Ahsay Backup

Ahsay Online Backup Manager v7

Office 365 Exchange Online Backup & Restore Guide for Windows

Ahsay Systems Corporation Limited

3 November 2017

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Trademarks

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Revision History

Date	Descriptions	Type of modification
24 Aug 2016	First Draft	New
13 Jan 2017	Added requirement in Ch. 2 Preparing for Backup and Restore; Overall minor formatting changes	Modified
3 Feb 2017	Added instructions and screen shots for Encryption key handling in Ch.4	New
5 Apr 2017	Added Backup Destination for Run-on-Server Backup Set related info; Added Encryption Type option in Ch. 4 Creating an Office 365 Exchange Online Backup Set	New
2 Nov 2017	Added Supported Source for Ch.2.4	New

Table of Contents

1 Overview

What is this software?

Ahsay brings you specialized client backup software, namely AhsayOBM, to provide a set of tools to protect your mailboxes accounts on Office 365 Exchange Online. This includes backup and recovery of individual emails, contacts, calendars and other mail items in your Office 365 mailboxes, 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, AhsayOBM 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 AhsayOBM (Client Agent) and AhsayCBS User Web Console (Agentless).
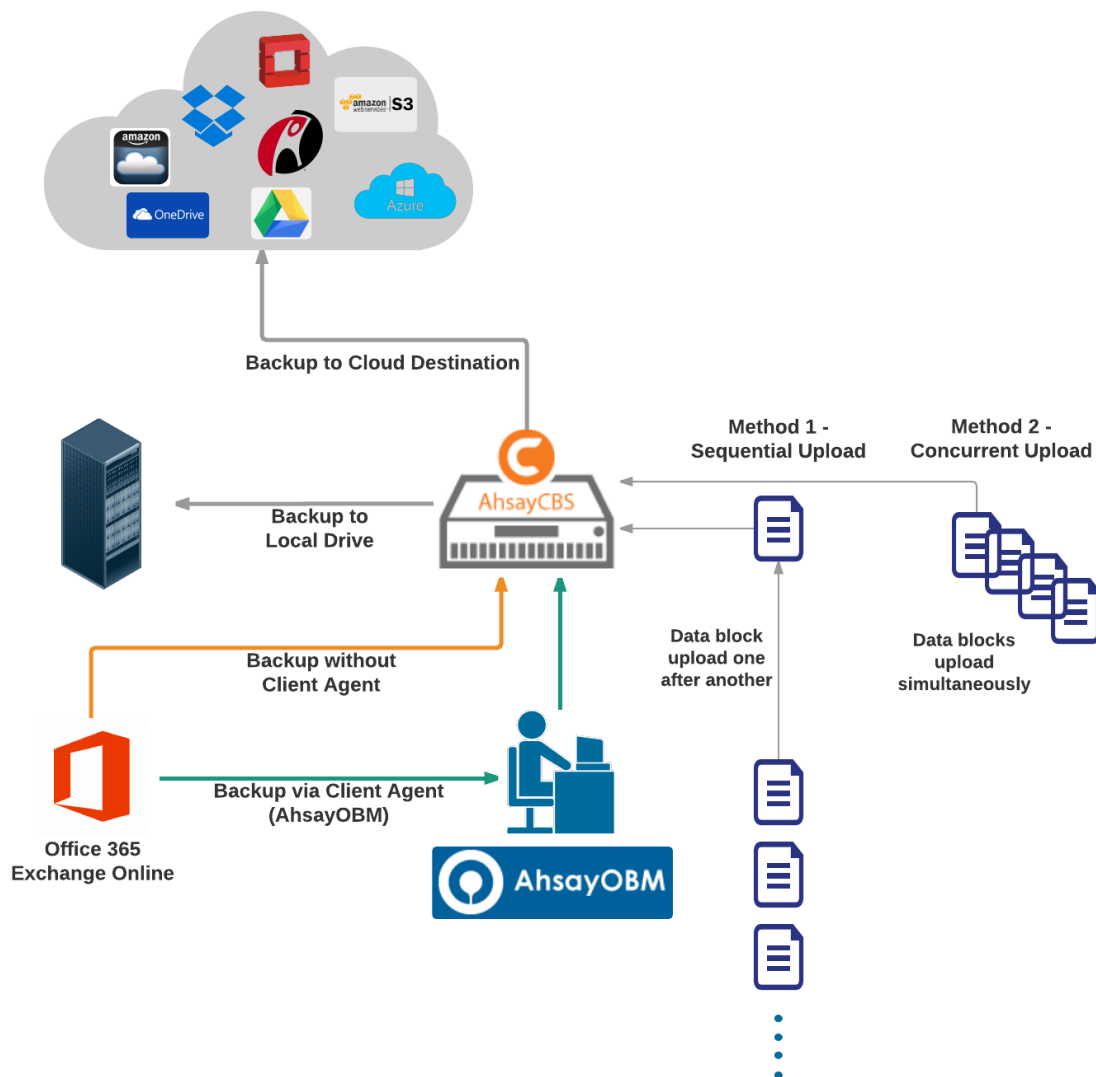
Why should I use AhsayOBM or AhsayCBS User Web Console to back up my Office 365 Exchange Online Accounts?

