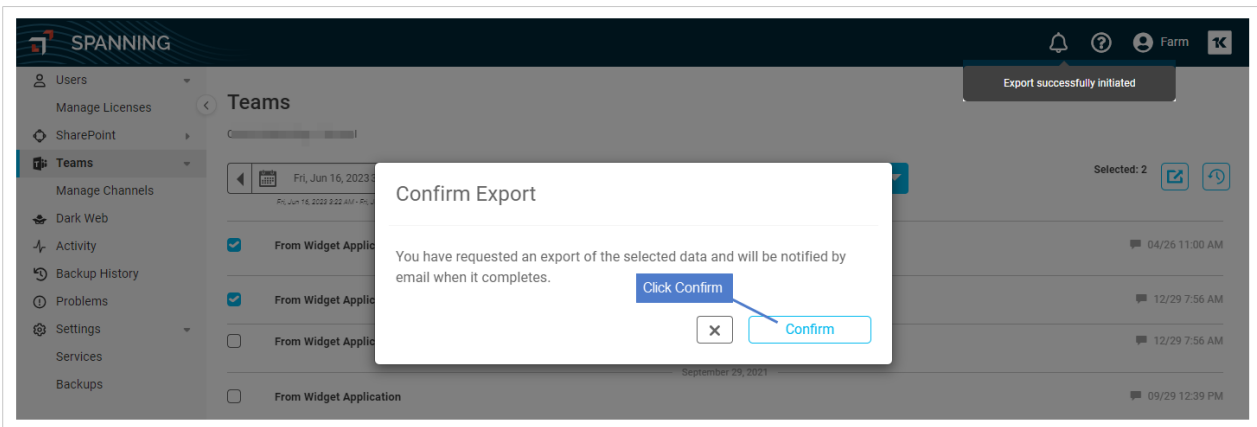
Conversation threads are listed in reverse chronological order. You can change the sort order or use search to find the specific thread by the initial conversation thread starter.

8 Click .



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

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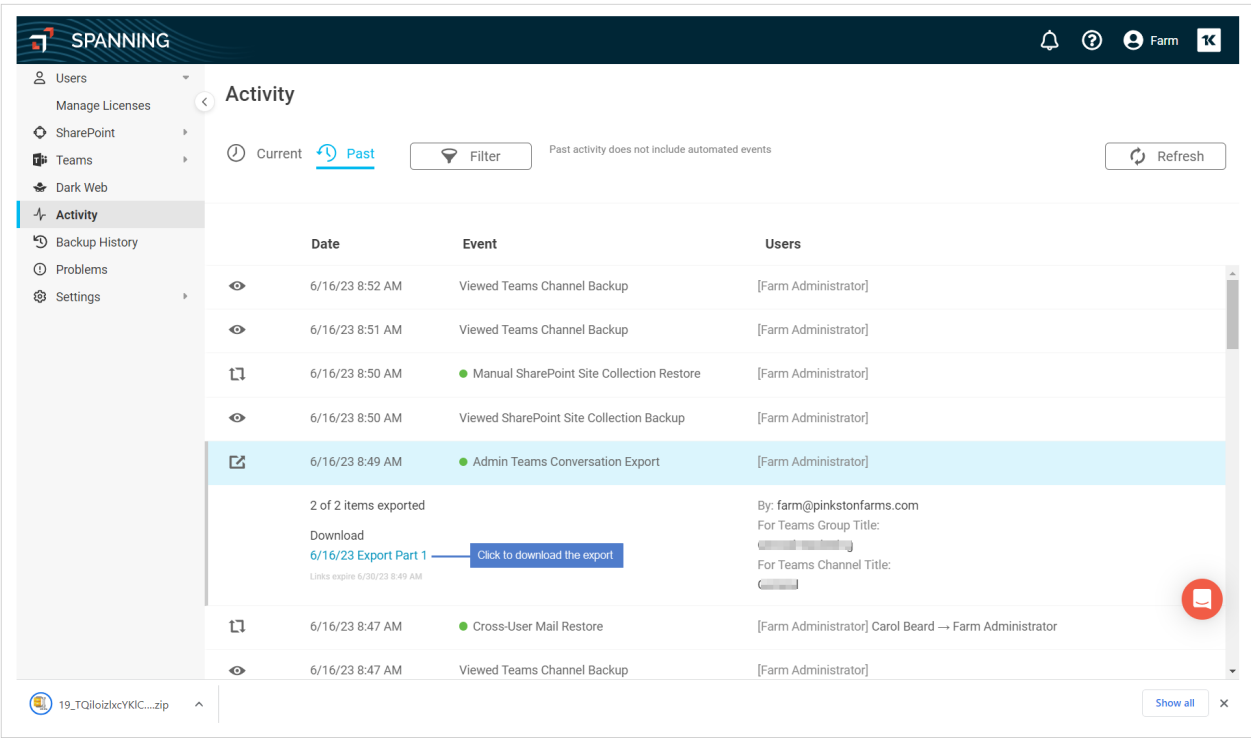


10 When the export has finished compressing, you receive an email notification. The export displays on the Activity page in the Past items:

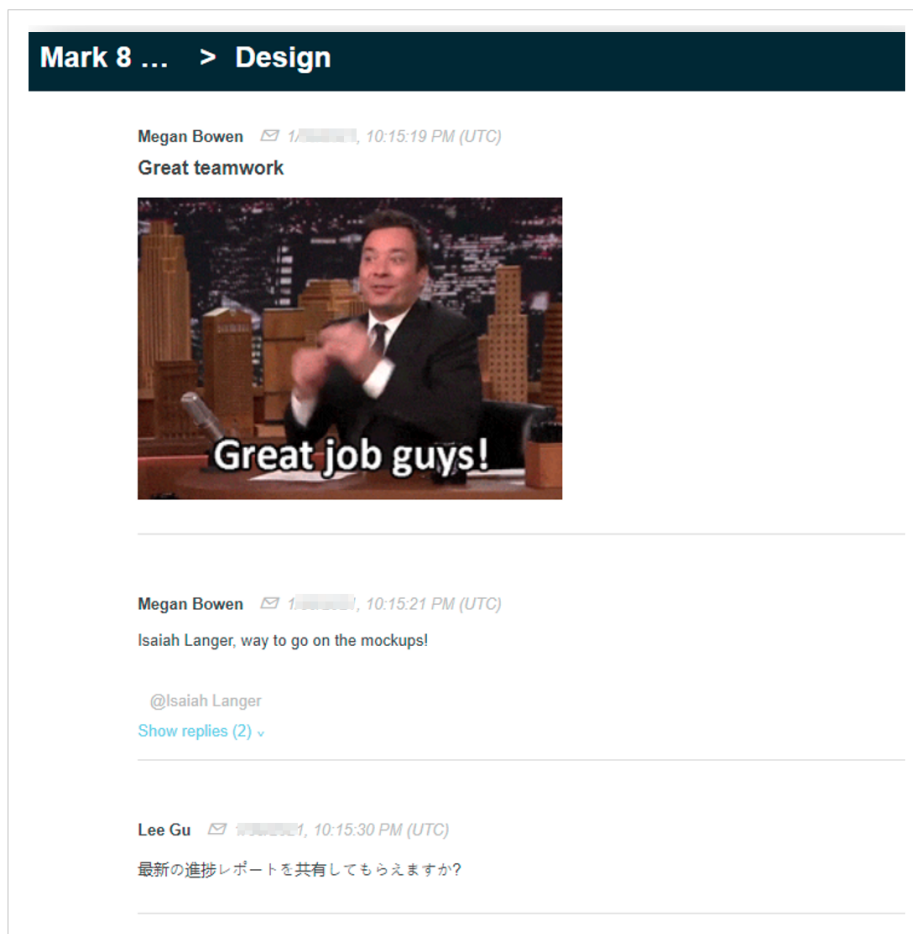
- Click the activity to view details about the export.
- Click the Download link to save the export to your local hard drive.

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.



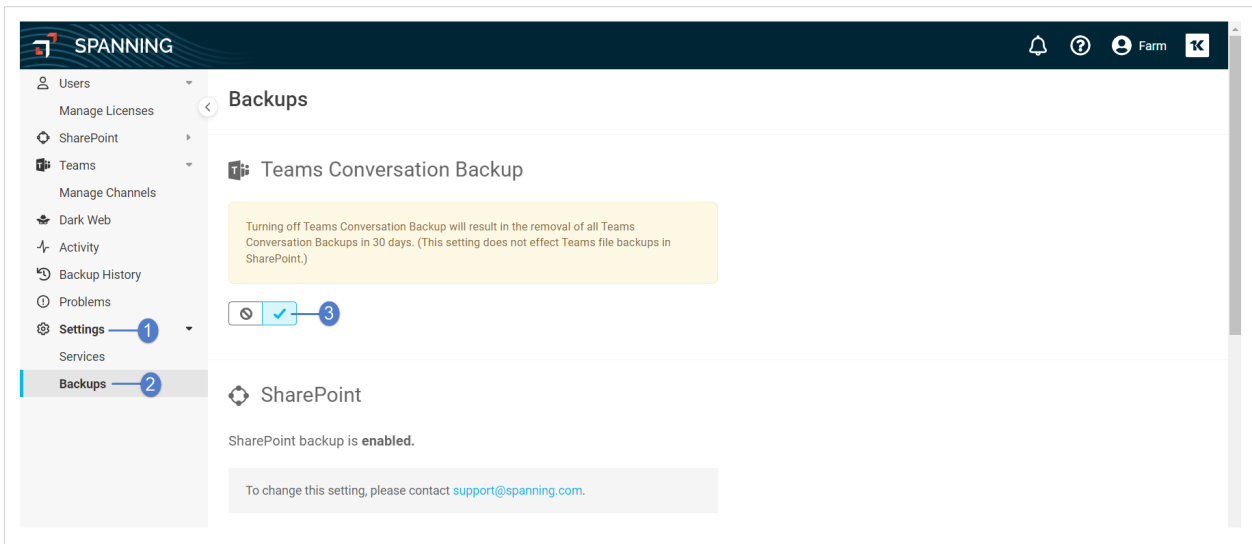
- 11 Extract the .zip file to a location of your choosing and open the messages.html file to view the exported content in a browser.



