

## ***A-Click Backup Manager v7***

# Office 365 Exchange Online Backup & Restore Guide for Windows

Ahsay Systems Corporation Limited

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## Revision History

Date	Descriptions	Type of modification
5 Apr 2017	First Draft	New
3 Nov 2017	Added Supported Source for Ch.2.4	New

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# 1 Overview

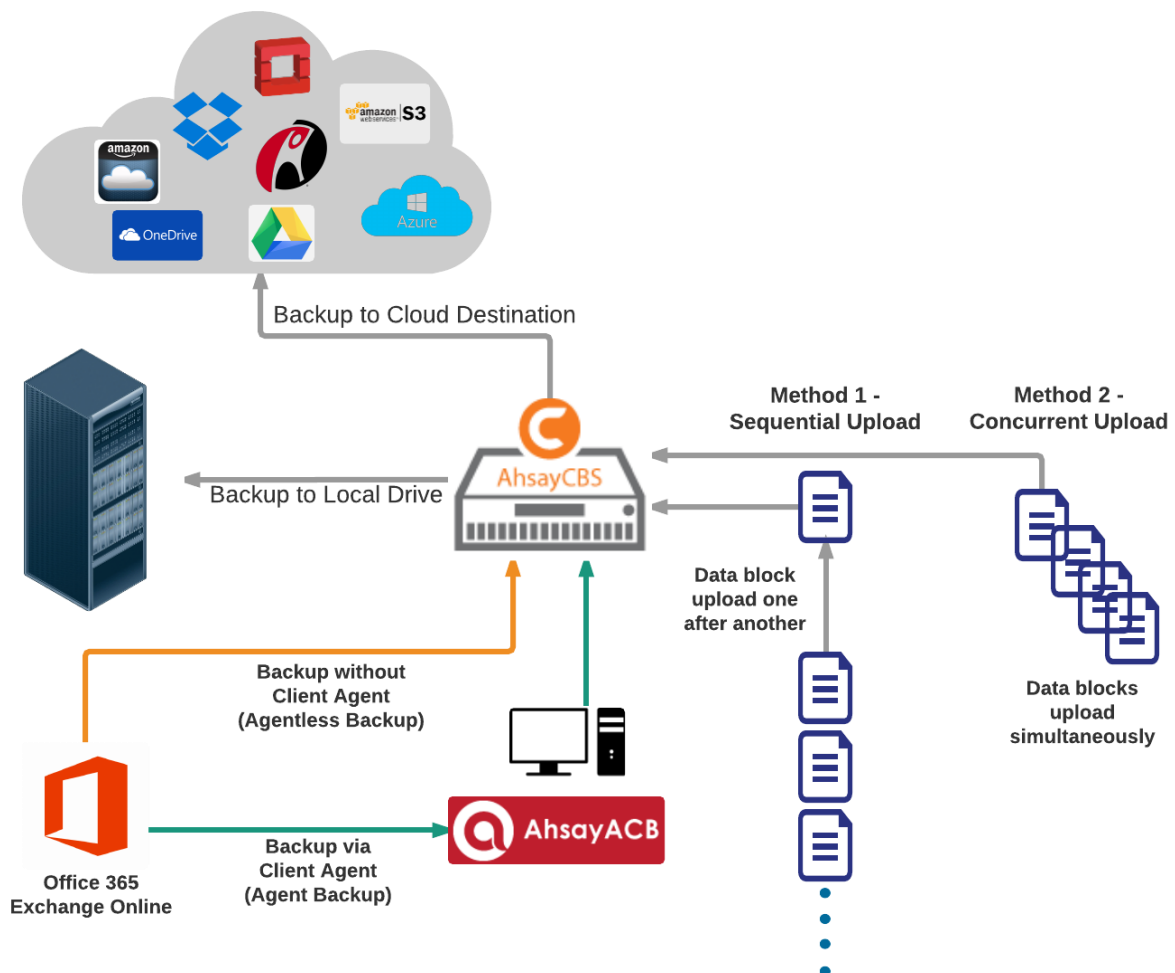
## *What is this software?*

Ahsay brings you specialized client backup software, namely AhsayACB, to provide a set of tools to protect your personal mailbox account on Office 365 Exchange Online. This includes backup and recovery of individual emails, contacts, calendars and other mail items in your Office 365 mailbox personal user account, with snapshots / versioning, and retention policy to protect even email that you may have accidentally deleted from your Office 365 mailbox.

## *System Architecture*

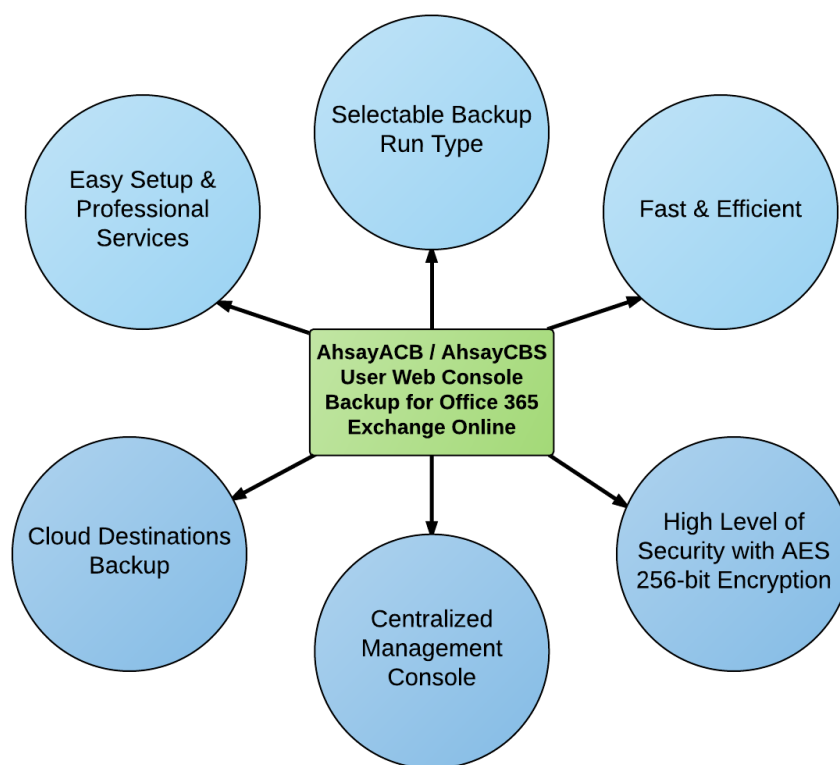
Below is the system architecture diagram illustrating the major elements involved in the backup process among the Office 365 Exchange Online service, AhsayACB and AhsayCBS.

In this user guide, we will focus on the software installation, as well as the end-to-end backup and restore process using both the AhsayACB (Client Agent) and AhsayCBS User Web Console (Agentless).



## Why should I use AhsayACB or AhsayCBS User Web Console to back up my Office 365 Exchange Online Personal Accounts?

We are committed to bringing you a comprehensive Office 365 Exchange Online solution with AhsayACB. Below are some key areas we can help making your backup experience a better one.



### Easy Setup & Professional Services

**Setup is a few clicks away** - our enhanced AhsayACB v7 can be easily downloaded and installed in just a few clicks. The refined user interface also provides user-friendly instructions to guide you through installation, configuration, backup and restore. The intuitive setup procedures together with instructions in this user guide makes the software installation and operations easy even for layman users. That being said, if you do run into any problems during setup, we are here to help out. Visit the URL below for details on technical assistance.

<https://www.ahsay.com/jsp/en/contact/kbQuestion.jsp>

#### Professional Services

##### AhsayACB Installation and Configuration Service

If you would like to save the time of reading through this document for setup, we have introduced this service to take care of all the installation and setup for you. On top of the installation and setup services, we also have a whole series of premium after-sales services to provide you with the best user experiences possible.

##### Valid Maintenance

Our Valid Maintenance provides you with professional and timely customer support along the way. You are entitled to the Valid Maintenance for free during the first year of your service subscription, and recurring annual fee at 20% of your annual subscription fee.

Refer to our [Professional Services](#) webpage for further details and subscription.



## Selectable Backup Run Type

You can choose to either run the backup set you created on **Server** (AhsayCBS) or **Client** (AhsayACB).

The run type of a cloud file backup set can only be set if you create a backup set via the AhsayCBS Admin / User Web Console. For backup set created via the backup client application (i.e. AhsayACB), the run type is set to Run on Client by default.

### Run on Server

A Run on Server Office 365 Exchange Online backup set provides you with an agentless backup solution. Manual or scheduled backup job is performed on the backup server (i.e. AhsayCBS); you do not need to install a backup agent on your personal computer in order to backup your data on cloud storages.

#### *What are the benefits?*

- **Physical Machine not Required**

Since the whole backup and restore process is done over the CBS server and therefore you do not need a physical machine at all.

- **Simplified Installation**

Unlike agent-based backup, you do not need to install the client backup agent on your computer or upgrade it when a newer version becomes available.

- **Simplified Administration**

With one software to manage (AhsayCBS, the backup server application), this allows administrator / user to manage backup and restore operations from a centralized console with lower time investment.

- **Compliance**

Some organizations cannot install client agents due to regulatory requirements. An agentless solution allows for compliance during backup or restore.

- **Consistency and Recoverability**

Backup client agent could interfere with the processing power of core applications of the machines that it is installed on. Run on Server Office 365 Exchange Online backup job is performed on the backup server, which does not consume resources on client computer during a backup job.

The advantages of agentless backup technology make it a good option for administrators / users who want to simplify the backup and restore management.

### Run on Client

A Run on Client cloud file backup set provides you with an agent-based backup solution. Manual or scheduled backup job is performed on the client computer (i.e. AhsayACB); you need to install a backup agent on your personal computer in order to back up your data on cloud storages.

#### *What are the benefits?*

- **Robustness**

In the event of a failure to a single backup agent, it fails in isolation to other users' environment.



• **Industry standard requires minimal learning curve**

Agent-based backup is the traditional backup approach that is well understood by most administrators and end users whom would only need minimal effort and time to understand the backup and restore process and operations.

• **Performance**

Unlike an agentless backup, where backup / restore operations of all users are performed on the backup server which may have multiple jobs to run at the same time, resulting in slower performance. Agent-based backup is performed on your computer with resources that is dedicated for your own backup and restores.

The advantages of agent-based backup technology make it a good option for users who want to have more control on individual backup / restore and resources management.

With both **Run on Server** (agentless) and **Run on Client** (agent-based) backup options available and the freedom to use different setting on different backup sets according to your needs, our backup solution offers you with high level of flexibility and efficiency for Office 365 Exchange Online backup and restore.

**Differences between a Run-on-Server and Run-on-Client Backup Set**

The following table summarizes the differences in backup options available for a Run on Server or Client cloud file backup set, and the tool to use (client agent or web console) when performing a backup and restore:

	Run-on-Server Office 365 Exchange Online Backup Set	Run-on-Client Office 365 Exchange Online Backup Set
General Settings	Yes	Yes
Backup Source	Yes	Yes
Backup Schedule	Yes	Yes
Continuous Backup	Yes	Yes
Destination	Yes (Restricted to AhsayCBS only)	Yes
In-File Delta	Yes	Yes
Retention Policy	Yes	Yes
Command Line Tool	N/A	Yes
Reminder	N/A	Yes
Bandwidth Control	Yes	Yes
IP Allowed for Restore	N/A	Yes
Other	Yes	Yes
<b>To Run a Backup</b>	AhsayCBS User Web Console Only	AhsayACB / AhsayCBS
<b>To Run a Restore</b>	AhsayCBS User Web Console Only	AhsayACB / AhsayCBS





## Fast and Efficient

We understand that backup could be a time and resources consuming process, which is why AhsayACB is designed with advanced technologies to make backup a fast and efficient process.

We also understand that you may wish to run backup at a specified time interval of your choice, that's why we also allow you to set your own backup schedules so that you can take full control of the time when to perform backup.

- **Multi-threading** – this technology utilizes the computing power of multiple CPU cores for creating multiple backup and restore threads to produce fast backup and restore performance.
- **Block Level Incremental Backup** – this technology breaks down the backup files into multiple blocks and only the changed blocks will be backed up each time.



## Centralized Management Console

Our enriched features on the centralized web console offers you a one-stop location for monitoring and managing your backup and restore, whether you are a system administrator or backup user. Below is an overview of what you can do with it. For more details regarding the setup and operations of the centralized management console, refer to the [AhsayCBS Administrator's Guide](#) for details.

- Create backup set
- Restore backup
- Configure user settings
- Configure backup settings
- View and download backup and restore reports
- Monitor backup and restore live activities



## Cloud Destinations Backup

To offer you with the highest flexibility of backup destination, you can now back up mail objects to a wide range of cloud storage destinations. Below is a list of supported cloud destinations.

Amazon S3	Amazon Cloud Drive	AWS S3 Cloud Storage	Google Cloud Storage
Google Drive	OneDrive	Microsoft OneDrive / OneDrive for Business	Rackspace
OpenStack	Microsoft Azure	Dropbox	FTP
SFTP			

Cloud backup gives you **two major advantages**:

- **Cloud Backup for Extra Protection** – you can back up your Office 365 mail objects to a cloud destination of your choice. Utilizing cloud backup gives you an extra layer of protection in the event of a local drive corruption, where you will still be able to retrieve data from the cloud destination.

Cloud destination backup applies only to agent-based backup sets. The backup destination is restricted to AhsayCBS for all agentless backup sets.

- **Eliminate Hardware Investment** – with the increasingly affordable cloud storage cost, you can deploy on cloud platform and utilize cloud storage as your centralized data repository, or simply expand your cloud storage as a backup destination without having to invest on hardware.