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

Easy Setup & Professional Services

Selectable Backup Run Type

Fast & Efficient

AhsayOBM / AhsayCBS User Web Console Backup for Office 365 Exchange Online

Cloud Destinations Backup

Centralized Management Console

High Level of Security with AES 256-bit encryption

Easy Setup & Professional Services

Setup is a few clicks away - our enhanced AhsayOBM 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

AhsayOBM 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.
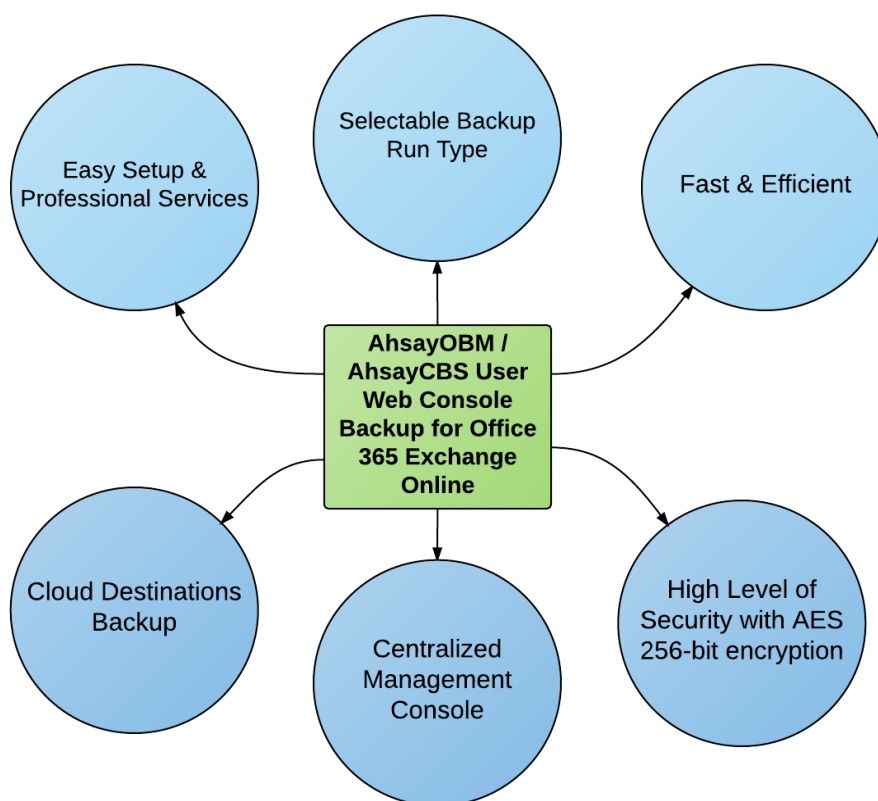
Valid Maintenance

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** (AhsayOBM).