To deactivate Teams Channel Conversation backup

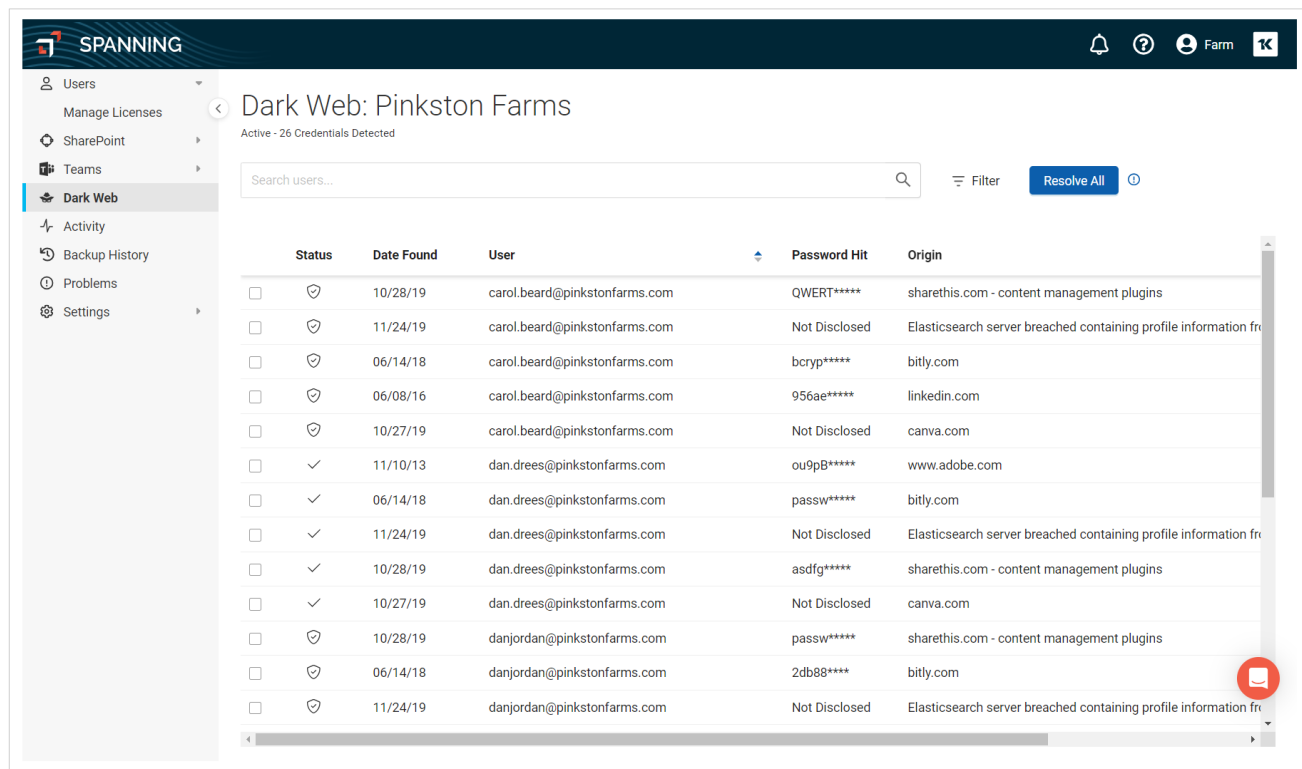
Note: All Teams Conversation backups are removed permanently 30 days after running this procedure. (Running this procedure does not effect Teams file backups in SharePoint.)

- 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.



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.



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.

Azure AD	Spanning Backup for Microsoft 365	
	Protected	Not Protected
Active	Protected	Not Protected
Deactivated	Protected	Not Protected
Deleted	Protected	Not Protected

- 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.

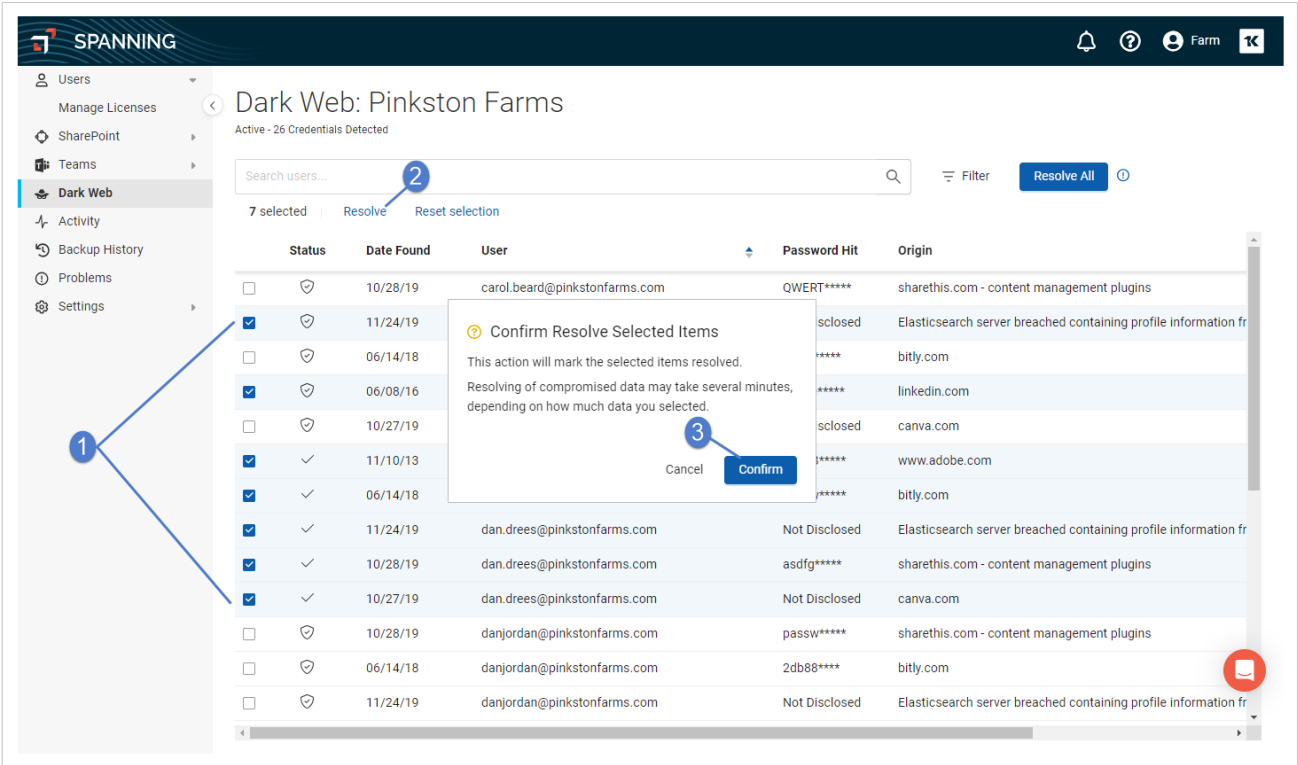
To review and resolve compromised records

- 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.

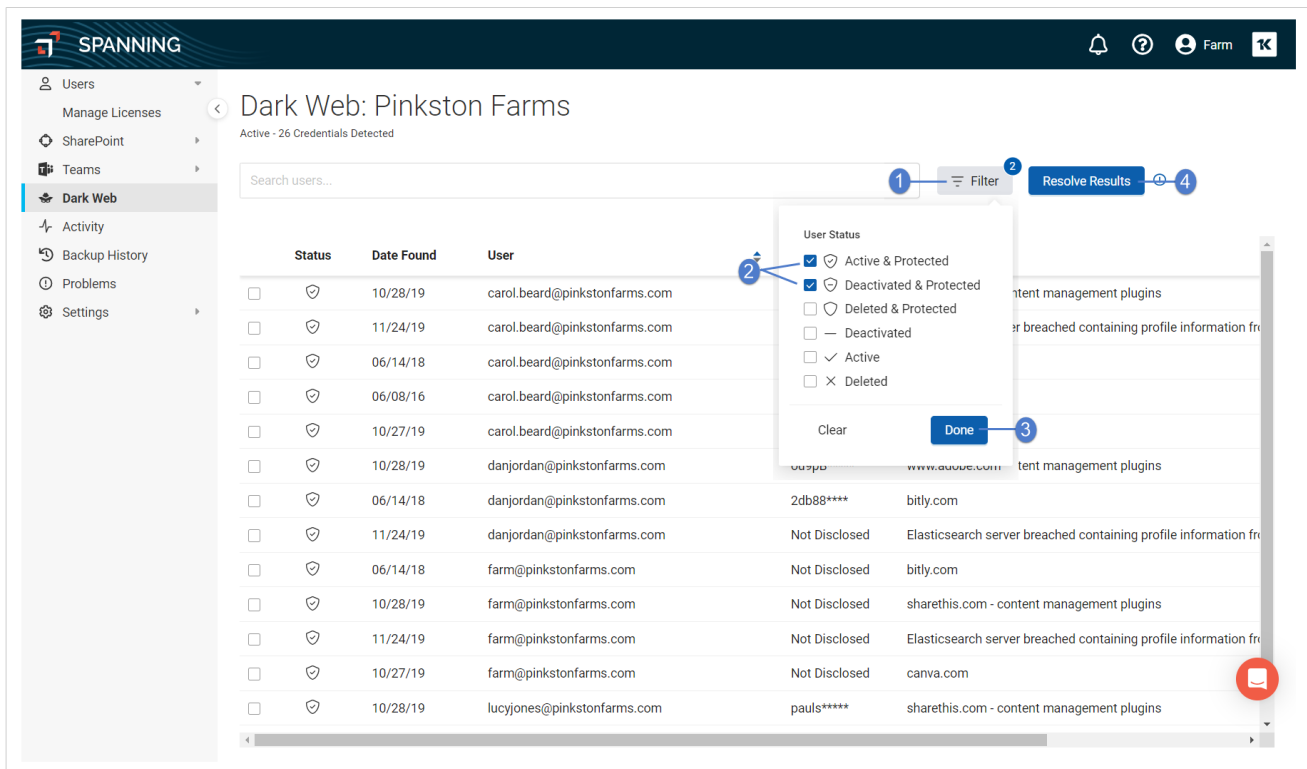
If you choose a large list of records to be resolved, they are processed in batches of 500. The process may take a few moments to complete.