#### Note

Cloud destination backup applies only to agent-based backup sets. The backup destination is restricted to AhsayCBS for all agentless backup sets.



### High Level of Security

We understand your Office 365 mail objects may contain sensitive information that requires to be protected, that is why your backup data will be encrypted with the highest level of security measure.

- **Un-hackable Encryption Key** – to provide the best protection to your backup data, you can turn on the encryption feature which will be default encrypt the backup data locally with AES 256-bit truly randomized encryption key.
- **Encryption Key Recovery** – Furthermore, we have a backup plan for you to recover your encryption key in case you have lost it. You backup service provider can make it mandatory for you to upload the encryption key to the centralized management console, the encryption key will be uploaded in hashed format and will only be used when you request for a recovery.

## About This Document

### *What is the purpose of this document?*

This document aims at providing all necessary information for you to get started with setting up your system for Office 365 Exchange Online backup and restore, followed by step-by-step instructions on creating backup set, running backup job and restoring backed up data, using both the AhsayACB and AhsayCBS Web User Console.

The document can be divided into 3 main parts.

### **Part 1: Preparing for Office 365 Exchange Online Backup & Restore**

#### **Requirements**

Requirements on hardware & software for installation

#### **Best Practices and Recommendations**

Items recommended to pay attention to before backup and restore

### **Part 2: Performing Office 365 Exchange Online Backup**

#### **Logging in to Client Agent or User Web Console**

Log in to AhsayACB or User Web Console

#### **Creating a Backup Set**

Create a backup set using AhsayACB and User Web Console

#### **Running a Backup Set**

Run a backup set using the AhsayACB and User Web Console

#### **Configuring an Automated Backup**

Configure backup schedule for automated backup

### **Part 3: Restoring Office 365 Exchange Online Backup**

#### **Restoring a Backup Set using AhsayACB & User Web Console**

Restore a backup using the AhsayACB and User Web Console

### *What should I expect from this document?*

After reading through this documentation, you can expect to have sufficient knowledge to set up your system to backup Office 365 Exchange Online on AhsayACB, as well as to carry out an end-to-end backup and restore process.

### *Who should read this document?*

This documentation is intended for backup administrators and IT professionals who are responsible for the Office 365 Exchange Online backup and restore.

## 2 Preparing for Backup and Restore

### Hardware Requirement

To achieve the optimal performance when AhsayACB is running on your machine, refer to the following article for the list of hardware requirements.

[FAQ: Ahsay Hardware Requirement List \(HRL\) for version 7.3 or above](#)

### Software Requirement

Make sure the operating system is compatible with the AhsayACB. Refer to the following article for the list of compatible operating systems and application versions.

[FAQ: Ahsay Software Compatibility List \(SCL\) for version 7.3 or above](#)

### Other Requirements

#### ❶ AhsayACB Installation

Office 365 Exchange Online backup for AhsayACB is supported from v7.11.0.0. Make sure that the latest version of AhsayACB is installed on your computer with Internet access for connection to your Office 365 account.

User should also stay up-to-date when newer version of AhsayACB is released. To get our latest product and company news through email, please subscribe to our mailing list. [http://www.ahsay.com/jsp/en/home/subscribe\\_mail\\_list.jsp](http://www.ahsay.com/jsp/en/home/subscribe_mail_list.jsp)

#### ❷ Add-on Module Requirement

Make sure that the Office 365 Exchange Online Backup add-on module is enabled for your AhsayACB user account.

Please be reminded that a maximum of two modules is allowed for Office 365 Exchange Online Backup on AhsayACB. If you wish to add extra module, consider using AhsayOBM instead. Contact your backup service provider for more details.

#### ❸ Access for AhsayCBS User Web Console

It is now possible to perform agentless backup and restore, which can be done via the AhsayCBS User Web Console without using the AhsayACB client agent. In order to access the User Web Console, make sure you have Internet connection and a web browser installed on your computer or mobile device.

#### ❹ Backup Quota Requirement

Make sure that your AhsayACB user account has sufficient quota assigned to accommodate the storage for the Office 365 Exchange Online backup. Contact your backup service provider for details.

### Supported Source

Below is the supported backup source for mail level backup and restore of Office 365 Exchange Online Backup.

Office 365 Exchange Online Backup and Restore can backup and restore the whole mailboxes.

**Mailbox Level**

Item	Supported?	Item	Supported?
User mailbox	✓	Room Mailbox	✓
Public Folder	✓	Equipment Mailbox	✓
Public Folder Mailbox	✓	Shared Mailbox	✓

Office 365 Exchange Online Backup and Restore can backup and restore the folders belong to the mailboxes.

Folder Level			
Item	Supported?	Item	Supported?
Inbox	✓	RSS Feeds	✓
Drafts	✓	Junk Email	✓
Sent Items	✓	Tasks	✓
Deleted Items	✓	Calendar	✓
Archive	✓	Contacts	✓
Notes	✓		

## Limitations

### ❶ Public Folder Mailbox

Public Folder Mailboxes are supported for backup and restore of Office 365 Exchange Online Backup, but individual public folder mailbox cannot be selected and all the public folder mailboxes would be backed up and restored by selecting the according Public Folder.

### ❷ Supports Backup up to 2 accounts

Each AhsayACB backup user account supports backup of a maximum of **TWO** Office 365 Exchange Online personal accounts.

Consider using AhsayOBM instead if you wish to back up for more than two Office 365 Exchange Online accounts. Contact your backup service provider for further details. Click here to read the [AhsayOBM v7 User Guide - Office365 Exchange Online Backup & Restore for Windows](#).

### ❸ Restore Only to Same Account

It is only possible to restore mailbox items to the **SAME** Office 365 Exchange Online mailbox account, no other restore destination is allowed.

If you wish to restore the backed up mailbox items to another user's mailbox under the same Office 365 Exchange Online account, consider using AhsayOBM instead. Click

here to read the [AhsayOBM v7 User Guide - Office365 Exchange Online Backup & Restore for Windows](#).

## Best Practices and Recommendations

The following are some best practices or recommendations we strongly recommend you to follow before you start any Office 365 Exchange Online backup and restore.

### ❶ Temporary Directory Folder Location (For backup and restore running on AhsayACB only)

Temporary directory folder is used by AhsayACB for storing backup set index files and any incremental or differential backup files generated during a backup job. To ensure optimal backup/restoration performance, it is recommended that the temporary directory folder is set to a local drive.

### ❷ Performance Recommendations

Consider the following best practices for optimized performance of the backup operations:

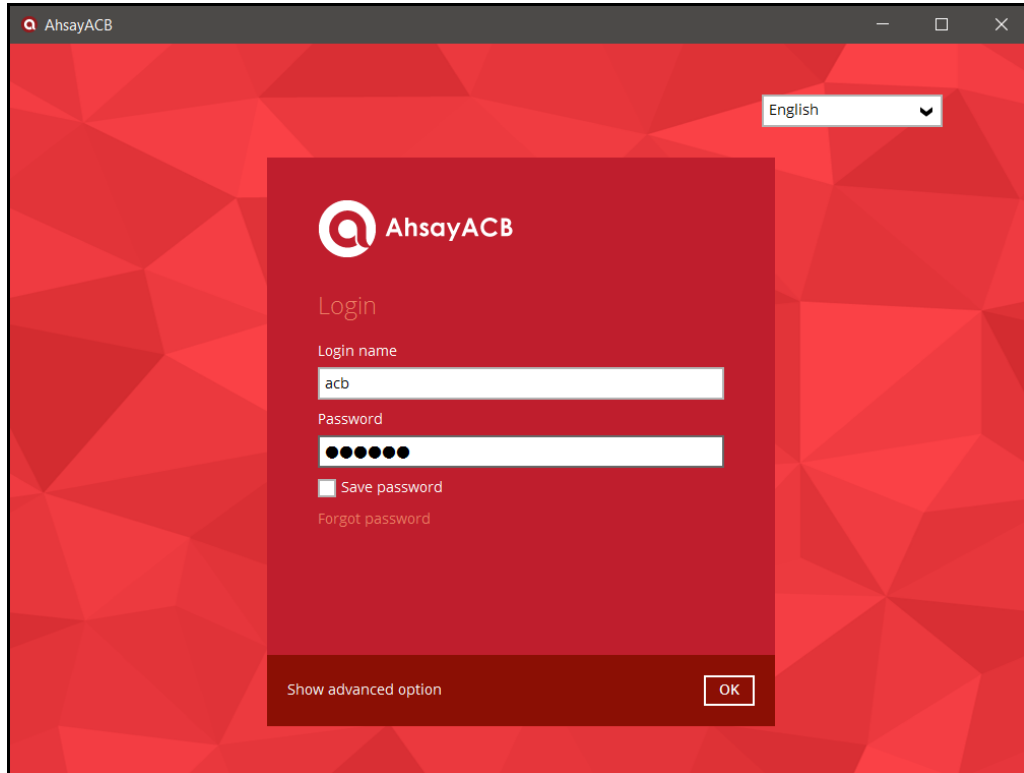
- Schedule backup jobs when system activity is low to achieve the best possible performance.
- Perform test restores periodically to ensure your backup is set up and performed properly. Performing recovery test can also help identify potential issues or gaps in your recovery plan. It's important that you do not try to make the test easier, as the objective of a successful test is not to demonstrate that everything is flawless. There might be flaws identified in the plan throughout the test and it is important to identify those flaws.

### 3 Login to AhsayACB / AhsayCBS User Web Console

#### Login to AhsayACB

1. Login to the AhsayACB application user interface.

For client installation on Windows, double click the AhsayACB desktop icon to launch the application.



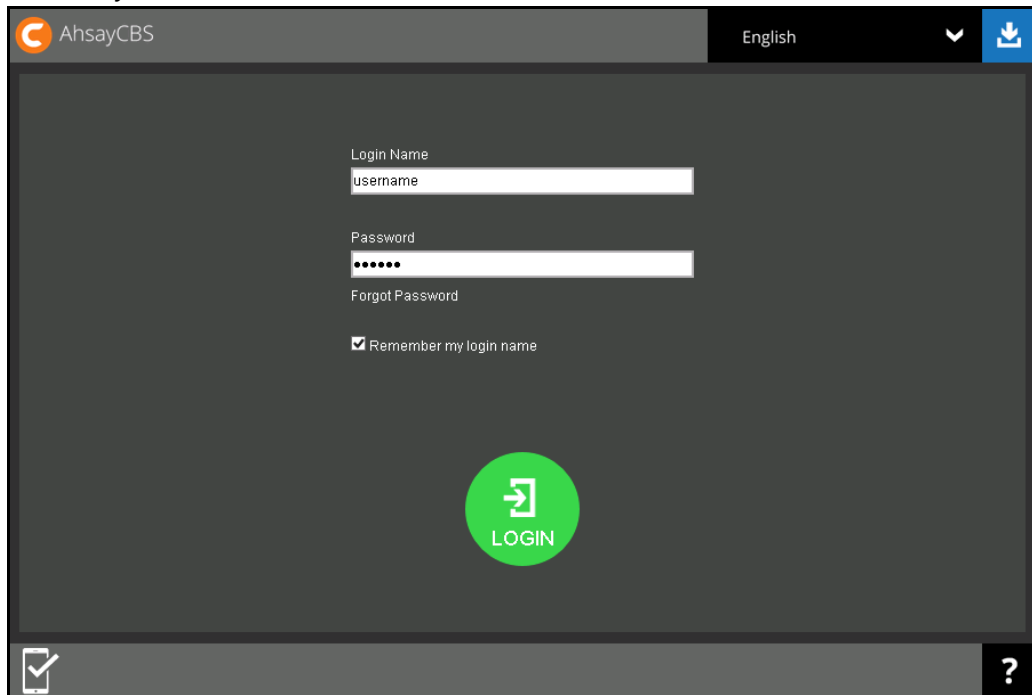
2. Enter the **Login name** and **Password** of your AhsayACB account.
3. Click **Show advanced option** to configure the **Backup Server** and **Proxy** details if necessary.
4. Click **OK** afterward to login to AhsayACB.



## Login to AhsayCBS User Web Console

1. Login to the AhsayCBS web console at [https://backup\\_server\\_hostname:port](https://backup_server_hostname:port)

**Note:** Contact your service provider for the URL to connect to the web console if necessary.



The screenshot shows the AhsayCBS login interface. At the top, there is a header bar with the AhsayCBS logo on the left, the word "English" in the center, and a download icon on the right. The main content area is dark gray and contains the following elements: a "Login Name" label above a text input field containing "username"; a "Password" label above a password input field with masked characters "\*\*\*\*\*"; a "Forgot Password" link; a checked checkbox labeled "Remember my login name"; and a large green circular button with a white login icon and the word "LOGIN" in white capital letters. At the bottom of the page, there is a footer bar with a checkmark icon on the left and a question mark icon on the right.