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. AhsayOBM), the run type is set to Run on Client by default.

Run on Server

A Run on Server cloud file 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 cloud file 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. AhsayOBM); 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 cloud file 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 Cloud File Backup Set	Run on Client Cloud File 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
To Run a Backup	AhsayCBS User Web Console Only	AhsayOBM / AhsayCBS
To Run a Restore	AhsayCBS User Web Console Only	AhsayOBM / AhsayCBS

⚡ Fast and Efficient

We understand that backup could be a time and resources consuming process, which is why AhsayOBM 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.

- *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 AhsayOBM 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 AhsayOBM or User Web Console

Creating a Backup Set
Create a backup set using AhsayOBM and User Web Console

Running a Backup Set
Run a backup set using the AhsayOBM 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 AhsayOBM & User Web Console
Restore a backup using the AhsayOBM 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 AhsayOBM, 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 AhsayOBM 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 where you have the Office 365 Exchange Online installed is compatible with the AhsayOBM. 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

- **AhsayOBM Installation**

  Make sure that the latest version of AhsayOBM 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 AhsayOBM 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

- **Add-on Module Requirement**

  Make sure that the Office 365 Exchange Online Backup add-on module is enabled for your AhsayOBM user account, and sufficient mailbox quota is assigned. Contact your backup service provider for more details.

- **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 AhsayOBM 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.

- **Backup Quota Requirement**

  Make sure that your AhsayOBM user account has sufficient quota assigned to accommodate the storage for the Office 365 Exchange Online backup.

  Contact your backup service provider for details.

- **Office 365 Subscription Plan**

  The following subscription plans with Exchange Online email services are supported to run backup and restore on AhsayOBM or AhsayCBS User Web Console.

Office 365 Business Essentials	Office 365 Business Premium
Office 365 Education	Office 365 Enterprise E1
Office 365 Enterprise E3	Office 365 Enterprise E4
Office 365 Enterprise E5	

- **Office 365 Subscription Status**

  Make sure your Office 365 Exchange Online subscription with Microsoft is active in order to enjoy all privileges that come along with our backup services. If your account has expired, renew it with Microsoft as soon as possible so that you can continue enjoy the Office 365 Exchange Online backup services provided by Ahsay.
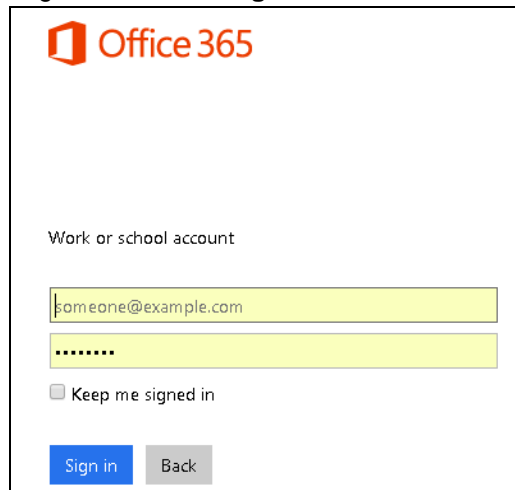
  When your account is expired, depending on your role, certain access restrictions will be applied to your account. Refer to the URL below for more details.