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:



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*****".

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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.

To view past activity

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

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.

The screenshot shows the Spanning Backup for Microsoft 365 Admin Guide interface. The left sidebar contains navigation options: Users, Manage Licenses, SharePoint, Teams, Dark Web, Activity (selected), Backup History, Problems, and Settings. The main area is titled 'Activity' and shows a list of activities. The 'Past' tab is selected, and the 'Filter' button is highlighted. The 'Refresh' button is also highlighted. The activity list shows several events, including 'Cross-User Mail Restore' and 'Manual SharePoint Site Collection Restore'. One 'Cross-User Mail Restore' event is highlighted in blue, and a callout points to it with the text 'Click to view activity details'. Another callout points to the '2 of 2 items restored' status.

Date	Event	Users
6/19/23 7:37 AM	Cross-User Mail Restore	[Farm Administrator] Carol Beard → Farm Administrator
6/19/23 7:12 AM	User Mail Restore	Farm Administrator
6/19/23 7:00 AM	User Mail Restore	Farm Administrator
6/16/23 1:43 PM	Cross-User Mail Restore	[Farm Administrator] Carol Beard → Farm Administrator
2 of 2 items restored		
6/16/23 10:49 AM	Manual SharePoint Site Collection Restore	[Farm Administrator]
6/16/23 10:47 AM	Cross-User Mail Restore	[Farm Administrator] Carol Beard → Farm Administrator

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:

SPANNING

Users

SharePoint

Teams

Dark Web

Activity

Backup History

Problems

Settings

Backup History

(Past 30 Days)

1-50 of 2792

Filter

End Time	Start Time	App	User/Site/Channel
6/19/23 2:09 PM	6/19/23 1:42 PM	Mail	farm@pinkstonfarms.com
6/19/23 1:53 PM	6/19/23 1:53 PM	Mail	lucyjones@pinkstonfarms.com
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.

SPANNING

Users

Manage Licenses

SharePoint

Teams

Dark Web

Activity

Backup History

Problems

Settings

Backup History

(Past 30 Days)

1-50 of 2827

Filter

End Time	Start Time	App	User/Site/Channel
6/20/23 7:45 AM	6/20/23 7:45 AM	OneDrive	ruby1@pinkstonfarms.com
6/20/23 6:48 AM	6/20/23 6:48 AM	OneDrive	carol.beard@pinkstonfarms.com
Successful Backup			
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			
6/20/23 4:01 AM	6/20/23 4:01 AM	Calendar	lucyjones@pinkstonfarms.com

SPANNING

Users

Manage Licenses

SharePoint

Teams

Dark Web

Activity

Backup History

Problems

Settings

Problems

2 Total

Tue, Jun 20, 2023

Tenant Administrator

Filter

Time (GMT)	Problem	Item	User/Site/Channel	Type
11:02 AM	Backup Error	Info Unavailable	Tenant Administrator	Attention Needed
Job Start Time: 6/20/23 11:02 AM For: tenantadmin@pinkstonfarms.com Problem Code: 10004 This code indicates that the user does not have an Exchange Online mailbox. Spanning cannot process email, contact or calendars for a user without a mailbox. Remove the license for this user via the Manage Licenses page.				
10:44 AM	Backup Error	Info Unavailable	Tenant Administrator	Temporary Error
Job Start Time: 6/20/23 10:44 AM For: tenantadmin@pinkstonfarms.com Problem Code: 14005 This code indicates that Microsoft experienced a server error in trying to access the content that Spanning attempted to download. This issue is typically a transient issue with Microsoft and usually clears up after a day or two. If this error persists, contact support@spanning.com .				

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

SPANNING

Users

SharePoint

Teams

Dark Web

Activity

Backup History

Problems

Settings

Backup History (Past 30 Days)

End Time	Start Time	App
6/20/23 4:02 AM	6/20/23 4:02 AM	Calendar
6/20/23 3:44 AM	6/20/23 3:44 AM	Contacts
6/19/23 12:20 PM	6/19/23 12:19 PM	Mail
6/19/23 3:50 AM	6/19/23 3:50 AM	Calendar
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
6/18/23 3:53 AM	6/18/23 3:53 AM	Calendar
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
6/16/23 3:44 AM	6/16/23 3:44 AM	Contacts

Filters

User

Select User

Status Type

Success

Partial

Failed

App Type

Calendar

Contacts

Mail

OneDrive

SharePoint

Teams

Clear

Apply (2)

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.

Problems
3 Total

Mon, Jun 19, 2023

Select User

Click to filter by problem type

Filter (1)

Problem Type

☒ Attention Needed ☐ Cannot Backup/Restore/Export ☐ Temporary Error

Apply (1) >

Clear all filters

	Time (GMT)	Problem	Item	User/Site/Channel	Type
✉	7:20 PM	Backup Error	Info Unavailable	Tenant Administrator	Attention Needed
	Job Start Time: 6/19/23 7:19 PM	For: tenantadmin@pinkstonfarms.com Problem Code: 10004 This code indicates that the user does not have an Exchange Online mailbox. Spanning cannot process email, contact or calendars for a user without a mailbox. Remove the license for this user via the Manage Licenses page.			
📅	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.

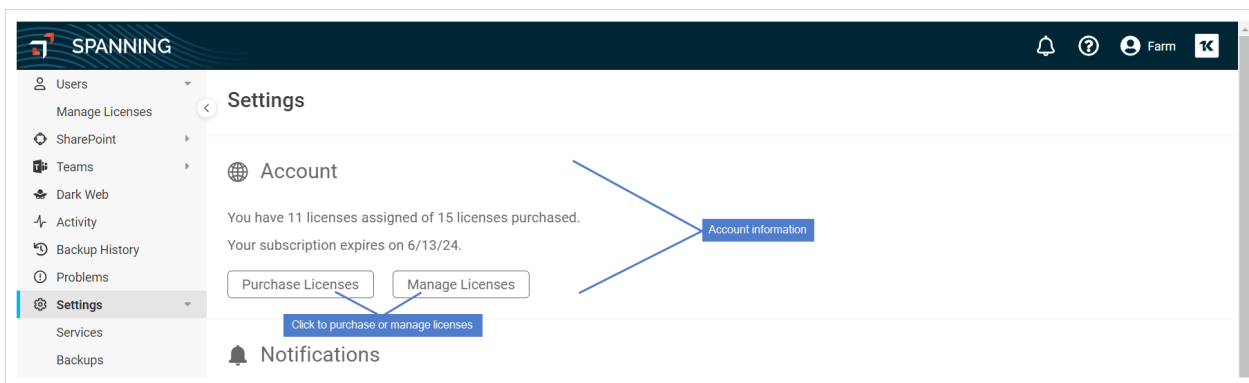
See these procedures for details:

- ["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"](#).







To enable or disable daily status notifications

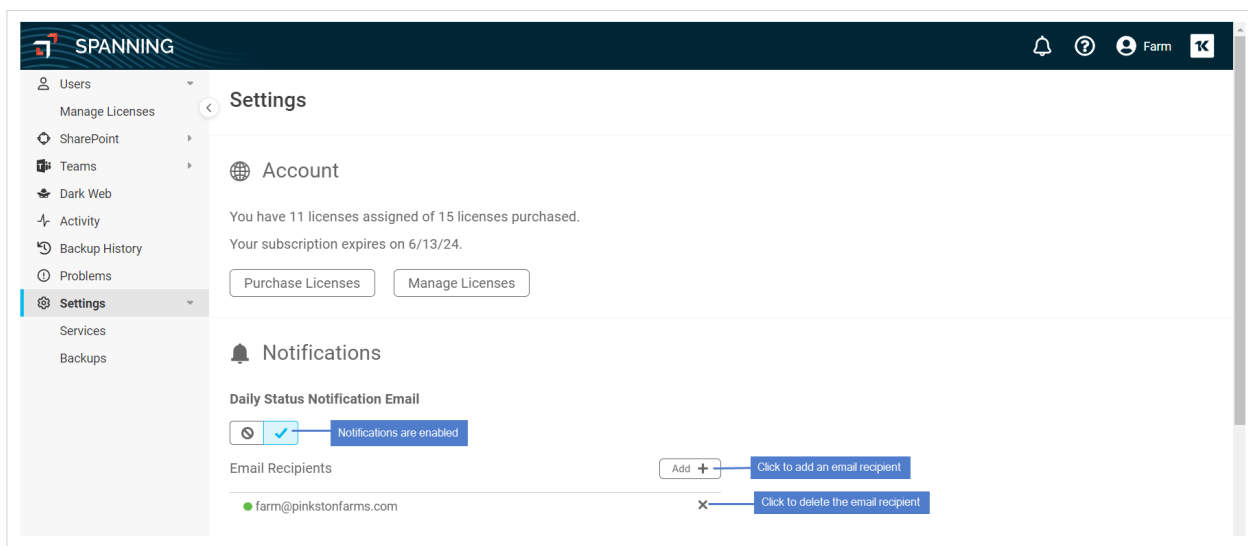
Daily status notifications provide details about the backups performed in a 24-hour period. Global Admins or Spanning Admins can navigate to the settings page to enable or disable daily status notifications and also modify the email recipients list. Any changes to the email recipient list are also tracked 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.