2. Enter the Login Name and Password of your AhsayACB account.
3. Click **LOGIN** afterward to login to the web console.

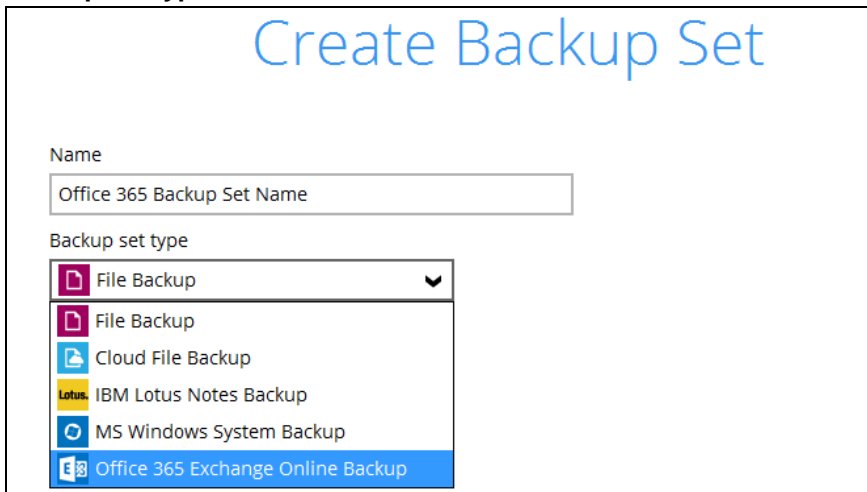
## 4 Creating an Office 365 Exchange Online Backup Set

### Creating a Backup Set on AhsayACB

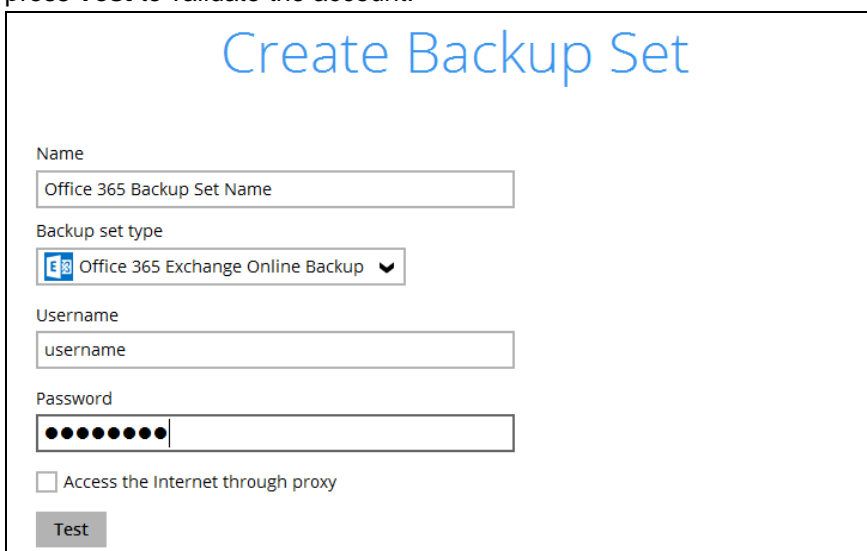
1. In the AhsayACB main interface, click **Backup Sets**.



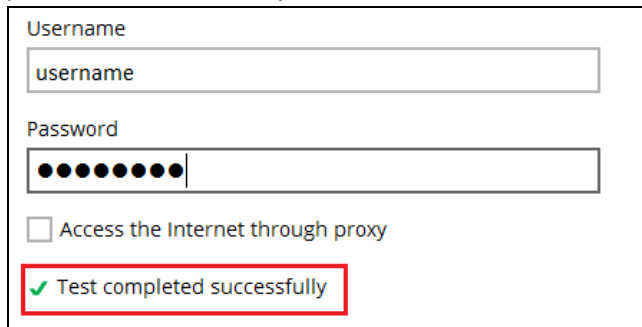
2. Click the "+" icon next to **Add new backup set**.
3. Enter a **Name** for your backup set and select **Office 365 Exchange Online Backup** as the **Backup set type**.

The "Create Backup Set" form. The title "Create Backup Set" is at the top in blue. Below it, the "Name" field contains "Office 365 Backup Set Name". The "Backup set type" dropdown menu is open, showing a list of options: "File Backup", "Cloud File Backup", "IBM Lotus Notes Backup", "MS Windows System Backup", and "Office 365 Exchange Online Backup". The "Office 365 Exchange Online Backup" option is highlighted in blue.

4. Enter the user name and password of your Office 365 Exchange Online account, then press **Test** to validate the account.

The "Create Backup Set" form. The title "Create Backup Set" is at the top in blue. Below it, the "Name" field contains "Office 365 Backup Set Name". The "Backup set type" dropdown menu is closed, showing "Office 365 Exchange Online Backup" with a downward arrow. Below this, the "Username" field contains "username". The "Password" field contains a series of dots. At the bottom, there is a checkbox labeled "Access the Internet through proxy" which is unchecked, and a "Test" button.

**Test completed successfully** shows when the validation is successful. Press **Next** to proceed to the next step.



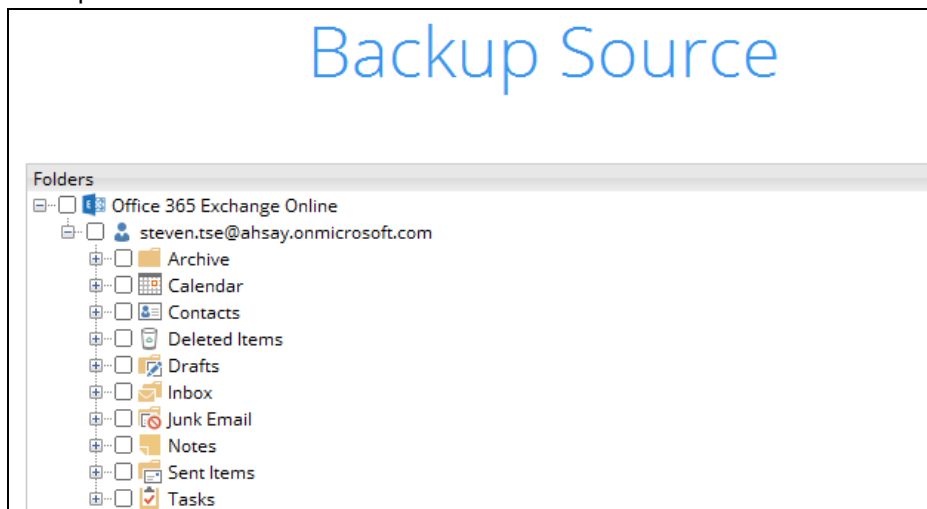
Username  
username

Password  
●●●●●●●●

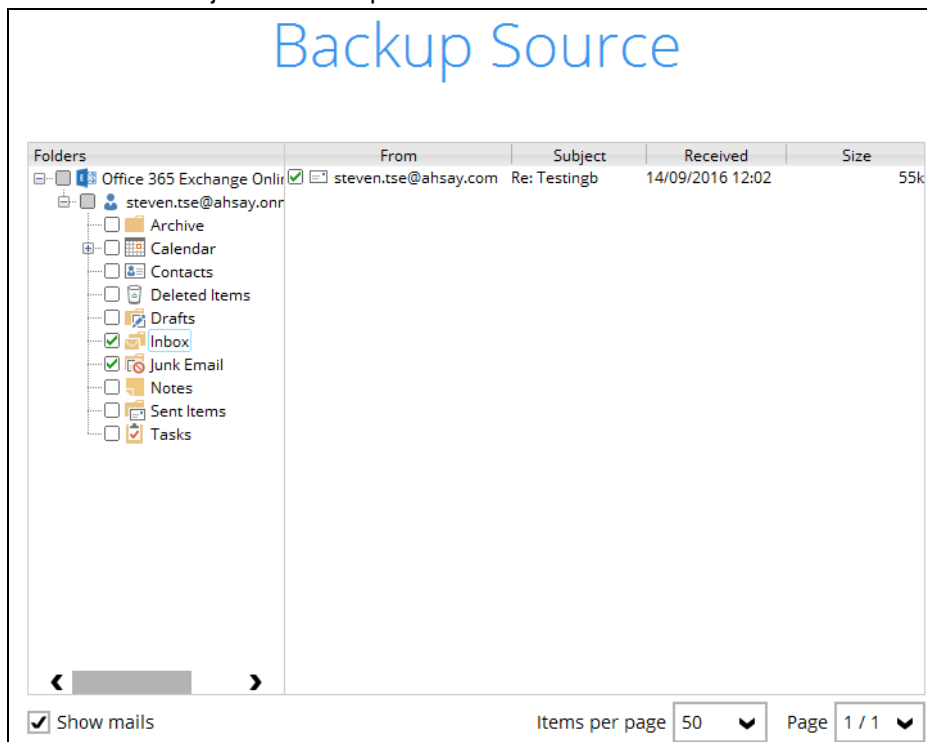
☐ Access the Internet through proxy

☒ Test completed successfully

5. In the **Backup Source** menu, select the desired user account and content folder for backup.



Enable the **Show mails** checkbox at the bottom left corner if you would like to choose individual mail object for backup.



6. In the **Schedule** menu, configure a backup schedule for backup job to run automatically at your specified time interval. Slide the on/off button to turn on this feature, then click **Add new schedule** to add a new schedule, then click **Next** to proceed afterward.

The screenshot shows the 'Schedule' configuration page. At the top, the word 'Schedule' is displayed in a large blue font. Below it, there is a section titled 'Run scheduled backup for this backup set' with an 'On' label and a toggle switch that is currently turned on. Underneath, there is a section titled 'Existing schedules' with a '+' icon and the text 'Add new schedule'.

Configure the backup schedule settings on this page, then click **OK** when you are done with the settings, then click **Next** to proceed.

The screenshot shows the 'New Backup Schedule' configuration page. At the top, the title 'New Backup Schedule' is in blue. Below it, there are several fields: 'Name' with a text input containing 'Daily-1'; 'Type' with a dropdown menu showing 'Daily'; 'Start backup at' with two dropdown menus showing '17' and '57'; 'Stop' with a dropdown menu showing 'until full backup completed'; and a checkbox labeled 'Run Retention Policy after backup' which is currently unchecked.

7. In the Destination menu, select a backup destination where the backup data will be stored. Click the "+" icon next to **Add new storage destination / destination pool**.

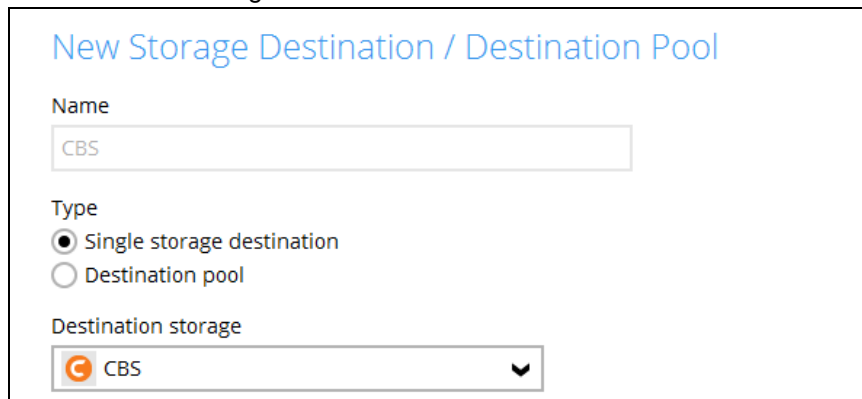
The screenshot shows the 'Destination' configuration page. At the top, the word 'Destination' is displayed in a large blue font. Below it, there is a section titled 'Backup mode' with a dropdown menu showing 'Sequential'. Underneath, there is a section titled 'Existing storage destinations' with a '+' icon and the text 'Add new storage destination / destination pool'.

#### Note

For more details on Backup Destination, refer to the following KB article for details:  
<https://forum.ahsay.com/viewtopic.php?f=186&t=14049>

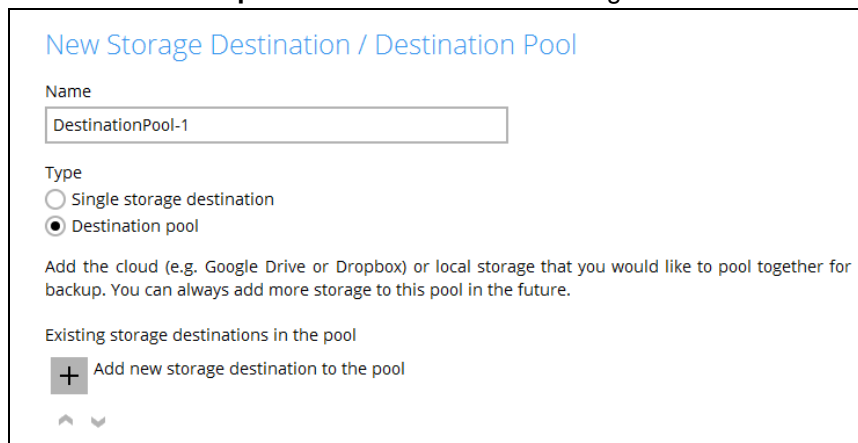
8. Select the storage type.

- **Single storage** destination – the entire backup will be uploaded to one single destination you selected under the **Destination storage** drop-down list. By default, the destination storage is selected as **CBS**.



The screenshot shows a web form titled "New Storage Destination / Destination Pool". It has three main sections: "Name" with a text input field containing "CBS"; "Type" with two radio buttons, "Single storage destination" (which is selected) and "Destination pool"; and "Destination storage" with a dropdown menu showing "CBS" and a downward arrow.

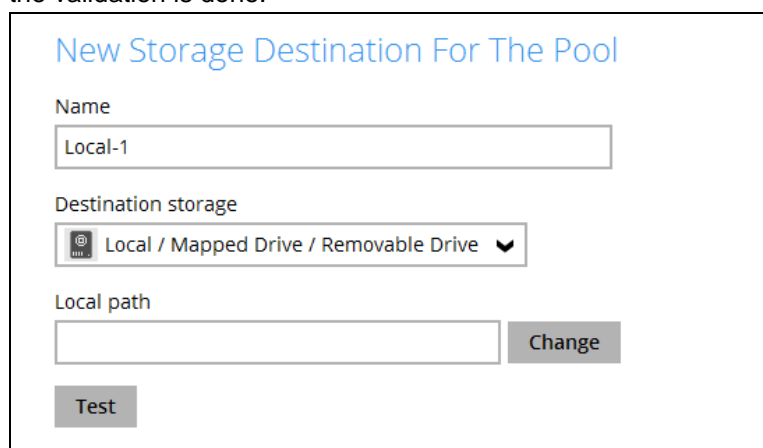
- **Destination pool** – the backup will be spread over on the destinations you have selected. Enter a **Name** for the destination pool and then click **Add new storage destination to the pool** to select the desired storage destinations.



