

# Arcserve® Cloud Backup for Office 365

## User Guide

Version 1.2

arcserve®

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## Contact Arcserve Support

The Arcserve Support team offers a rich set of resources for resolving your technical issues and provides easy access to important product information.

### [Contact Support](#)

With Arcserve Support:

- You can get in direct touch with the same library of information that is shared internally by our Arcserve Support experts. This site provides you with access to our knowledge-base (KB) documents. From here you easily search for and find the product-related KB articles which contain field-tested solutions for many top issues and common problems.
- You can use our Live Chat link to instantly launch a real-time conversation between you and the Arcserve Support team. With Live Chat, you can get immediate answers to your concerns and questions, while still maintaining access to the product.
- You can participate in the Arcserve Global User Community to ask and answer questions, share tips and tricks, discuss best practices and participate in conversations with your peers.
- You can open a support ticket. By opening a support ticket online, you can expect a callback from one of our experts in the product area you are inquiring about.
- You can access other helpful resources appropriate for your Arcserve product.

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# Chapter 1: Understanding Arcserve Cloud Backup for Office 365

This document provides information about setting up, accessing, and using your Cloud Backup instance.

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## Introduction

Arcserve Cloud Backup for Office 365 is a cloud computing service that empowers your organization to complete your data protection needs using a seamless integrated Cloud backup and Disaster Recovery (DR). Arcserve Cloud Backup for Office 365 is a business continuity solution that ensures offsite availability and point in time backup copy of your Office 365 data.

Offered as a cloud to cloud backup solution, Cloud Backup for Office 365 leverages global deduplication, encryption, compression, and WAN-optimized replication for complete security and efficiency of your data protection.

## Features

With Arcserve Cloud Backup for Office 365, you can do the following:

- **Backing up Office 365 OneDrive to Arcserve Cloud Backup for Office 365:** OneDrive is a file store hosted on Microsoft Cloud. The OneDrive plan consists of a backup task that lets you specify the following such as OneDrive nodes that you want to protect, the backup destination, and the backup schedule. The backup destination is a non-deduplication or deduplication data store where you can store your backup data.

For more information, see [How to Create a Microsoft Office 365 OneDrive Node Backup Plan](#).

- **Backing up Office 365 Exchange Online to the Cloud Backup instance:** Exchange Online is an email application hosted on Microsoft Cloud. Create a plan to protect Exchange Online mail items such as mails, calendar items, contacts, and others using Microsoft Cloud. The Exchange Online plan consists of a backup task that lets you specify the following such as Exchange Online nodes that you want to protect, the backup destination, and the backup schedule. The backup destination is a non-deduplication or deduplication data store where you can store your backup data.

For more information, see [How to Create an Exchange Online Plan](#).

- **Backing up Office 365 SharePoint Online to the Cloud Backup instance:** SharePoint Online is a portal management application hosted on Microsoft Cloud. Create a SharePoint Online plan to protect SharePoint Online list items such as document library, list library, and others using Microsoft Cloud. The SharePoint Online plan consists of a backup task that lets you specify the following such as SharePoint Online nodes that you want to protect, the backup destination, and the backup schedule. The backup destination is a non-deduplication data store or deduplication data store where you can store your backup data.

For more information, see [How to Create a SharePoint Online Plan](#).

## What Arcserve Cloud Backup for Office 365 Provides?

Arcserve Cloud Backup for Office 365 provides the following:

- Arcserve UDP Console or RPS server.
- URL to access the Arcserve UDP Console.
- User name and password for the Arcserve UDP Console account available in the Cloud Backup instance.

**Important!** The deduplication datastore in Cloud Backup Office 365 has a randomly generated encryption password by default. You must modify the encryption password in the first Cloud Backup login as Arcserve cannot restore the default password. We recommend to keep the newly created password safe as you need the password later to perform tasks such as importing the datastore and running a consistency check on the deduplication datastore. You can modify the newly created password later from datastore setting if the datastore is not deleted from the Cloud instance.



## Prerequisites to Access Arcserve Cloud Backup for Office 365

Before accessing the Cloud backup instance, verify the following prerequisites:

- An email from Arcserve Support, which contains the following details:
  - ◆ URL to the Arcserve UDP Console
  - ◆ Host name (Node name)
  - ◆ User name and Password for Cloud backup



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## Chapter 2: Using Arcserve Cloud instance for Backups

Arcserve Cloud Backup for Office 365 lets you perform the following functions:

- Create a Plan to protect Microsoft Office 365 Exchange Online, SharePoint Online or OneDrive data to the Cloud backup instance.
- Restore Office 365 Exchange Online, SharePoint Online data from the Cloud backup instance to Office 365 Server.
- Export Microsoft Office 365 OneDrive data from the Cloud backup instance to local disk.

This section contains the following topics:

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## Create a Plan to protect Microsoft Office 365 data to the Cloud backup instance

The Microsoft Office 365 Exchange Protection is used to backup and restore Microsoft Exchange Online mail folders and items. To protect your Exchange online content, you need to create a Plan.

For more information, see [How to Create an Exchange Online Plan](#).

The Microsoft Office 365 SharePoint Protection is used to backup and restore Microsoft SharePoint Online site and list item. The SharePoint Online is one of the major products in Microsoft Office 365. To protect your SharePoint content, you need to create a Plan.

For more information, see [How to Create a SharePoint Online Backup Plan](#).

The Microsoft Office 365 OneDrive Protection is used to backup and restore Microsoft OneDrive file and folder items. The OneDrive is one of the major products in Microsoft Office 365. To protect your OneDrive content, you need to create a Plan.

For more information, see [How to Create a Microsoft Office 365 OneDrive Node Backup Plan](#).

## Recover Protected Microsoft Office 365 Data from Arcserve Cloud backup instance

This section contains the following topics:

- [How to Restore Microsoft SharePoint Online Site Collection Data](#)
- [How to Restore Microsoft Office 365 Exchange Mailbox Data](#)
- [How to Restore Microsoft OneDrive Data](#)

## How to Restore Microsoft SharePoint Online Site Collection Data

You can restore SharePoint Online List/Library or List item in Site. You can restore the data to original site using new name, restore the data to original location and export to disk from the recovery points.

For more information, see [How to Restore SharePoint Online Site Collection Data](#).

## How to Restore Microsoft Office 365 Exchange Mailbox Data

You can restore Exchange Online Mailbox data such as emails, calendars, contacts, notes, tasks, and so on from the Microsoft Cloud. You can restore the data to original or alternate location and export to disk from the recovery points.

For more information, see [How to Restore Exchange Online Mailbox Data](#).

## How to Restore Microsoft OneDrive Data

You can restore Microsoft OneDrive Data using the restore option or the Mount Volume option from the agent user interface. You can export Microsoft OneDrive files and folders to a local disk.

For more information, see [How to Restore Microsoft OneDrive Data](#).