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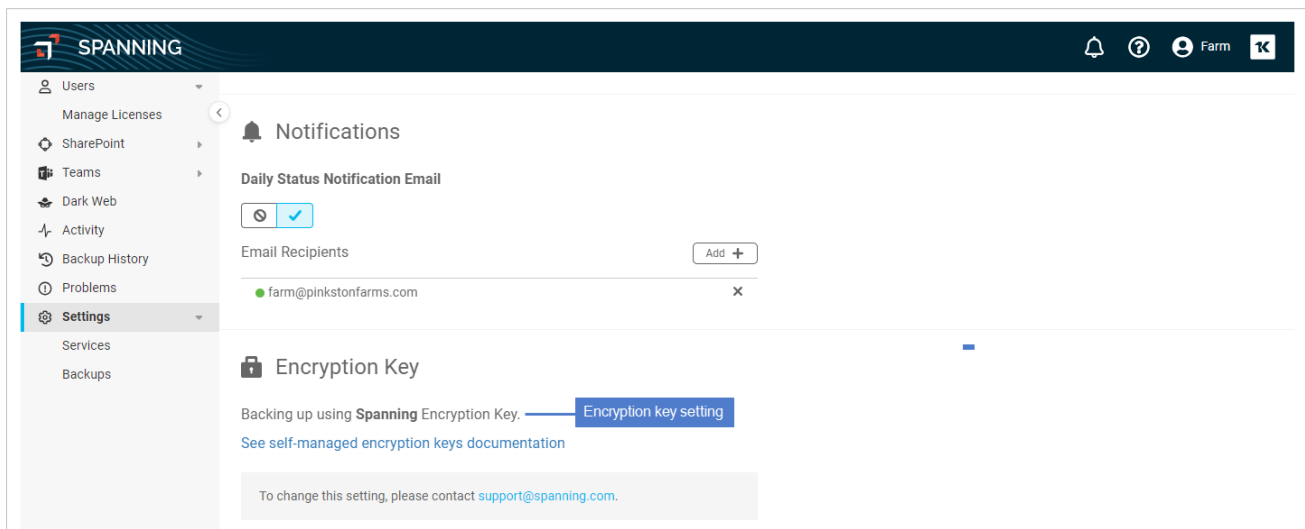
- 2 Click **Settings**.
- 3 In the Notifications section:
 -  indicates notifications are enabled
 -  indicates notifications are disabled
- 4 Do any of the following:
 - Click  to disable notifications.
 - Click  to enable notifications.
 - Click **Add +** to add an email recipient.
 - Click **X** to remove an email recipient.



- 5 For more on the daily status email, see this article: [How do daily status notifications work in Spanning Backup for Microsoft 365?](#)

To view the Encryption Key setting

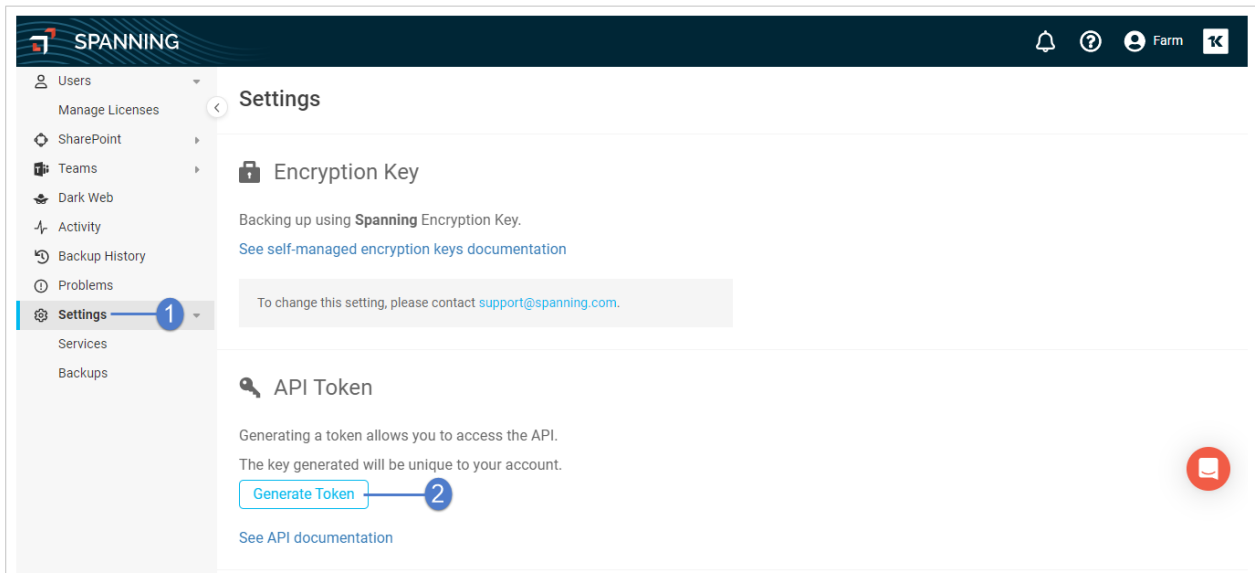
When Spanning Backup for Microsoft 365 was installed, the application was configured to use either a Spanning encryption key or a self-managed encryption key. Click **Settings** to view your application's Encryption Key setting. To change this setting, contact support@spanning.com.



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**.



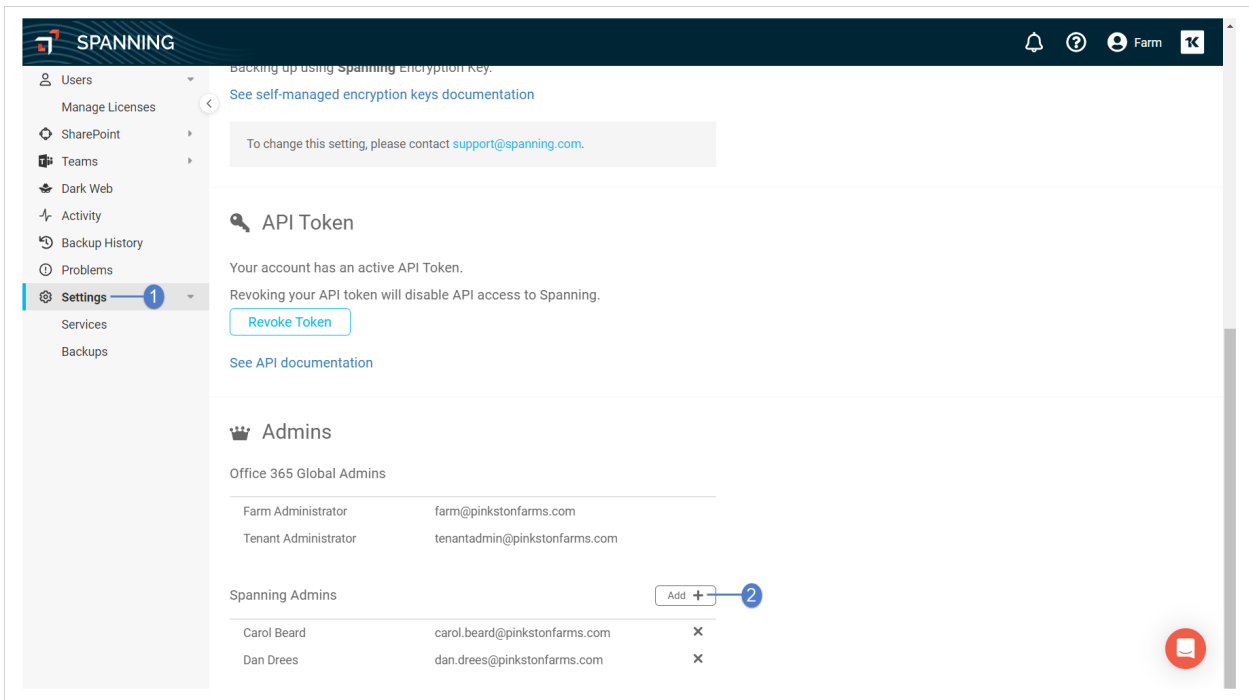
- 4 Copy and save the token. You will need to supply this token for all API calls. For details on working with the Spanning API, see [Spanning Backup for Office 365 API](#).

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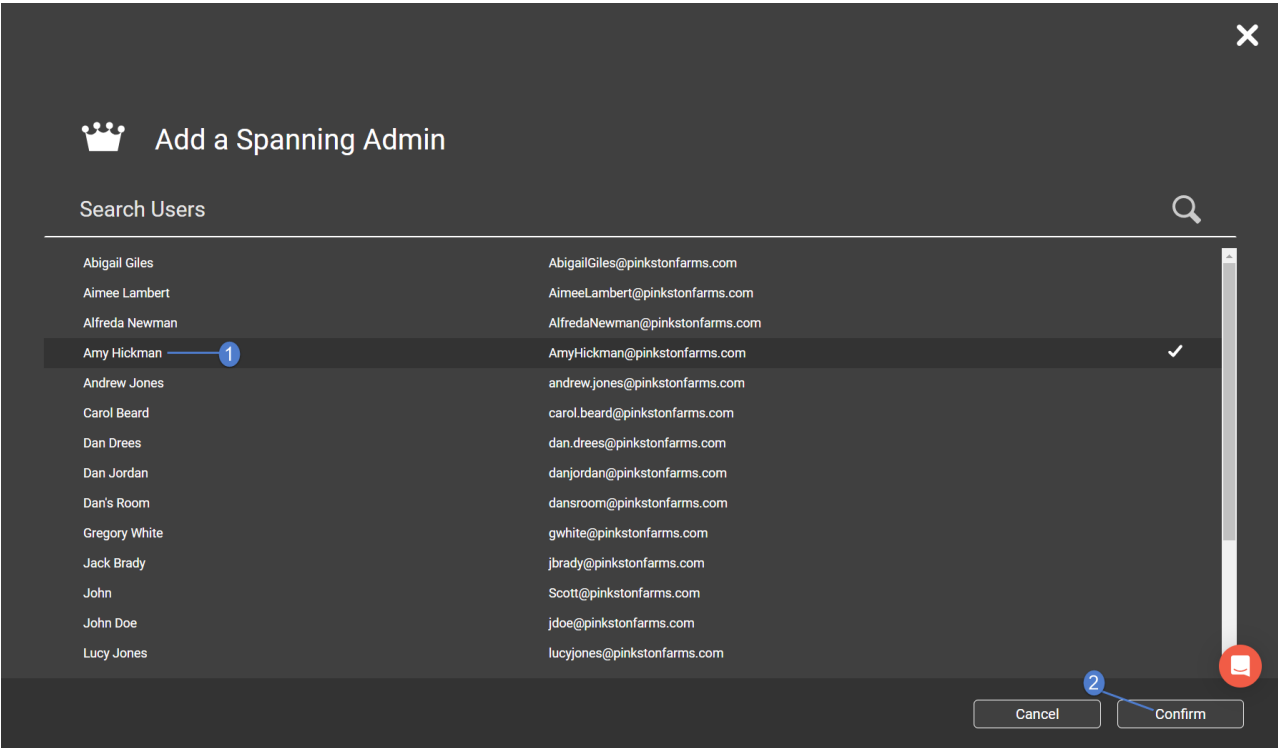
To add a Spanning administrator