The screenshot shows a web form titled "New Storage Destination / Destination Pool". It has three main sections: "Name" with a text input field containing "DestinationPool-1"; "Type" with two radio buttons, "Single storage destination" and "Destination pool" (which is selected); and a paragraph of text: "Add the cloud (e.g. Google Drive or Dropbox) or local storage that you would like to pool together for backup. You can always add more storage to this pool in the future." Below this is a section titled "Existing storage destinations in the pool" with a plus icon and the text "Add new storage destination to the pool". At the bottom, there are two small upward and downward arrows.

You can choose a storage combination of the Local/Mapped drive/Removable Drive, Cloud storage or FTP. Click **OK** to proceed when you are done with the settings.

- If you have chosen the Local/Mapped Drive/Removable Drive option, click **Change** to browse to a directory path where backup data will be stored, then click **Test** to validate the path. **Test completed successfully** shows when the validation is done.





The screenshot shows a web form titled "New Storage Destination For The Pool". It has three main sections: "Name" with a text input field containing "Local-1"; "Destination storage" with a dropdown menu showing "Local / Mapped Drive / Removable Drive" and a downward arrow; and "Local path" with a text input field and a "Change" button. At the bottom, there is a "Test" button.

- If you have chosen the Cloud Storage, click **Test** to log in to the corresponding cloud storage service.

### New Storage Destination For The Pool

Name

Destination storage


Google Drive


**Test**



[Sign up for Google Drive](#)

- If you have chosen the FTP as the destination, enter the the Host, Username and Password details.

### New Storage Destination For The Pool

Name

Destination storage


FTP


Host Port



Username

Password

(optional) FTP directory to store backup data (default to ~/AhsayCSV)

☐ Connect with SSL/TLS (explicit only)

☐ Access the Internet through proxy

- You can add multiple storage destinations. The backup data will be uploaded to all the destinations you have selected in the order you added them. Press the   icon to alter the order. Click **Next** to proceed when you are done with the selection.


## Destination

Backup mode

Sequential


Existing storage destinations

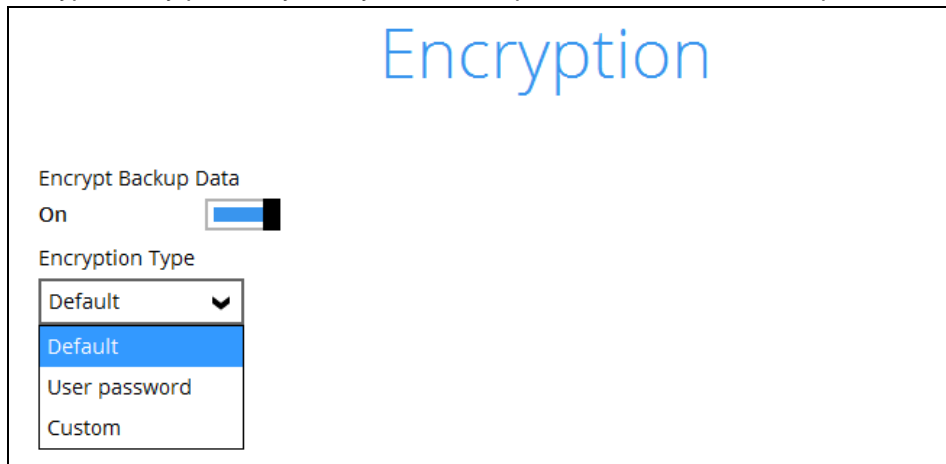

CBS  
Host: 10.1.0.20:443


Local-1  
E:\Local Destination

**Add**

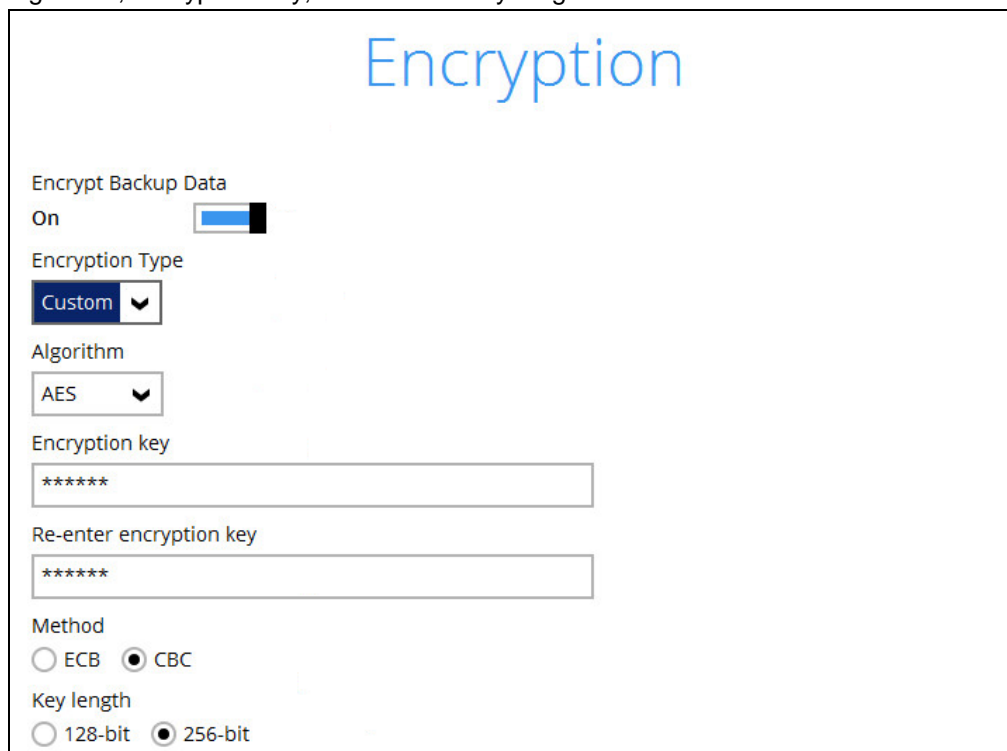
10. In the Encryption window, the default **Encrypt Backup Data** option is enabled with an encryption key preset by the system which provides the most secure protection.



The screenshot shows the 'Encryption' window. At the top, the word 'Encryption' is displayed in a large blue font. Below it, the 'Encrypt Backup Data' section has a toggle switch set to 'On'. Underneath, the 'Encryption Type' dropdown menu is open, showing four options: 'Default' (highlighted in blue), 'Default', 'User password', and 'Custom'. The 'Default' option at the top of the dropdown is also the one currently selected in the menu.

You can choose from one of the following three Encryption Type options:

- **Default** – an encryption key with 44 alpha numeric characters will be randomly generated by the system
- **User password** – the encryption key will be the same as the login password of your AhsayACB at the time when this backup set is created. Please be reminded that if you change the AhsayACB login password later, the encryption keys of the backup sets previously created with this encryption type will remain unchanged.
- **Custom** – you can customize your encryption key, where you can set your own algorithm, encryption key, method and key length.



This screenshot shows the 'Encryption' window with the 'Custom' encryption type selected. The 'Encrypt Backup Data' toggle is still 'On'. The 'Encryption Type' dropdown is set to 'Custom'. Below this, the 'Algorithm' dropdown is set to 'AES'. There are two text input fields for the 'Encryption key', both containing six asterisks (\*\*\*\*\*). The 'Method' section has two radio buttons: 'ECB' and 'CBC', with 'CBC' being selected. The 'Key length' section has two radio buttons: '128-bit' and '256-bit', with '256-bit' being selected.

**Note:** For best practice on managing your encryption key, refer to the following KB article.  
<https://forum.ahsay.com/viewtopic.php?f=169&t=14090>

Click **Next** when you are done setting.



11. If you have enabled the Encryption Key feature in the previous step, the following pop-up window shows, no matter which encryption type you have selected.

The screenshot shows a dark-themed window titled "Encryption". It has a section for "Encrypt Backup Data" with a toggle set to "On" and "Encryption Type" set to "Default". The main area has a blue background with a warning message: "You are advised to write this encryption key down on paper and keep it in a safe place. You will need it when you need to restore your files later. Please confirm that you have done so." Below this is a text input field containing seven dots, labeled "Unmask encryption key". At the bottom right are two buttons: "Copy to clipboard" and "Confirm".

The pop-up window has the following three options to choose from:

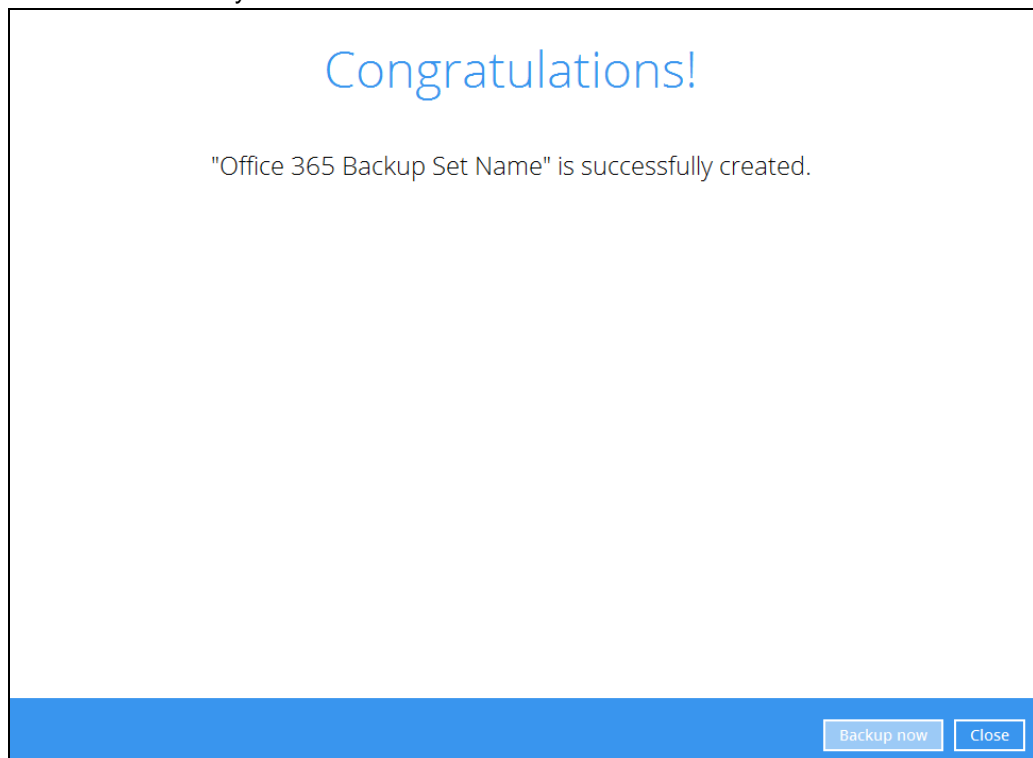
- **Unmask encryption key** – The encryption key is masked by default. Click this option to show the encryption key.

This screenshot shows the same "Encryption" window, but the text input field now displays the actual encryption key: "rcX1MBE4brnZO86eKOp6FeabuuRRI3qDXG9q5uBxF0s=". The label below the field is "Mask encryption key". The "Copy to clipboard" and "Confirm" buttons remain at the bottom right.

- **Copy to clipboard** – Click to copy the encryption key, then you can paste it in another location of your choice.
  - **Confirm** – Click to exit this pop-up window and proceed to the next step.
12. If you have enabled the **scheduled backup option**, you will be prompted to enter the **User Name** and **Password** of the Windows account that will be running the backup.

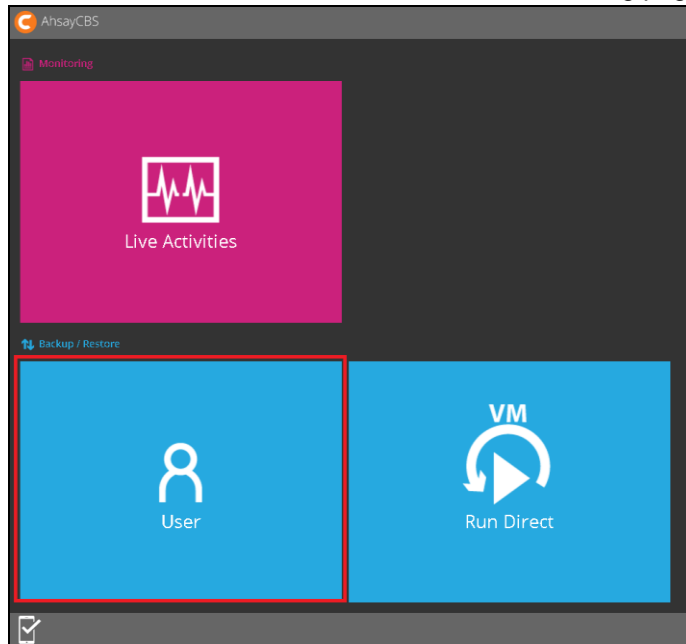
The screenshot shows a "Windows User Authentication" dialog box. It contains three input fields: "Domain Name (e.g Ahsay.com) / Host Name" with the value "local", "User name" with the value "Administrator", and "Password" which is masked with seven dots.

13. Click **Next** to create the backup set.
14. The following screen is displayed when the new Office 365 Exchange Online backup set is created successfully.