  Microsoft Office 365 Subscription Status
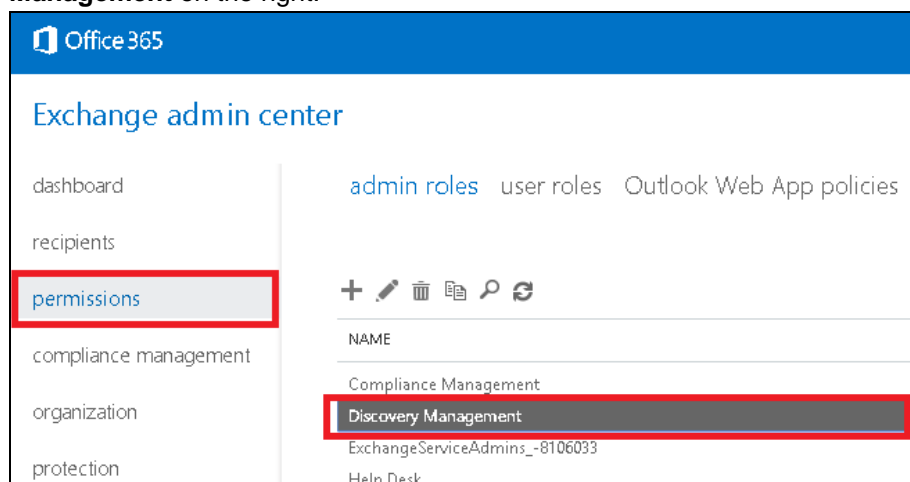
- **Granting Permission to Accounts for Creating Backup Set**

  Before the Office 365 account administrator or other account user can create any backup set, the administrator has to grant permission to the account(s) which are going to create backup set. Follow the steps below to grant permission to user account.

  i.   Open https://outlook.office365.com/ecp

  ii. Login to the **Exchange admin center** as an account administrator.

  iii. Select the **permissions** menu on the left, then double click on **Discovery Management** on the right.

iv. You can now add users to this group. Click the **+** icon under the **Members** section.

v. Look up the user name(s) you would like to add permission, then click **add** > **OK** to add the corresponding user(s).
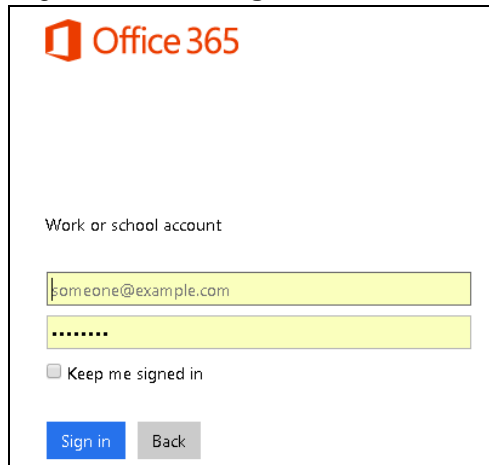
vi. Click **Save** to confirm and exit the setting.

⬤ **Granting Permission for Application Impersonation**

This permission allows users added under the **Members** section of the **Discovery Management** (refer to the previous section for setup) to back up and/or restore mailbox item(s) not only for their own account, but also the accounts of other users added under the same **Members** section. To grant permission for this feature, you have to add the **Application Impersonation** role by following the steps below.

i.　Open https://outlook.office365.com/ecp

ii.　Login to the **Exchange admin center** as an account administrator.

iii.　Select the **permissions** menu on the left, then double click on **Discovery Management** on the right.
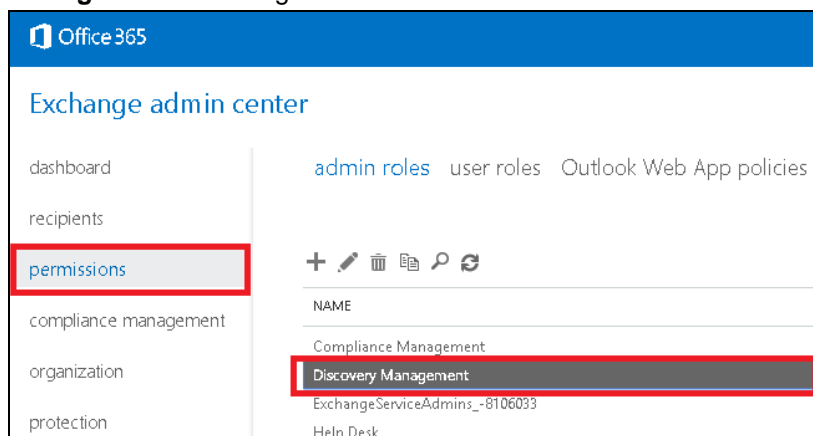
iv.　Click the **+** icon under the **Role** section.

v. Select the **ApplicationImpersonation** item, then click the **add** button to add. Click **OK** to confirm.

vi. Click **Save** to confirm and exit the setting.