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

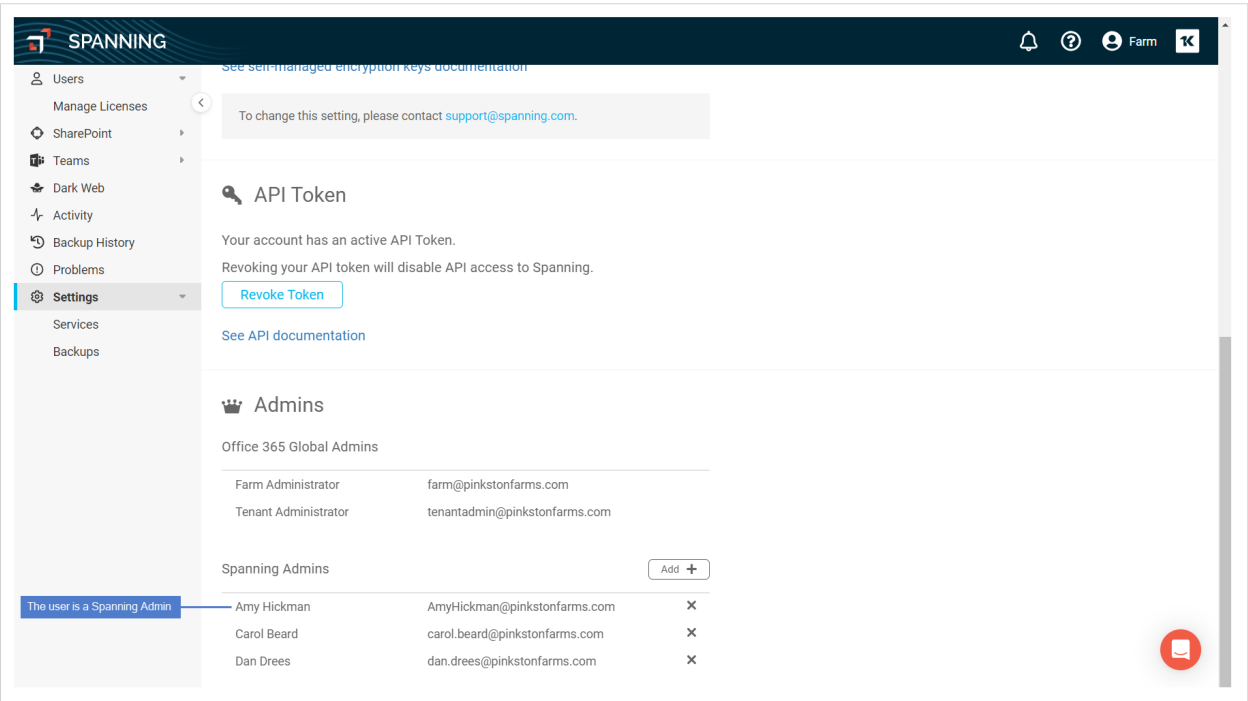
- 1 Log into your Spanning Backup for Microsoft 365 account as an admin user.
- 2 Click **Settings**.
- 3 In the Admins section, click **Add +**.



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



6 The user displays in the Spanning Admin list:

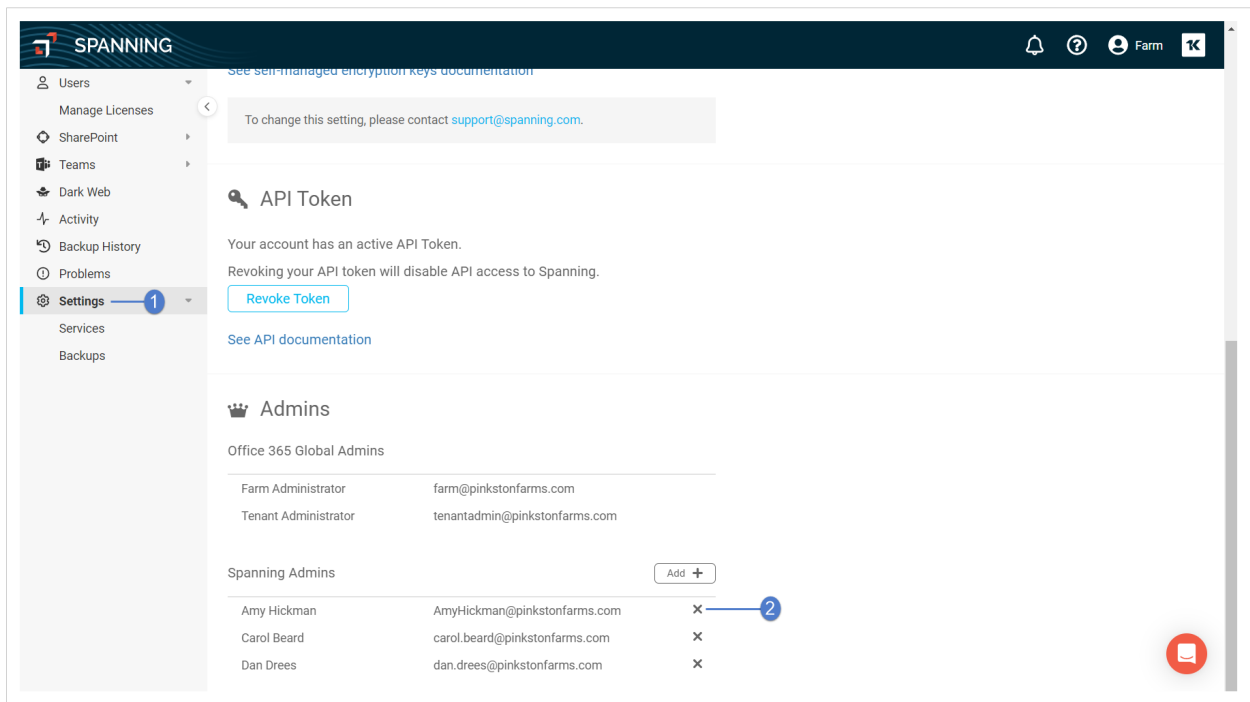


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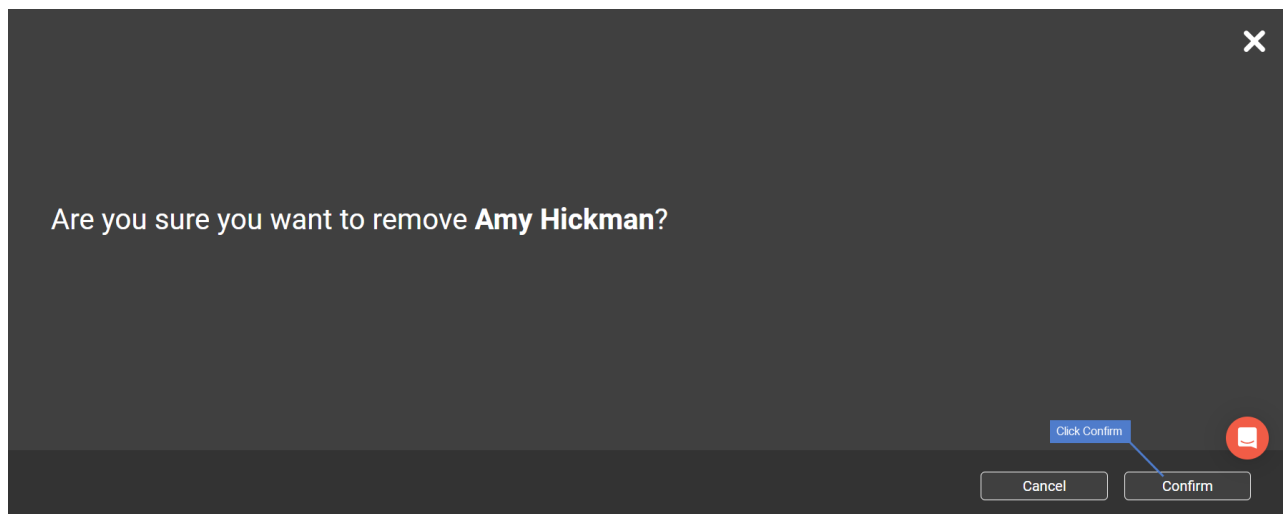
To remove a Spanning administrator

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**.