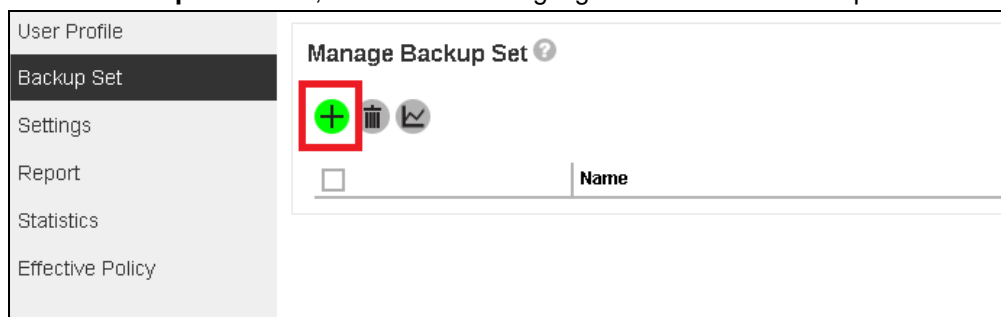


## Create a Backup Set on User Web Console

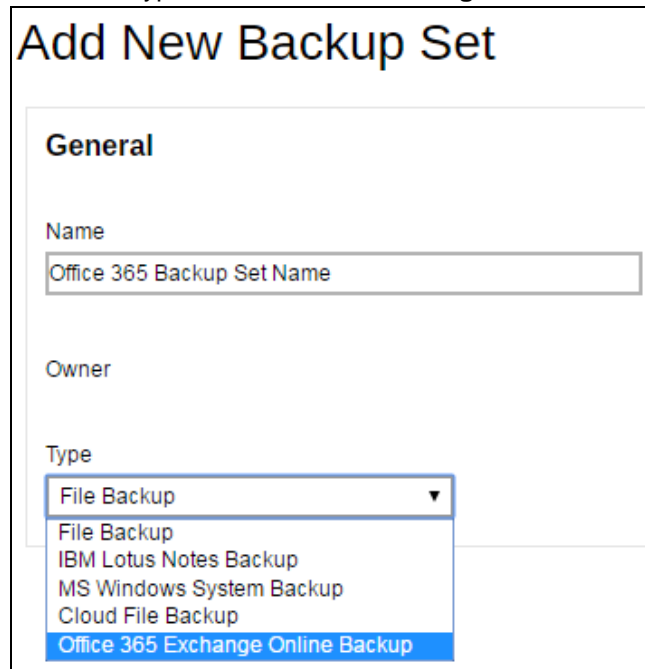
1. Log in to the User Web Console according to the instructions in [Login to User Web Console](#).
2. Click the User icon on the User Web Console landing page.



3. On the **Backup Set** menu, click the + icon highlighted to create a backup set.



4. Select the type as **Office 365 Exchange Online Backup**, then name the backup set.



### Add New Backup Set

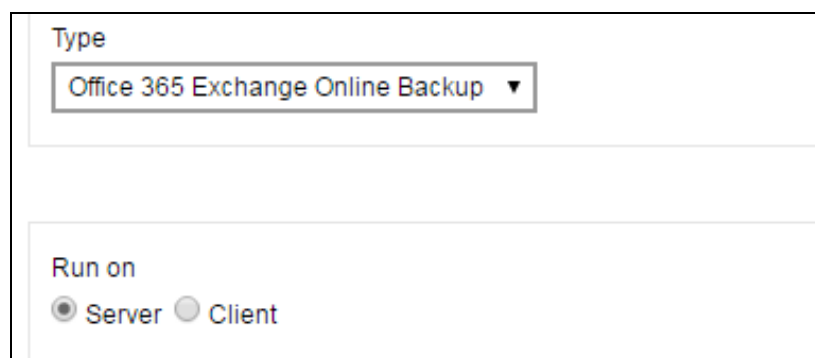
**General**

Name  
Office 365 Backup Set Name

Owner

Type  
File Backup  
File Backup  
IBM Lotus Notes Backup  
MS Windows System Backup  
Cloud File Backup  
Office 365 Exchange Online Backup

5. On the same menu under **Run on**, select **Server** to create a run on server (agentless backup) backup set or **Client** to create a run on client (agent-based backup) backup set.
- **Server** - If you choose to run the backup set on the CBS server, you won't be able to back up, restore or manage your backups on the AhsayACB once the backup set is created.
  - **Client** - If you choose to run the backup set on the AhsayACB, you won't be able to back up, restore or manage your backups on the AhsayCBS Web Management Console once the backup is created.



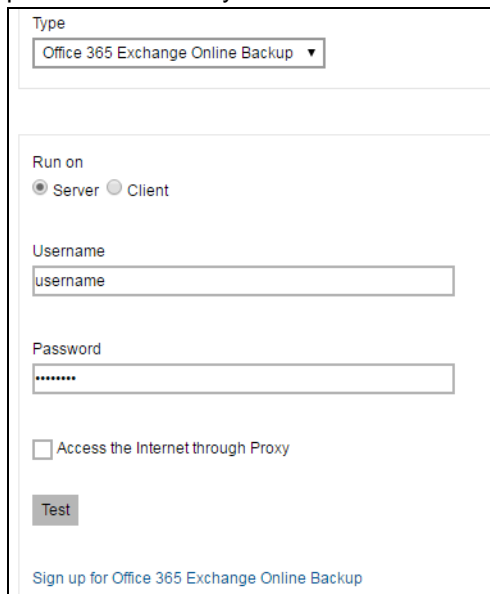
Type  
Office 365 Exchange Online Backup

Run on  
☒ Server ☐ Client


#### Notes

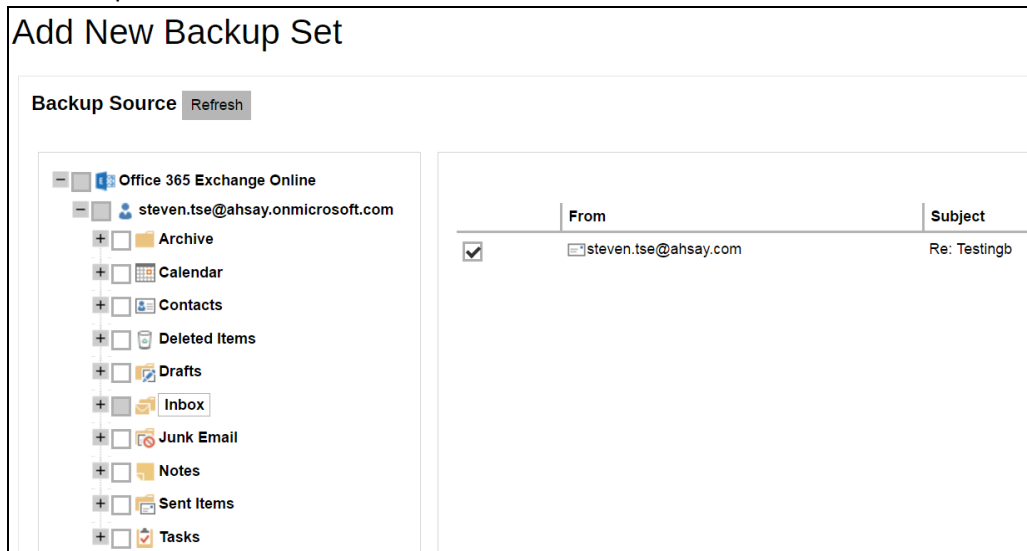
1. This setting **CANNOT** be altered once the backup set is created. If you wish to change the backup method later, you will have to create a new backup set and start over the configurations again.
2. For backup sets created in **Run-on-Server** backup type, the backup destination is restricted to AhsayCBS by default and cannot be altered. If you wish to back up to other destinations, backup sets should be created in **Run-on-Client** backup type instead.

6. Enter the user name and password of your Office 365 Exchange Online account, then press **Test** to verify the account.




The screenshot shows a configuration form for Office 365 Exchange Online Backup. It includes a dropdown menu for 'Type' set to 'Office 365 Exchange Online Backup'. Below this is a 'Run on' section with radio buttons for 'Server' (selected) and 'Client'. There are input fields for 'Username' (containing 'username') and 'Password' (masked with asterisks). A checkbox for 'Access the Internet through Proxy' is unchecked. A 'Test' button is present, and a link at the bottom says 'Sign up for Office 365 Exchange Online Backup'.

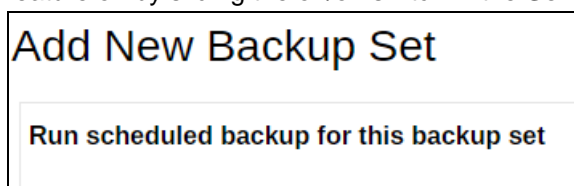
7. Press the  icon at the bottom right corner to proceed when you are done settings.
8. Select the **Backup Source** in this menu. Click on the folder or individual file you would like to back up.



The screenshot shows the 'Add New Backup Set' interface. It has a 'Backup Source' section with a 'Refresh' button. Below this is a tree view of the 'Office 365 Exchange Online' account for 'steven.tse@ahsay.onmicrosoft.com'. The tree lists folders like Archive, Calendar, Contacts, Deleted Items, Drafts, Inbox, Junk Email, Notes, Sent Items, and Tasks. To the right is a table showing backup sources.

	From	Subject
<input checked="" type="checkbox"/>	steven.tse@ahsay.com	Re: Testingb

9. Press the  icon at the bottom right corner to proceed when you are done with the selection.
10. If you would like the backup set to run at a specified time interval of your choice, turn this feature on by sliding the on/off switch in the **Schedule** menu.



The screenshot shows the 'Add New Backup Set' interface with the 'Run scheduled backup for this backup set' option highlighted.

If you choose to turn this feature on, you may configure the following items.

- Name of the scheduled backup
- Backup schedule type
- Backup start time
- Run Retention Policy after backup

### Backup Schedule

#### Details


Name

Type  
Daily ▾

Start backup at  
00 ▾ : 00 ▾

Stop  
until full backup completed ▾

☐ Run Retention Policy after backup

Click the  icon at the bottom right corner to confirm the backup schedule once you finish setting.

11. This step is only for user who has chosen to Run the backup set on **Client** in step 5.

If you have chosen to Run on **Server**, the backup destination is preset as the CBS and is not configurable. In that case, you can skip to step 12 now.



### Add New Backup Set

#### Destination

##### Backup Mode



Sequential ▾

##### Predefined Destination



<input type="checkbox"/>	Name	Destination Storage
--------------------------	------	---------------------

To define the backup destination, there are two options:

- 🔵 In this menu, you can choose the Predefined Destination set by your backup service provider. Click the  icon under the **Predefined Destination** section to display the available destinations. Mark the checkbox of your desired destination, then click the  icon at the bottom right corner to confirm your selection.

### Add Predefined Destination

Add predefined destination to this backup set below. If there are no predefined destinations created, you need to go to \*AhsayCBS > Backup Server > Basic > Predefined

<input type="checkbox"/>	Name	Destination Storage	Info
<input checked="" type="checkbox"/>	MKT-Cloud-Storage		Google Account
<input type="checkbox"/>	Dropbox-1		Dropbox Account

---

### Add New Backup Set

#### Destination


##### Backup Mode

Sequential ▾

##### Predefined Destination

<input type="checkbox"/>	Name	Destination Storage
<input type="checkbox"/>	MKT-Cloud-Storage	

- If you would like to choose other backup destination other than the Predefined Destination, proceed to the next step without making any setting here. You will have to complete this backup set creation first, then log in to the AhsayACB and configure the backup destination from there. For further details, refer to [Appendix A Setting Backup Destination on AhsayACB for Backup Created on User Web Console](#).

Press the  icon at the bottom right corner to proceed when you are done with the setting.

- By default, the **Encrypt Backup Data** option is enabled with the Encryption Type preset as **Default** which provides the most secure protection.

### Add New Backup Set

#### Encryption

##### Encrypt Backup Data

##### Encryption Type

Default (Machine Generated Random) ▾

You can choose from one of the following three Encryption Type options:

- **Default (Machine Generated Random)** – an encryption key with 44 alpha numeric characters will be randomly generated by the system
- **User password** – the encryption key will be the same as the login password of your AhsayACB at the time when this backup set is created. Please be reminded that if you change the AhsayACB login password later, the encryption keys of the backup sets previously created with this encryption type will remain unchanged.



- **Custom** – you can customize your encryption key, where you can set your own algorithm, encryption key, method and key length.