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	✓		

Limitation of 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.

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.

- **Temporary Directory Folder Location (For backup and restore running on AhsayOBM only)**

  Temporary directory folder is used by AhsayOBM 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.

- **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.

- **Individual Mail Object Size**

  Office 365 Exchange Online service has set a size limit for individual mail object to be uploaded. Considering the size of the mail object may become larger as a result of the transcoding process when it is being sent out, we strongly recommend you to keep individual mail object no larger than **80MB** if you definitely want it to be backed up.

3 Login to AhsayOBM / AhsayCBS User Web Console

Login to AhsayOBM

1. Login to the AhsayOBM application user interface.

   Double click the AhsayOBM desktop icon to launch the application.
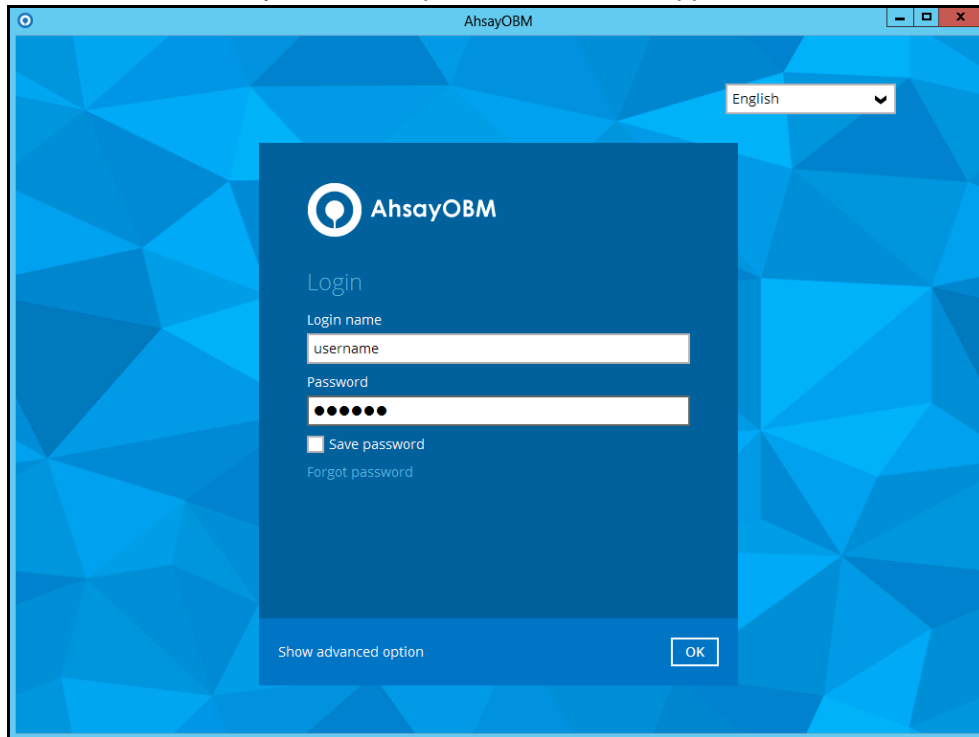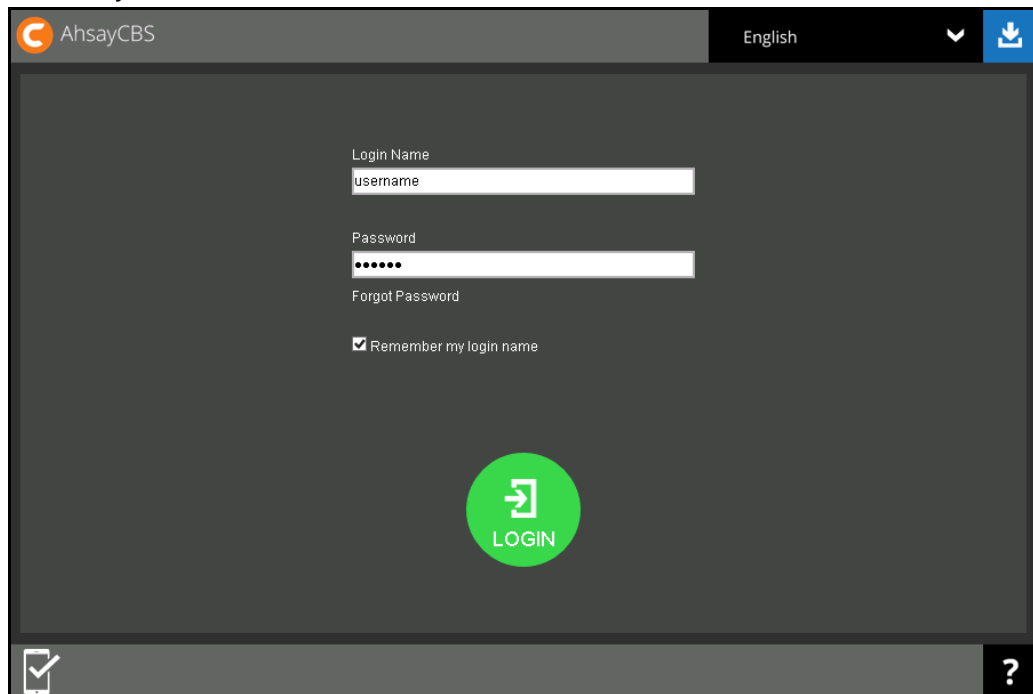
2. Enter the **Login name** and **Password** of your AhsayOBM account.