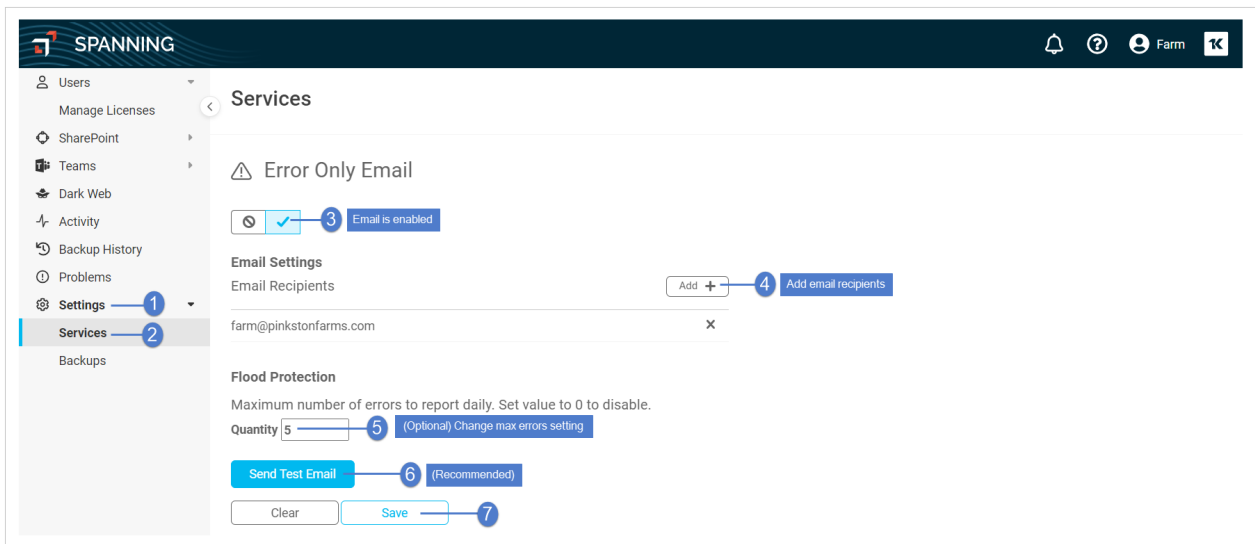
- 4 Click **Confirm** to remove Spanning Admin privileges from the account.



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.
 - ☐ indicates 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**.





To enable IT Complete single sign-on

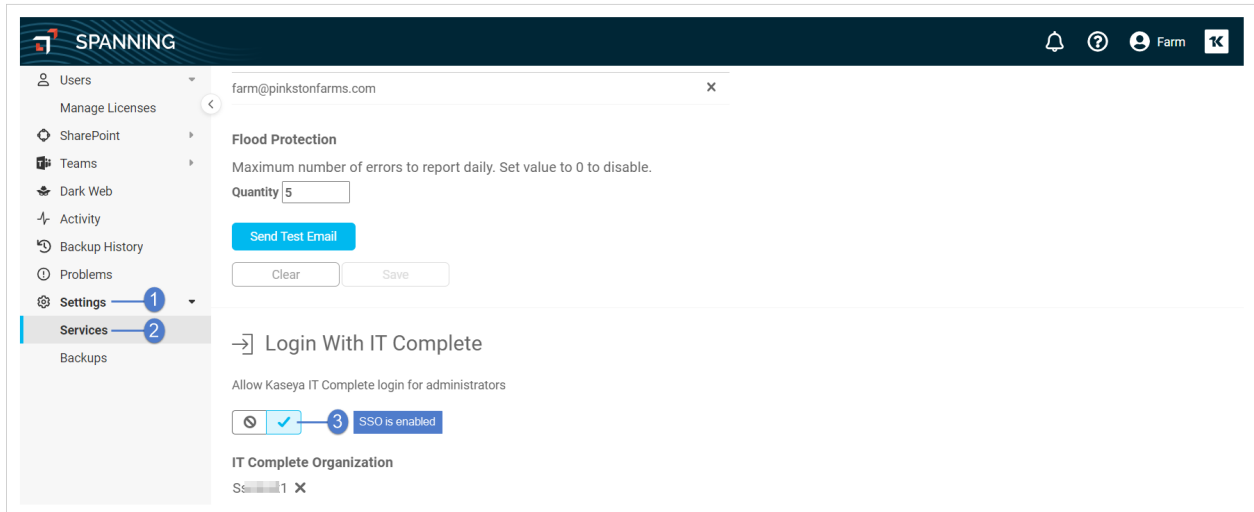
If you are using the Kaseya VSA or Unitrends UniView for multi-tenant management with Spanning Backup for Microsoft 365, use this procedure to enable single sign-on from those applications.

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

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- 3 Click **Services**.
- 4 Locate the Login with IT Complete setting and turn it on.

-  indicates the feature is enabled.
-  indicates the feature is disabled.





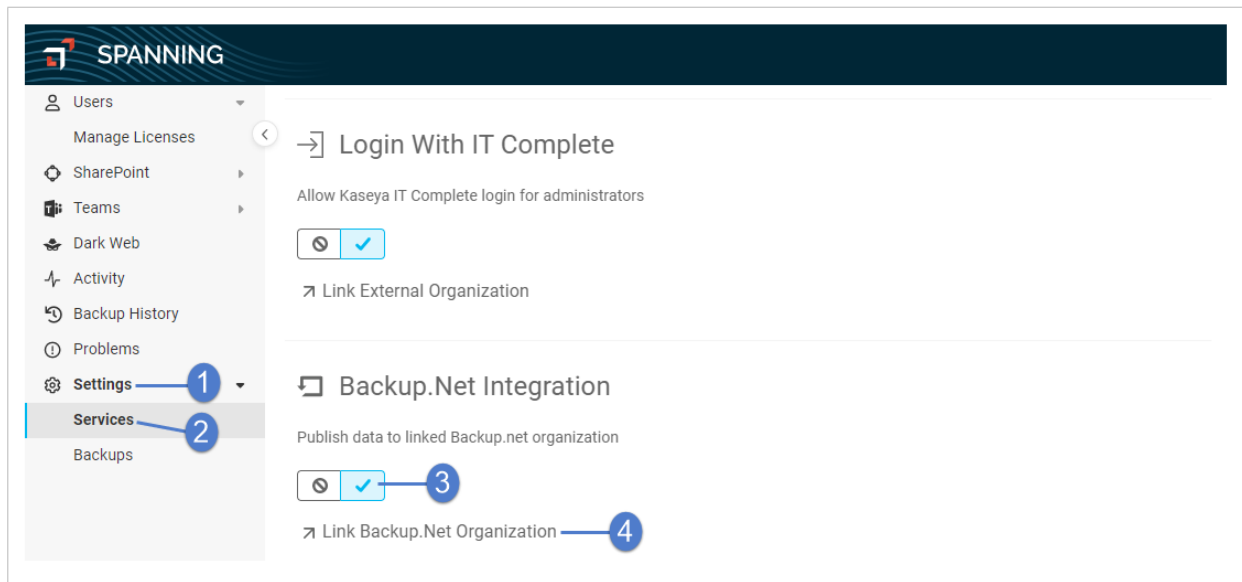
- 5 Return to the Microsoft 365 Backup Module in either Kaseya VSA or Unitrends UniView and locate the tenant you just enabled for Login with IT Complete. Click **Connect to Product** and you are logged into the tenant with your VSA/UniView account.

To integrate with UniView Portal (backup.net)

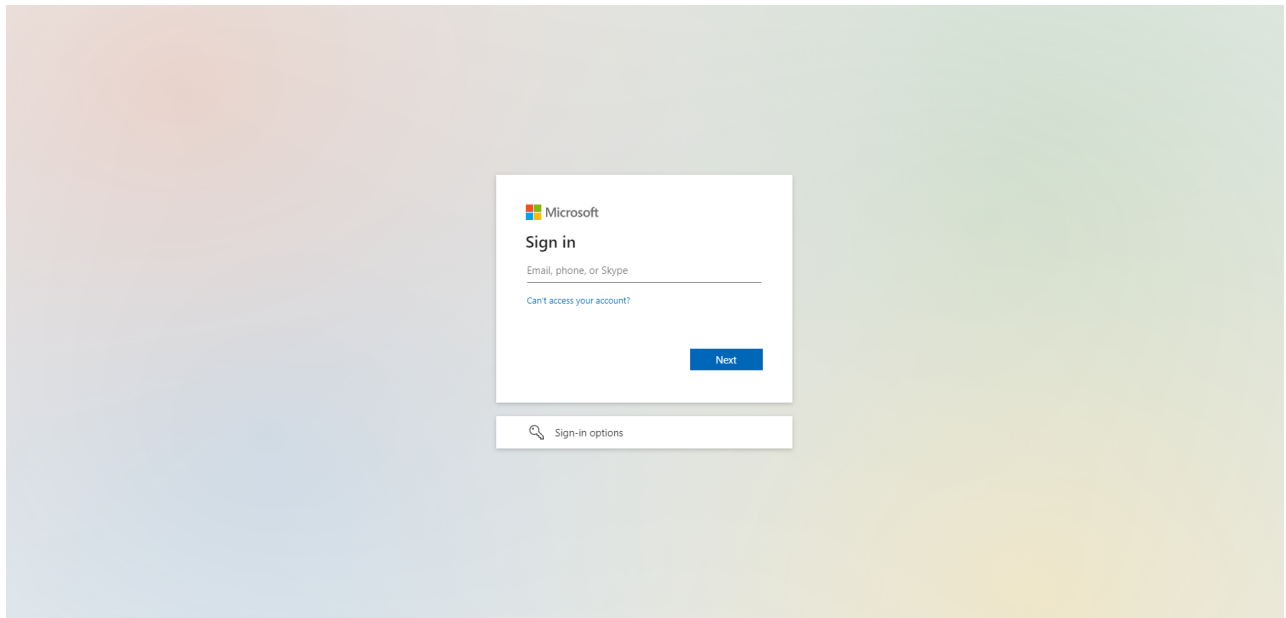
Use this procedure to add the UniView Portal integration to Spanning Backup for Microsoft 365. This procedure requires Microsoft 365 Global Administrator credentials and UniView administrator or superuser credentials.

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.
 -  indicates the feature is disabled.
- 5 Click **Link Backup.Net Organization**.