### Add New Backup Set

**Encryption**  
**Encrypt Backup Data**  
  
Encryption Type  

Custom

  
  
Algorithm  

AES


  
  
Encrypting key  
  
  
Re-type encrypting key  
  
  
Method  


☐ ECB ☒ CBC

  
  
Key length  

☐ 128-bit ☒ 256-bit

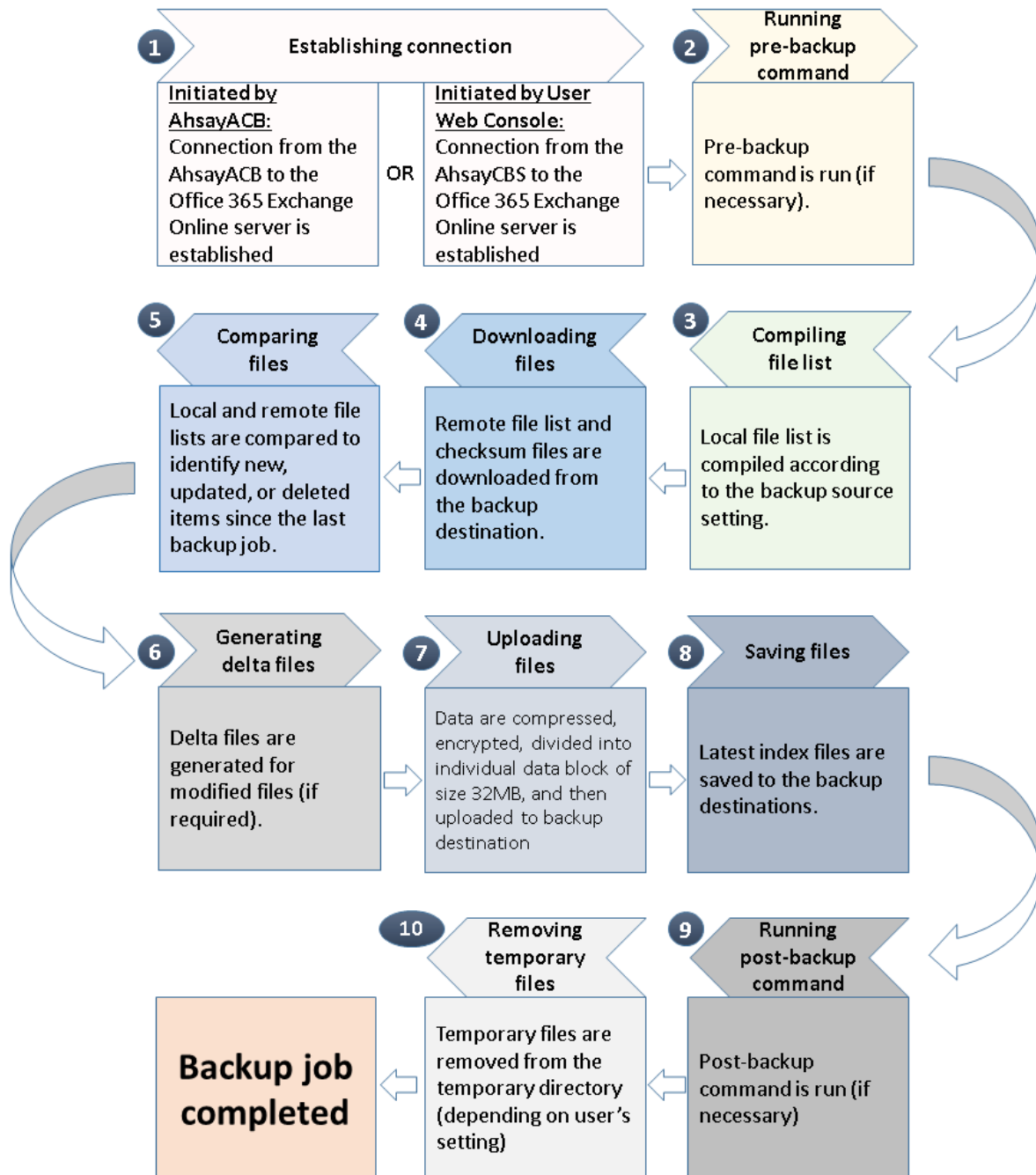
**Note:** For best practice on managing your encryption key, refer to the following KB article: <https://forum.ahsay.com/viewtopic.php?f=169&t=14090>

Click the green  icon at the bottom right corner to confirm the backup schedule once you finish setting.

13. Click the  icon at the bottom right corner to confirm creating this backup set.

## 5 Overview of Office 365 Exchange Online Backup Process

The following steps are performed during an Office 365 Exchange Online backup job:



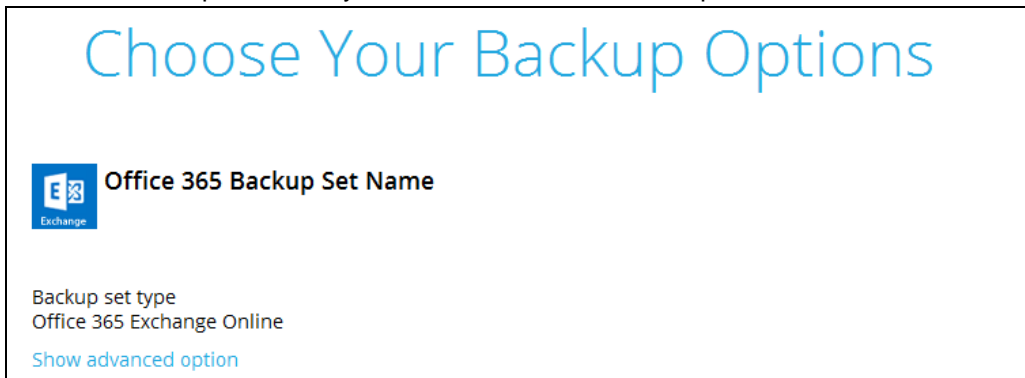
## 6 Running a Backup

### Start a Manual Backup in AhsayACB

1. Login to AhsayACB according to the instructions in [Login to AhsayACB](#).
2. Click the **Backup** icon on the main interface of AhsayACB.



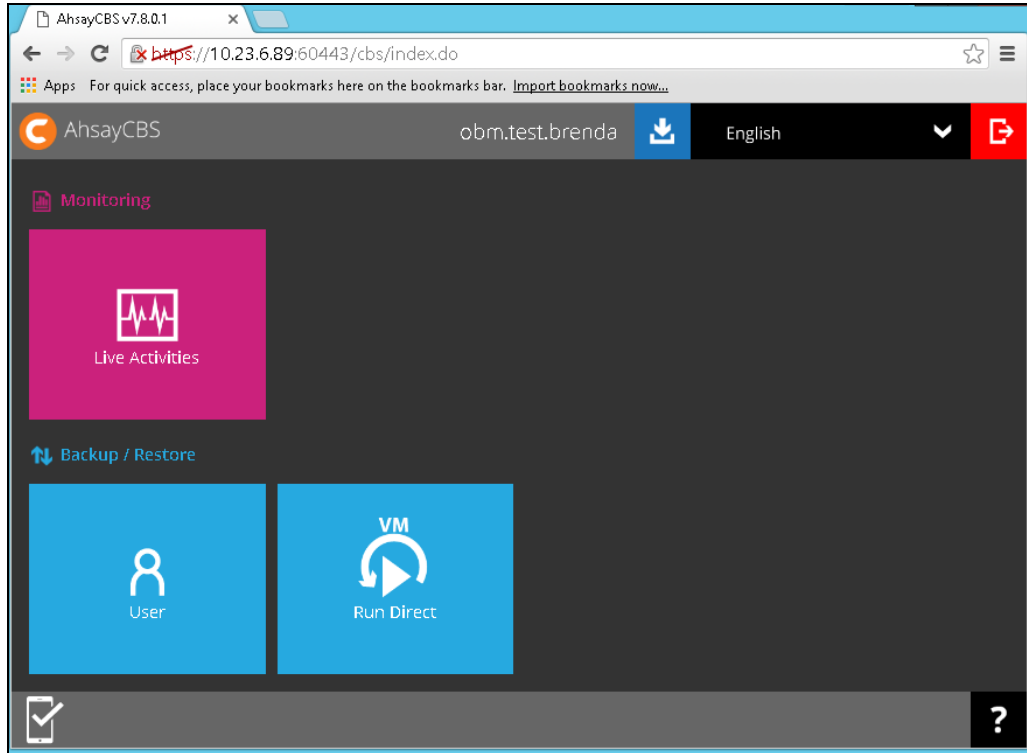
3. Select the backup set which you would like to start a backup for.



4. If you would like to modify the In-File Delta type, Destinations and Retention Policy Settings, click **Show advanced option**.
5. Click **Backup** to start the backup.

## Start a Manual Backup on the User Web Console

1. Log in to the User Web Console according to the instructions in Login to User Web Console.
2. Click on the User icon.



3. Under the **Backup Set > Manage Backup Set** menu, you should see the backup set you have created.

Manage Backup Set ?

<input type="checkbox"/>	Name	Type	Version	Execute Job	
<input type="checkbox"/>	Office365-MyOwnMailbox		--	Backup	Run
<input type="checkbox"/>	Office 365 Backup Set Name (Server)		--	Backup	Run

4. Click the drop-down menu on the backup set that you would like to start a backup for. Select **Backup** and then click **Run**.

Name	Type	Version	Execute Job	
Office365-MyOwnMailbox		--	Backup	Run
Office 365 Backup Set Name (Server)		--	Backup	Run
Office 365 Backup Set		--	<div>                     Backup                      Restore                      Data Integrity Check                      Space Freeing Up                      Delete Backup Data                 </div>	

5. Modify the **In-file Delta type** and **Retention Policy** settings if necessary.

## Backup

### In-File Delta type


☐ Full



☐ Differential

☒ Incremental

### Retention Policy

☐ Run Retention Policy after backup

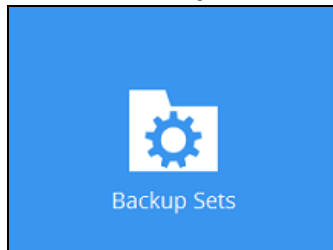
6. Click the  icon at the bottom right corner to start the backup.
7. You will see the status showing **Backup is Running** when the backup is in progress.

Type	Version	Execute Job	
	--	Backup ▾	Run
	--	Backup is Running	Stop

## Configure Backup Schedule for Automated Backup

### Setting up on AhsayACB

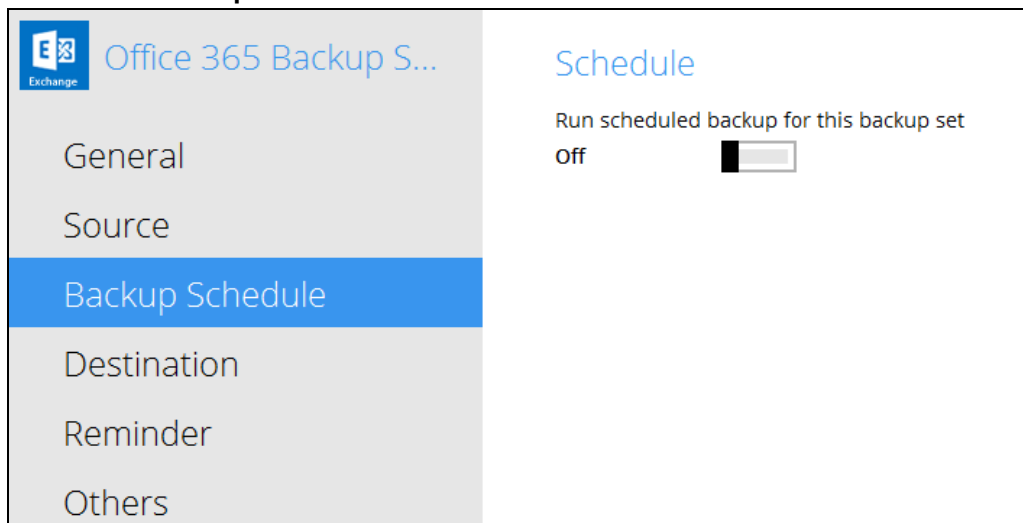
1. Click the **Backup Sets** icon on the AhsayACB main interface.



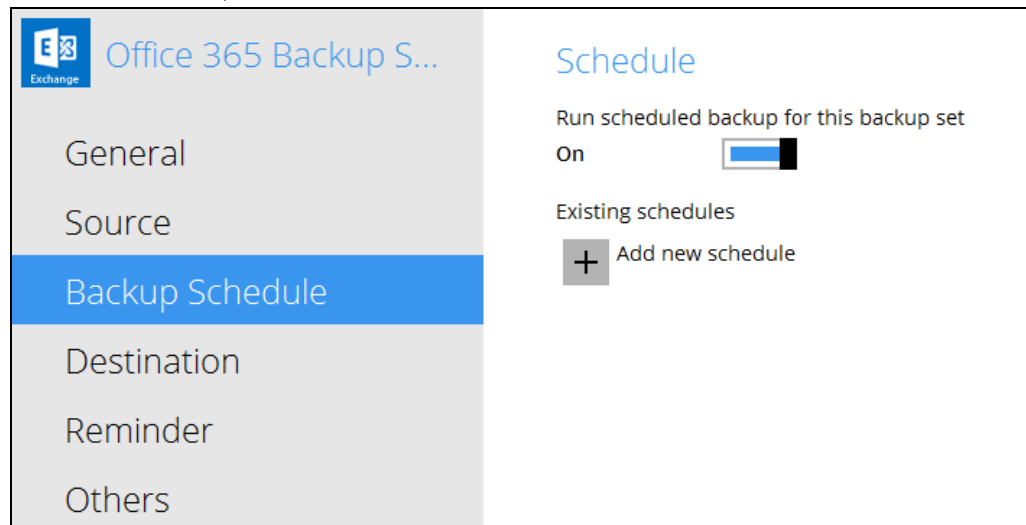
2. Select the backup set that you want to create a backup schedule for.



3. Click on the **Backup Schedule** tab.



4. Turn on the backup schedule by switching the “Run scheduled backup for this backup set” feature to **On**, then click the + icon next to **Add new schedule**.



Office 365 Backup S...