3. Click **Show advanced option** to configure the **Backup Server** and **Proxy** details if necessary.

4. Click **OK** to login to AhsayOBM.

Login to AhsayCBS User Web Console

1. Login to the AhsayCBS web console at

   https://backup_server_hostname:port

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

2. Enter the Login Name and Password of your AhsayOBM 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 AhsayOBM
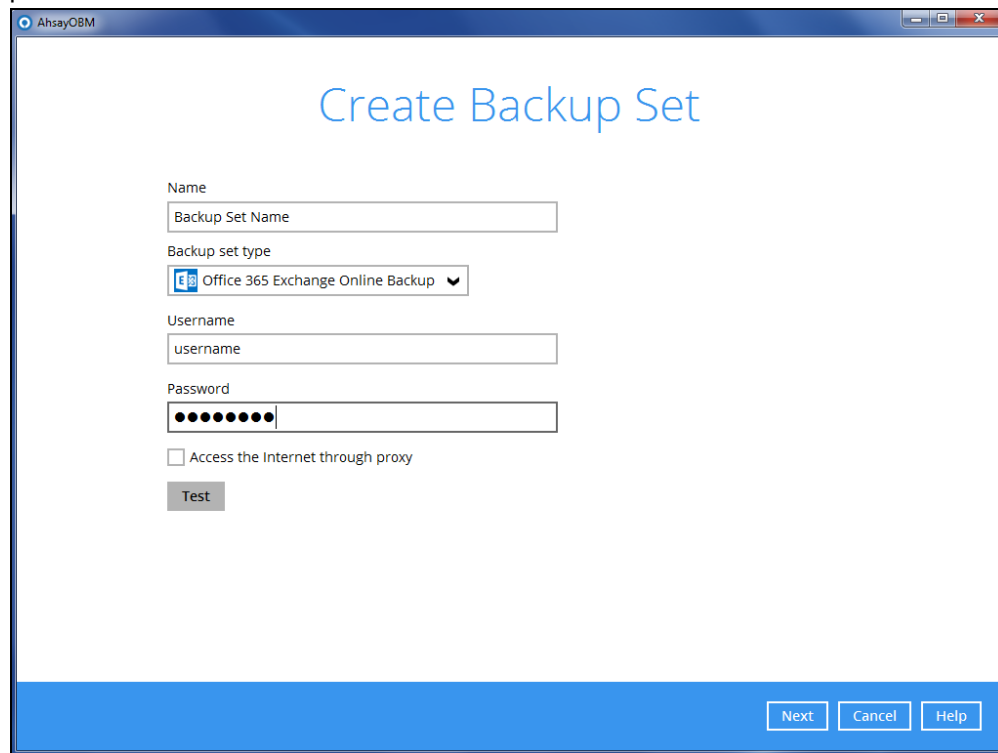