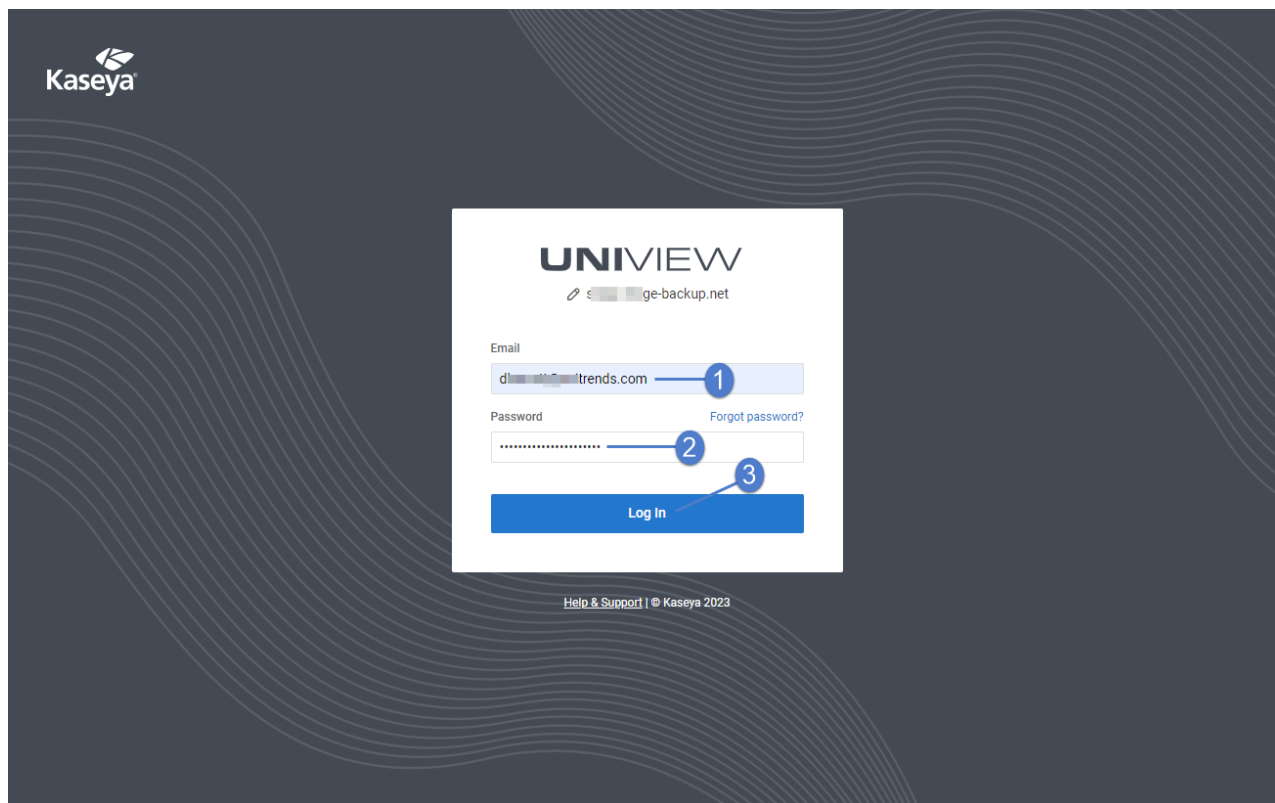


- 6 Sign in to Microsoft 365 with your Global Administrator account.



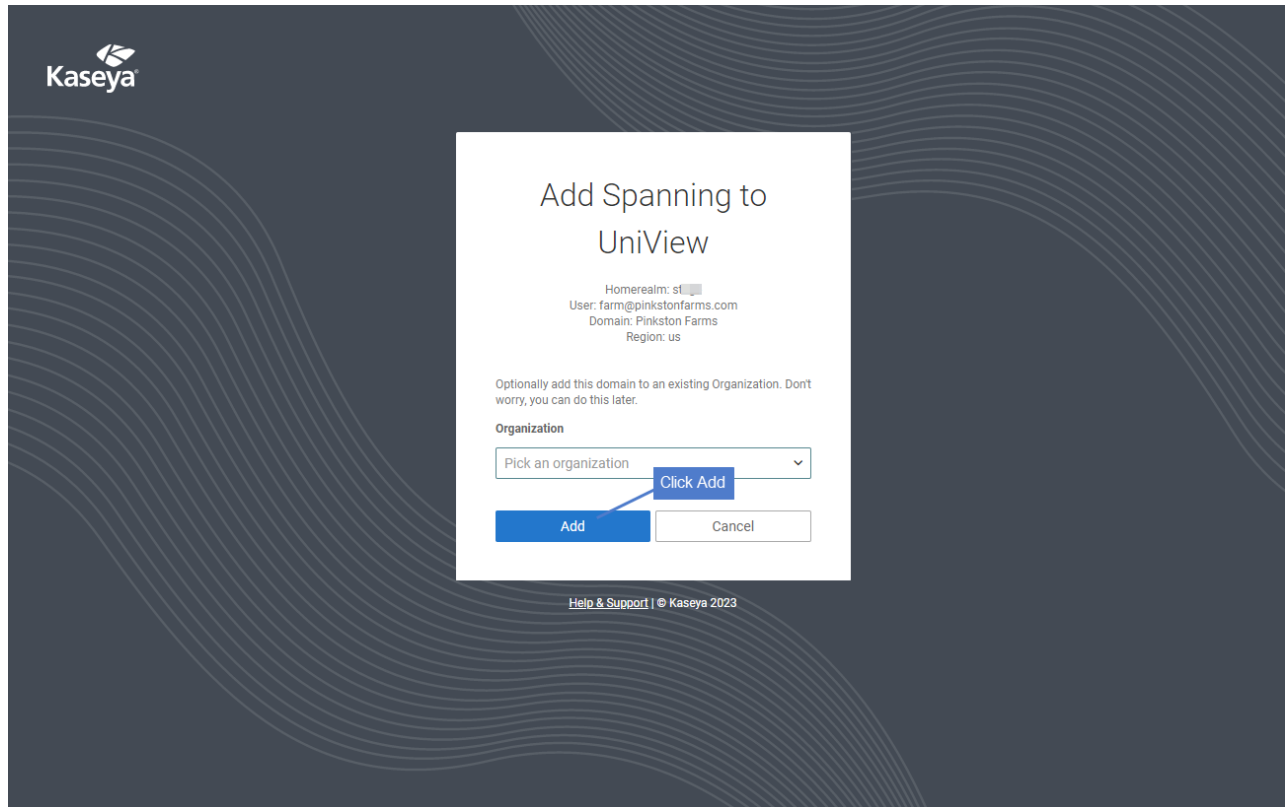
- 7 Sign in to UniView as an admin or superuser.



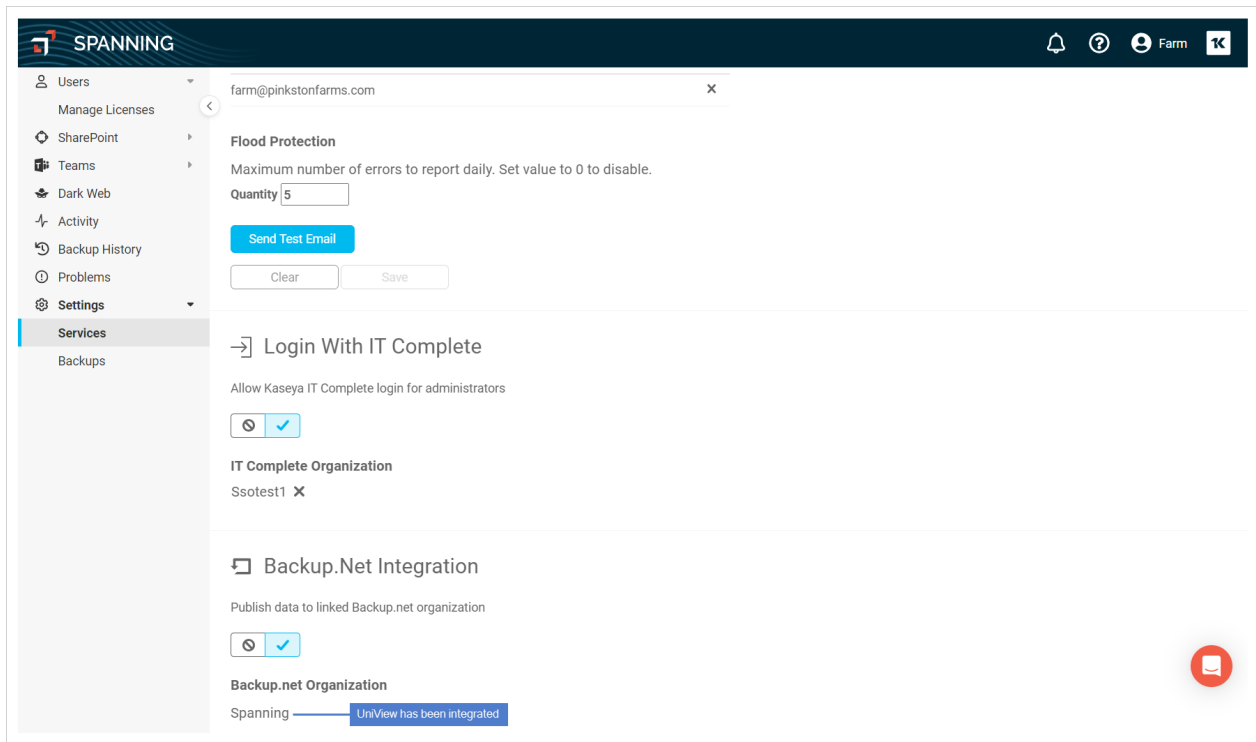


- 8 (Optional) Select a UniView Organization if you want to map your Microsoft 365 domain to an existing organization.
- 9 Click **Add** to add the integration.

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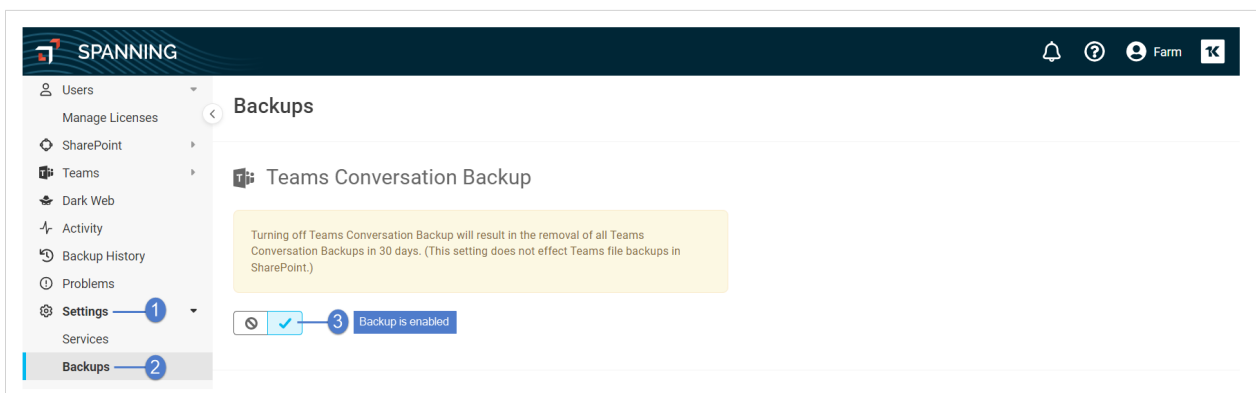


- 10 You are redirected to your Spanning account, where you can see that the integration has been added.