Exchange

General

Source

**Backup Schedule**

Destination

Reminder

Others

**Schedule**

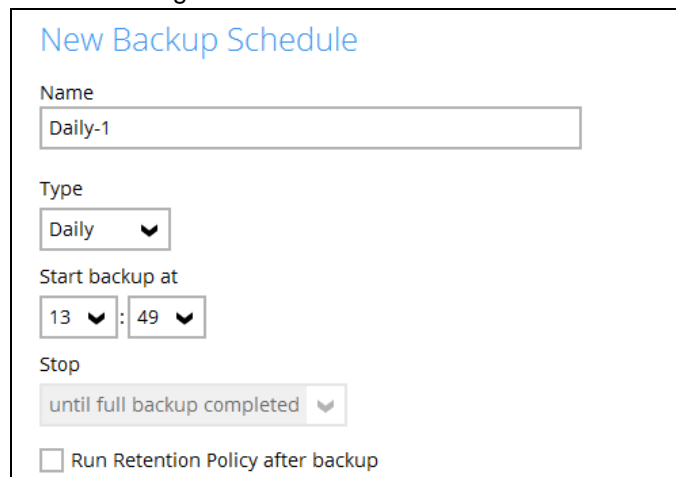
Run scheduled backup for this backup set

On

Existing schedules

+ Add new schedule

5. Configure the backup schedule settings on this page, then click **OK** when you are done with the settings.



**New Backup Schedule**

Name

Daily-1

Type

Daily

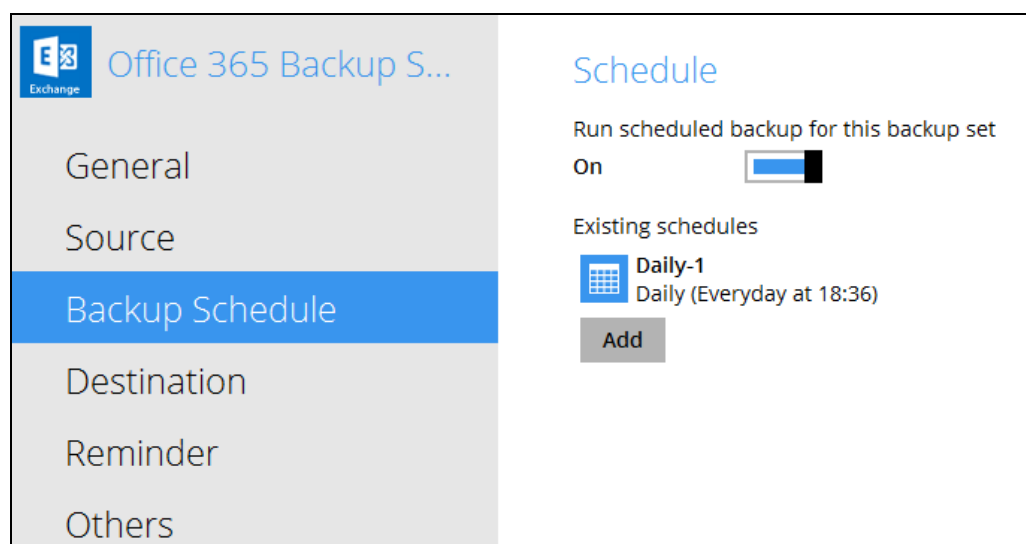
Start backup at

13 : 49

Stop

until full backup completed

☐ Run Retention Policy after backup



Office 365 Backup S...

Exchange

General

Source

**Backup Schedule**

Destination

Reminder


Others

**Schedule**

Run scheduled backup for this backup set

On

Existing schedules

 **Daily-1**  
Daily (Everyday at 18:36)

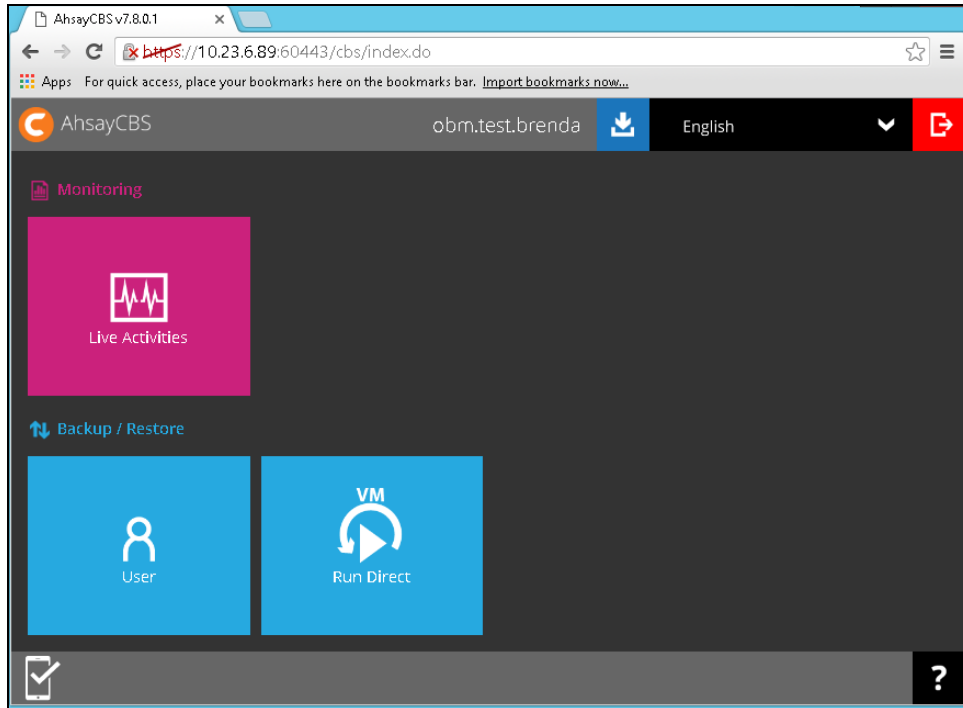
Add

6. Click **Save** to confirm the settings and exit the **Backup Schedule** menu.

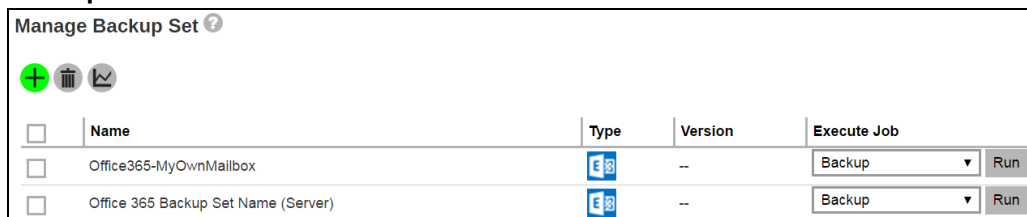


## Setting on User Web Console

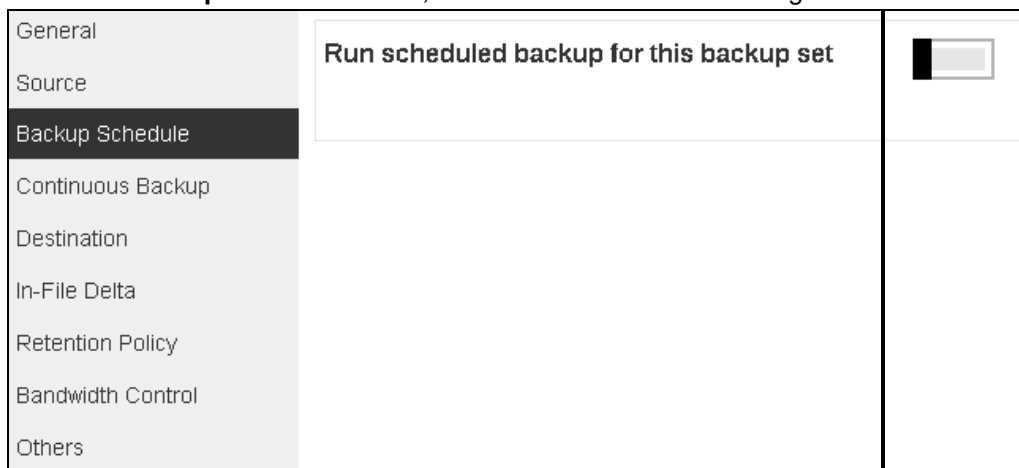
1. Click on the **User** icon on the main page of the User Web Console.



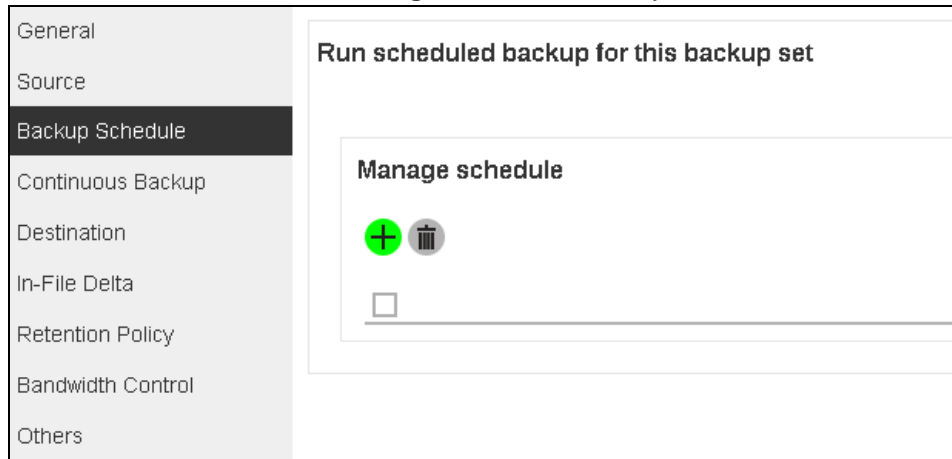
2. Click on the backup set which you would like to create a scheduled backup for under the **Backup Set** menu.



3. Go to the **Backup Schedule** menu, slide the on/off switch at the right to turn this feature on.

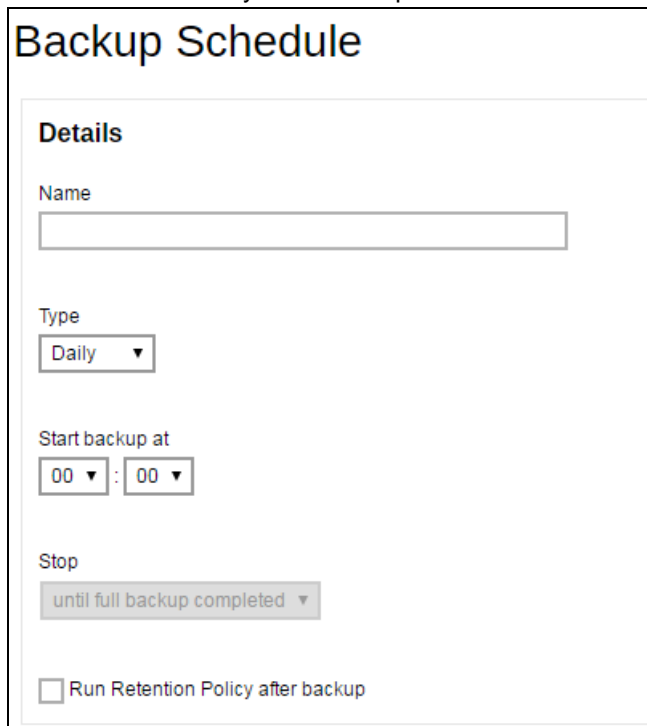



4. Click the  icon under the **Manage schedule** to add your desired schedule.





5. You may configure the following items for the schedule.

- Name of the scheduled backup
- Backup schedule type
- Backup start time
- Run Retention Policy after backup



Click the  icon at the bottom right corner to confirm the backup schedule once you finish setting.

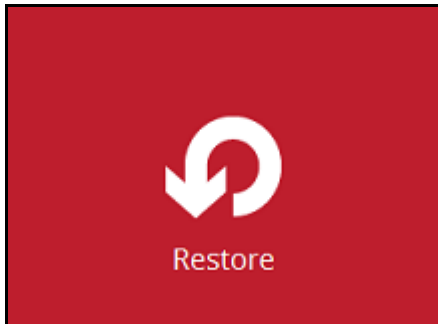
6. Click the  icon and then the  icon to confirm the setting.

## 7 Restoring Office 365 Exchange Online Backup Set

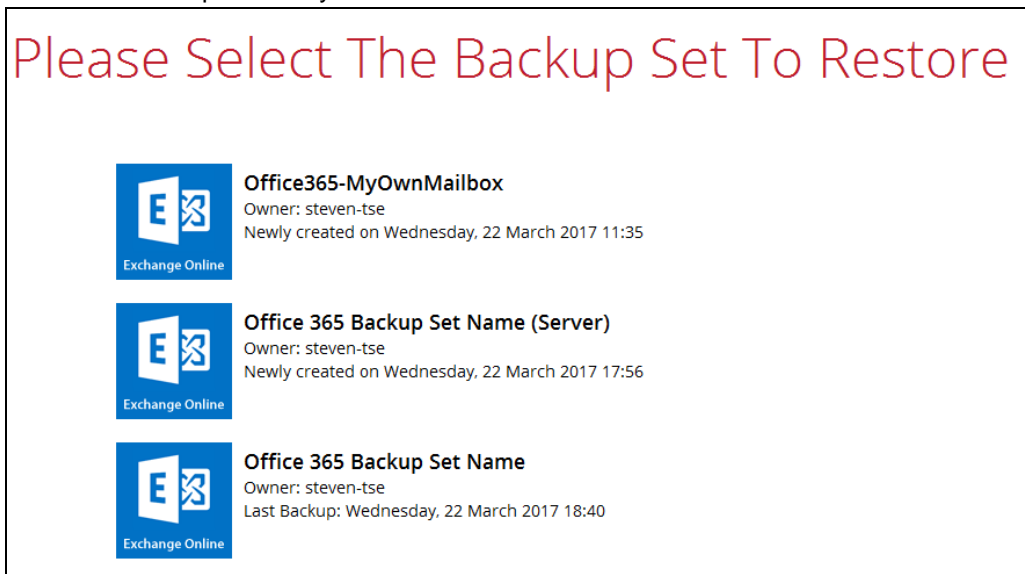
Follow the instructions below to restore the Office 365 Exchange Online backup to the original Office 365 account.