1. In the AhsayOBM main interface, click **Backup Sets**.
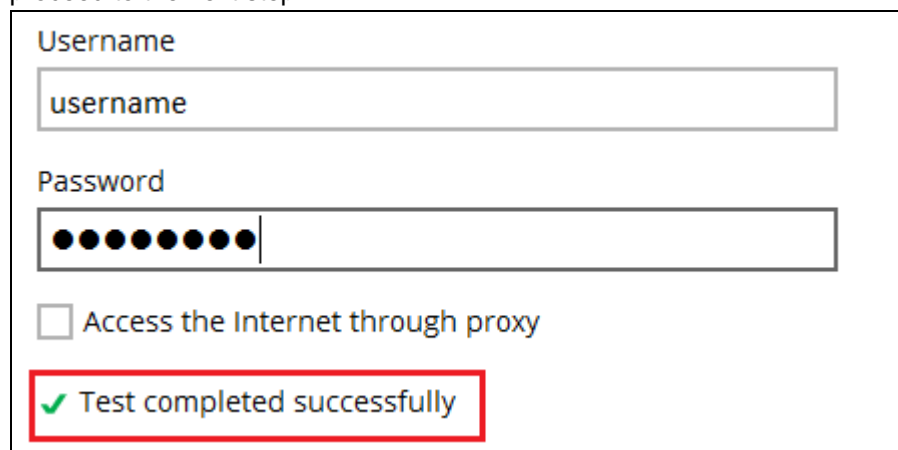
2. Click the "**+**" icon next to **Add new backup set**.

3. Enter a **Name** for your backup set and select **Office 365 Exchange Online Backup** as the **Backup set type**.
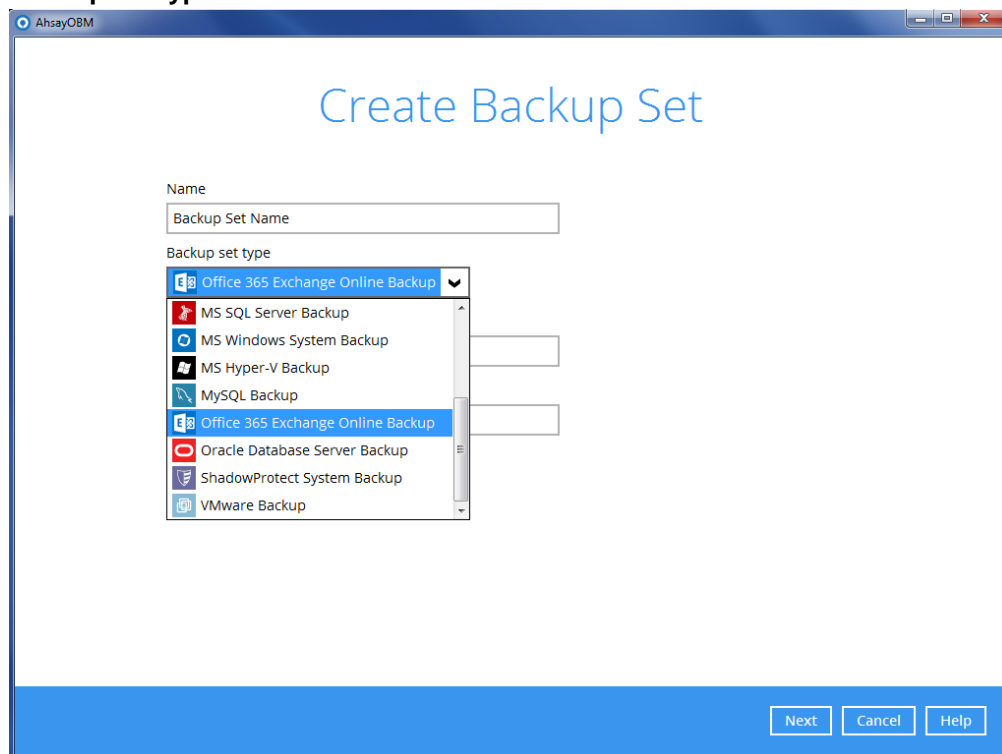
4. Enter the user name and password of your Office 365 Exchange Online account, then press **Test** to validate the account.