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.

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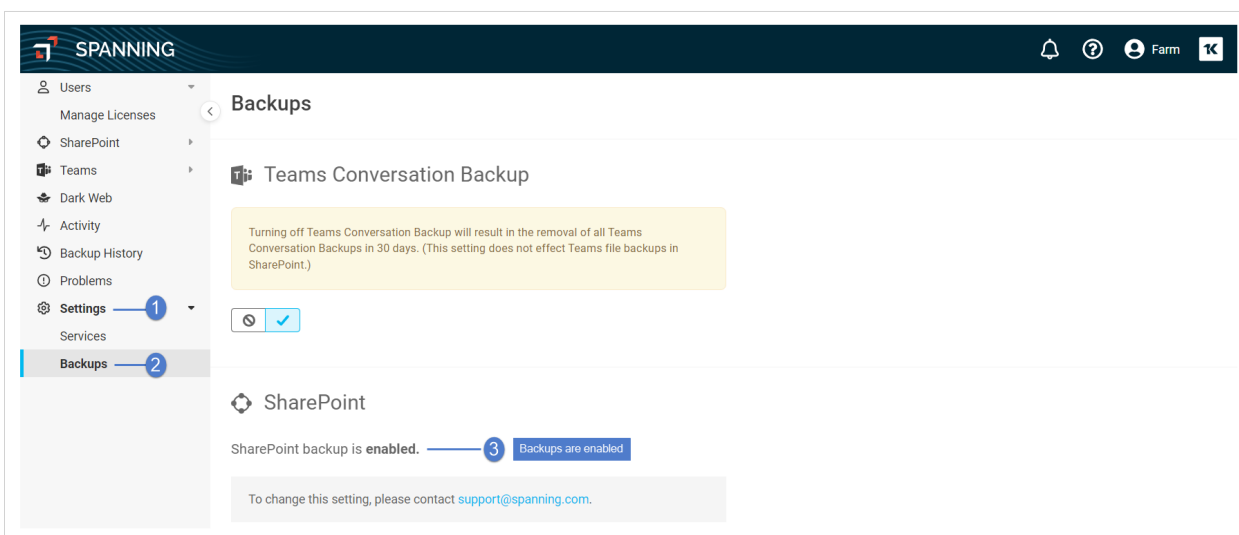
-  indicates the feature is disabled.

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.



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.

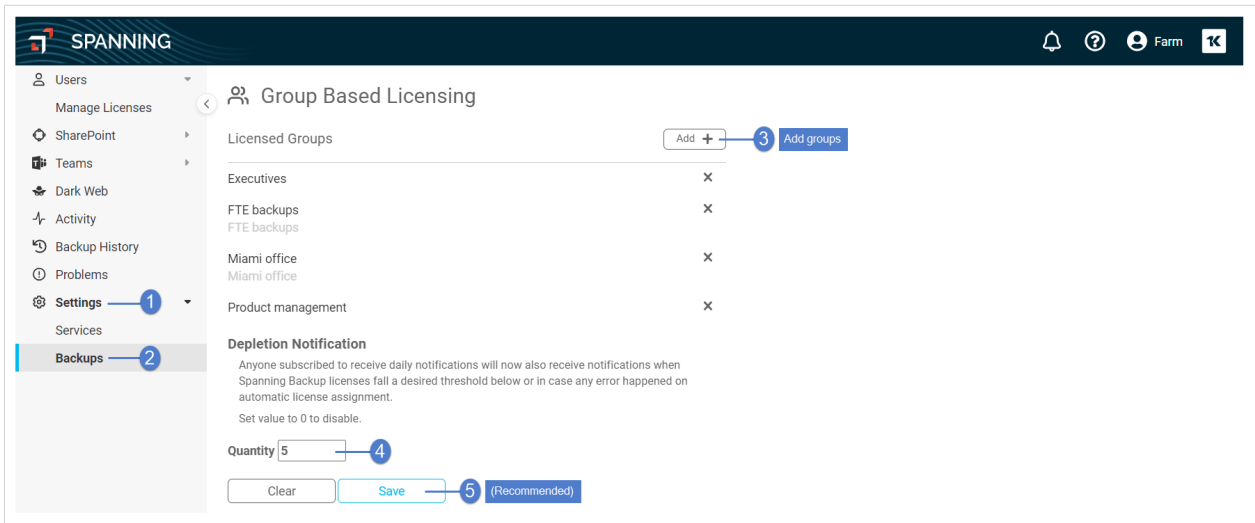
Use this procedure to configure group-based licensing:

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



- 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.

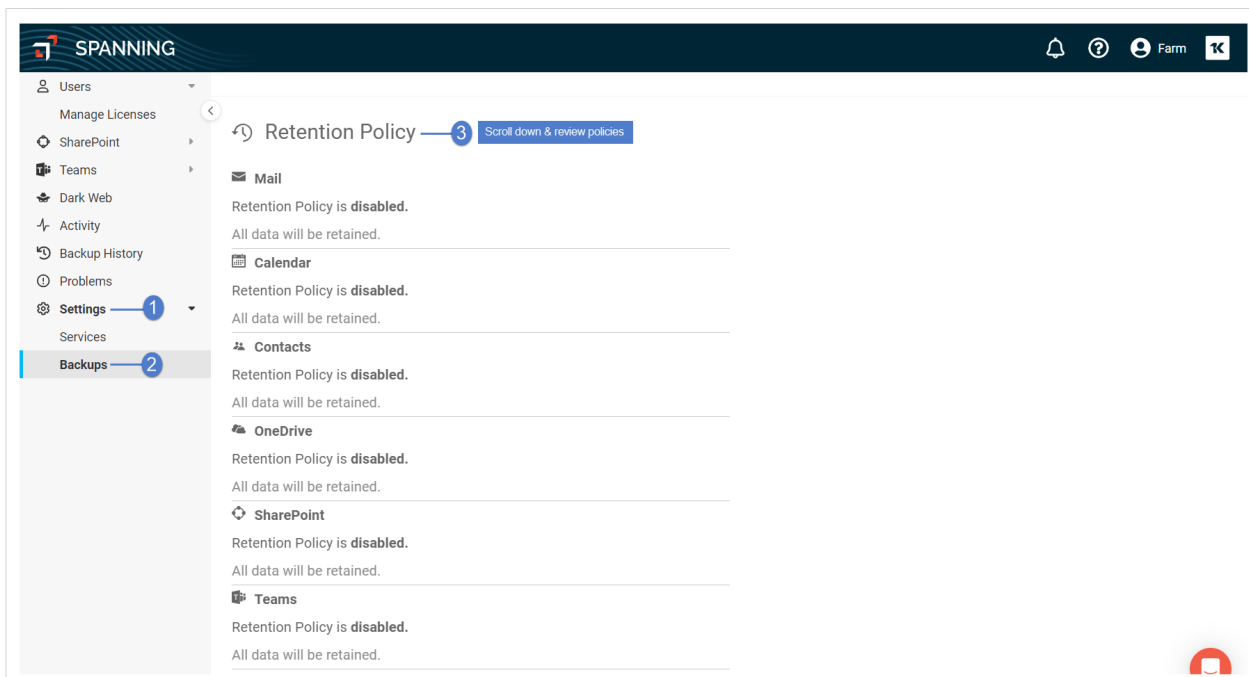
To view your retention settings

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.

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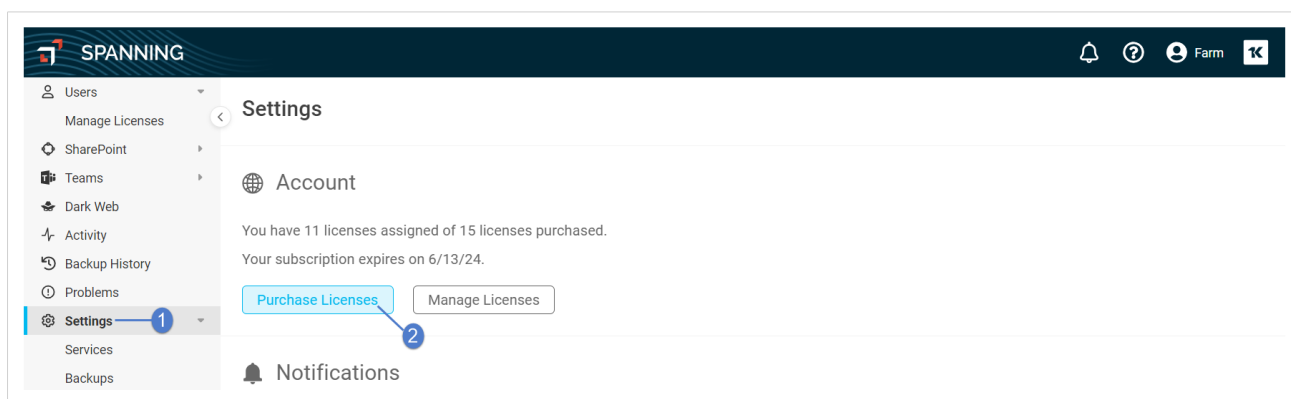
Note: To change these settings, contact support@spanning.com.



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: [Automated License Purchasing in Spanning Backup for Microsoft 365](#).



Helpful Resources

Check out these additional resources:

- Knowledge Base – Search through articles in our [Spanning Backup for Microsoft 365 Knowledge Base](#) 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.