### Restore Backup with AhsayACB

1. Login to AhsayACB according to the instructions in [Login to AhsayACB](#).
2. Click the **Restore** icon on the main interface of AhsayACB.



3. Select the backup set that you would like to restore.



4. Select the backup destination that you would like to restore mail items to.



5. Select the item(s) you would like to restore. You can also choose to restore backed up file from a specific backup job of your choice using the **Select what to restore** drop-down menu at the top. Click **Next** to proceed when you are done with the selection.

## Select Your Mail Objects To Be Restored

Select what to restore

Choose from files as of job 22/03/2017 Latest

Show filter

Folders	Subject	Date modified	Size
AhsayCBS			
Office 365 Exchange C			
steven.tse@ahsay.			
Archive			
Calendar			
Contacts			
Deleted Items			
Drafts			
Inbox			
Junk Email			
Notes			
Sent Items			
Tasks			

Items per page 50 Page -

6. The backed up mailbox items can only be restored to the original mailbox, no other restore location is available. Click **Next** when you see this screen to proceed.

## Choose Where The Mail Objects

Restore mail objects to

☒ Original location

7. Select the temporary directory for storing temporary files, such as delta files when they are being merged, click **Restore** to start the restoration.

## Temporary Directory

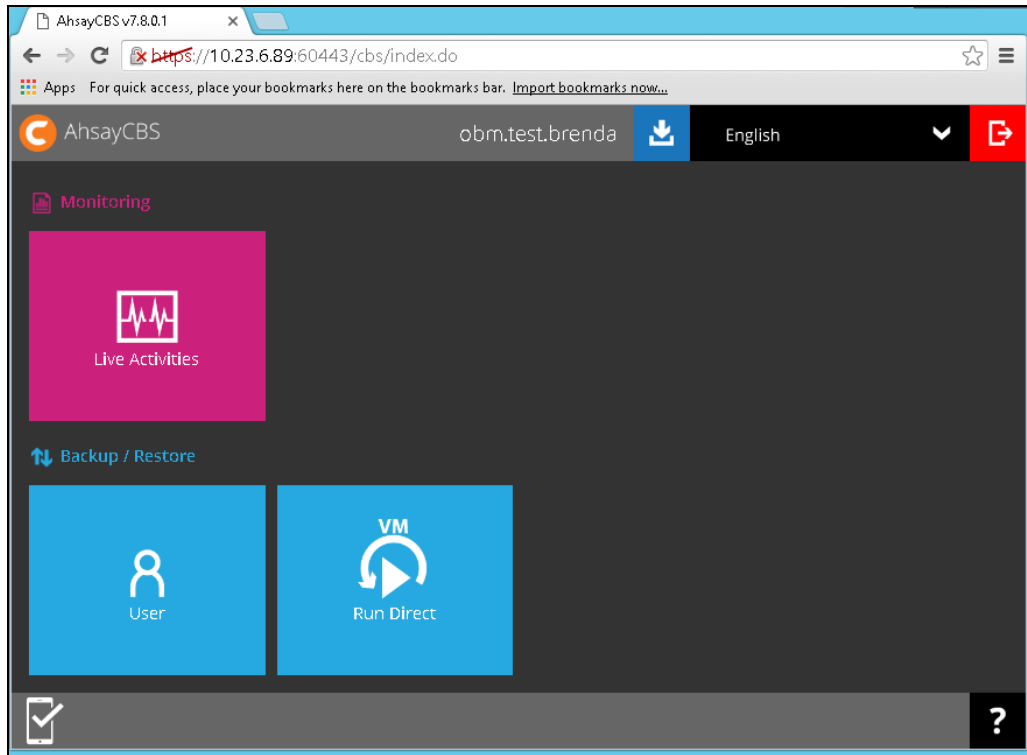
Temporary directory for storing restore files

C:\Users\steven.tse\temp

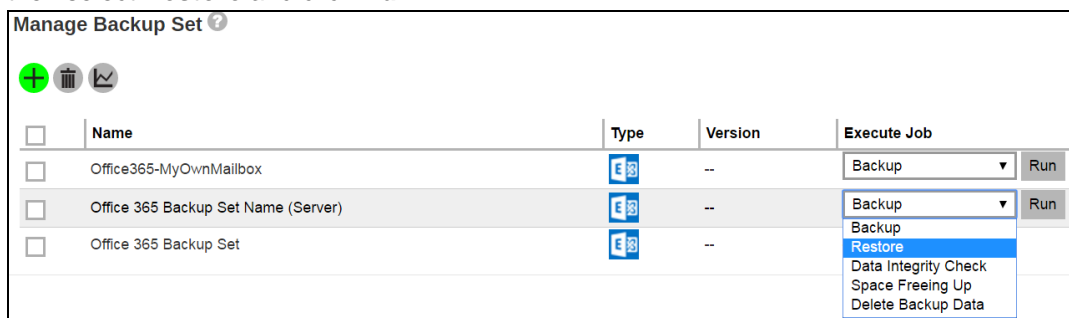
Browse

## Restore Backup with User Web Console

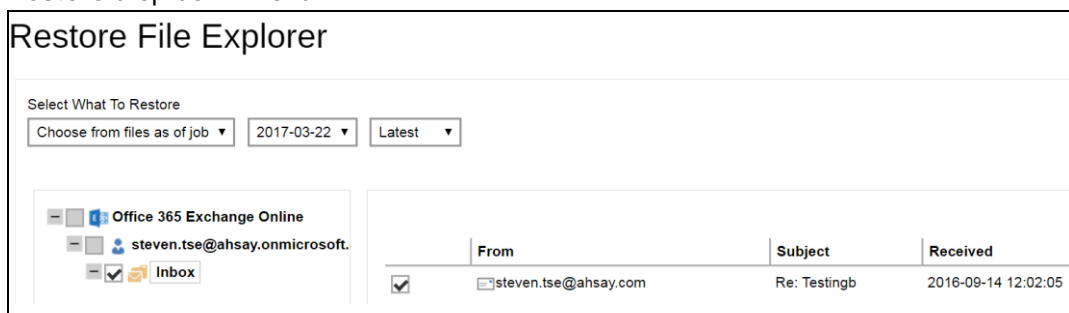
1. Log in to the User Web Console according to the instructions in [Login to User Web Console](#).
2. Click on the **User** icon.







3. You should see the backup set you would like to restore under **Backup Set > Manage Backup Set**. Click on the drop-down menu on the backup set you would like to restore, then select **Restore** and click **Run**.



4. Select the mail object that you would like to restore. You can also choose to restore backed up mail objects from a specific backup job of your choice using the **Select What to Restore** drop-down menu.



5. Click the  icon to proceed when you are done with the selection.
6. The backed up mailbox items can only be restored to the original mailbox, no other restore location is available.
7. Click the  icon to start the restoration.
8. You will see the status showing **Restore is Running** when the restore is in progress.

Type	Version	Execute Job	
	--	Backup ▾	Run
	--	Restore is Running	

## 8 Contacting Ahsay

### Technical Assistance

To contact Ahsay support representatives for technical assistance, visit the following website:

<https://www.ahsay.com/jsp/en/contact/kbQuestion.jsp>

Also use the Ahsay Knowledge Base for resource such as Hardware Compatibility List, Software Compatibility List, and other product information:

<https://forum.ahsay.com>

### Documentation

Documentations for all Ahsay products are available at:

[https://www.ahsay.com/jsp/en/home/index.jsp?pageContentKey=ahsay\\_downloads\\_documentation\\_guides](https://www.ahsay.com/jsp/en/home/index.jsp?pageContentKey=ahsay_downloads_documentation_guides)

You can send us suggestions for improvements or report on issues in the documentation, by contacting us at:

<https://www.ahsay.com/jsp/en/contact/kbQuestion.jsp>

Please specify the specific document title as well as the change required/suggestion when contacting us.

## Appendix

### Appendix A Setting Backup Destination on AhsayACB for Backup Created on User Web Console

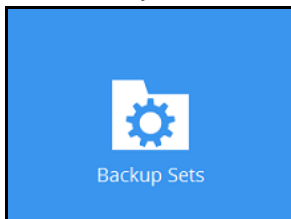
You need to read the instructions below only if you:

- Have created a backup set on AhsayCBS User Web Console; **AND**
- Selected the backup set to Run on Client; **AND**
- Have not selected any Predefined Destination in the backup creation process on the User Web Console

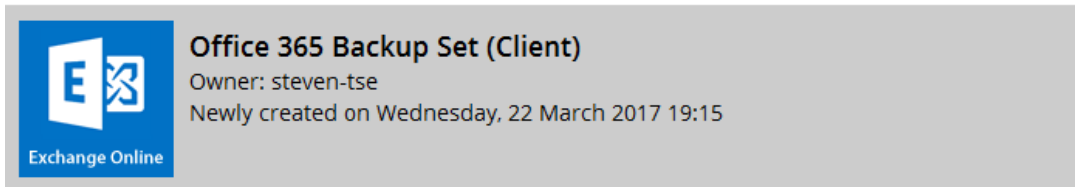
**-OR-**

Have selected a Predefined Destination in the backup creation process on User Web Console but wish to add additional backup destination other than the predefined destination

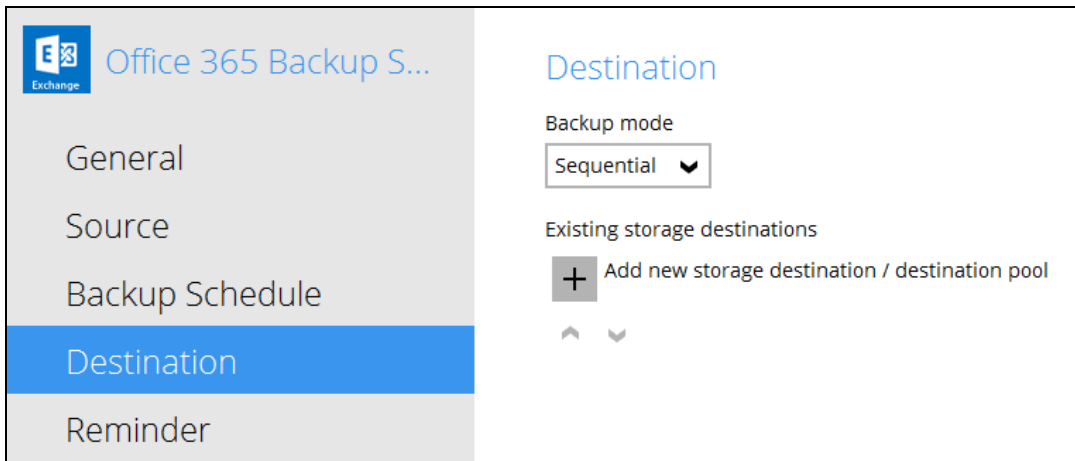
1. Log in to AhsayACB according to the instructions in [Login to AhsayACB](#).
2. In the AhsayACB main interface, click **Backup Sets**.



3. Click the backup set which you wish to add backup destination to.



4. Click the **Destination** menu on the left side, then click the **Add** button on the right to add backup destination.





5. Select the storage type.

- **Single storage destination** – the entire backup will be uploaded to one single destination you selected under the **Destination storage** drop-down list. By default, the destination storage is selected as **CBS**.

The screenshot shows a web form titled "New Storage Destination / Destination Pool". It has three main sections: "Name" with a text input field containing "CBS"; "Type" with two radio buttons, "Single storage destination" (which is selected) and "Destination pool"; and "Destination storage" with a dropdown menu showing "CBS" and a blue bar with a CBS logo.

- **Destination pool** – the backup will be spread over on the destinations you have selected. Enter a **Name** for the destination pool and then click **Add new storage destination to the pool** to select the desired storage destinations.

The screenshot shows a web form titled "New Storage Destination / Destination Pool". It has three main sections: "Name" with a text input field containing "DestinationPool-1"; "Type" with two radio buttons, "Single storage destination" and "Destination pool" (which is selected); and a section titled "Add the cloud (e.g. Google Drive or Dropbox) or local storage that you would like to pool together for backup. You can always add more storage to this pool in the future." Below this is a section "Existing storage destinations in the pool" with a "+" icon and the text "Add new storage destination to the pool".

You can choose a storage combination of the Local/Mapped drive/Removable Drive, Cloud storage or FTP. Click **OK** to proceed when you are done with the settings.

- If you have chosen the Local/Mapped Drive/Removable Drive option, click **Change** to browse to a directory path where backup data will be stored, then click **Test** to validate the path. **Test completed successfully** shows when the validation is done.



The screenshot shows a web form titled "New Storage Destination For The Pool". It has three main sections: "Name" with a text input field containing "Local-1"; "Destination storage" with a dropdown menu showing "Local / Mapped Drive / Removable Drive" and a blue bar with a CBS logo; and "Local path" with a text input field and a "Change" button. At the bottom is a "Test" button.

- If you have chosen the Cloud Storage, click **Test** to log in to the corresponding cloud storage service.

## New Storage Destination For The Pool

Name

Destination storage


Google Drive




**Test**

[Sign up for Google Drive](#)

- If you have chosen the FTP as the destination, enter the the Host, Username and Password details.

Name

Destination storage


FTP


Host Port

Username



Password

(optional) FTP directory to store backup data (default to ~/Ahsay)

☐ Connect with SSL/TLS (explicit only)


☐ Access the Internet through proxy

**Test**


- You can add multiple storage destinations. The backup data will be uploaded to all the destinations you have selected in the order you added them. Press the   icon to alter the order. Click **Next** to proceed when you are done with the selection.


## Destination

Backup mode

Sequential


Existing storage destinations


CBS  
Host: 10.1.0.20:443


Local-1  
E:\Local Destination

**Add**