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

5. In the **Backup Source** menu, select the desired user account and content folder for backup.
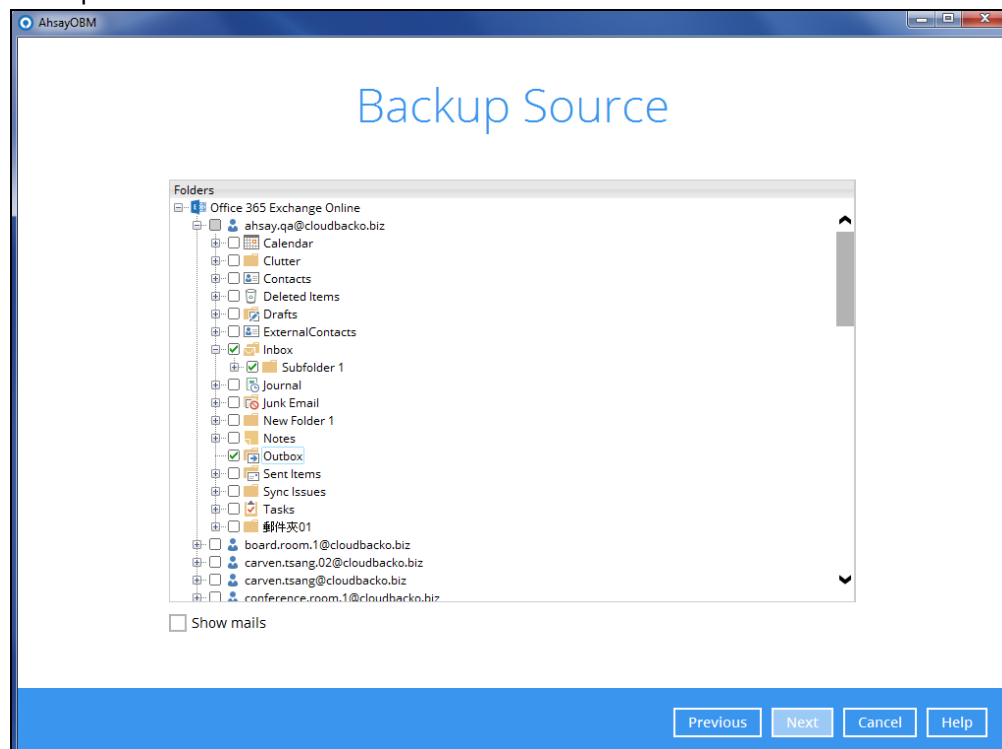
Enable the **Show mails** checkbox at the bottom left corner if you would like to choose individual mail object for backup.
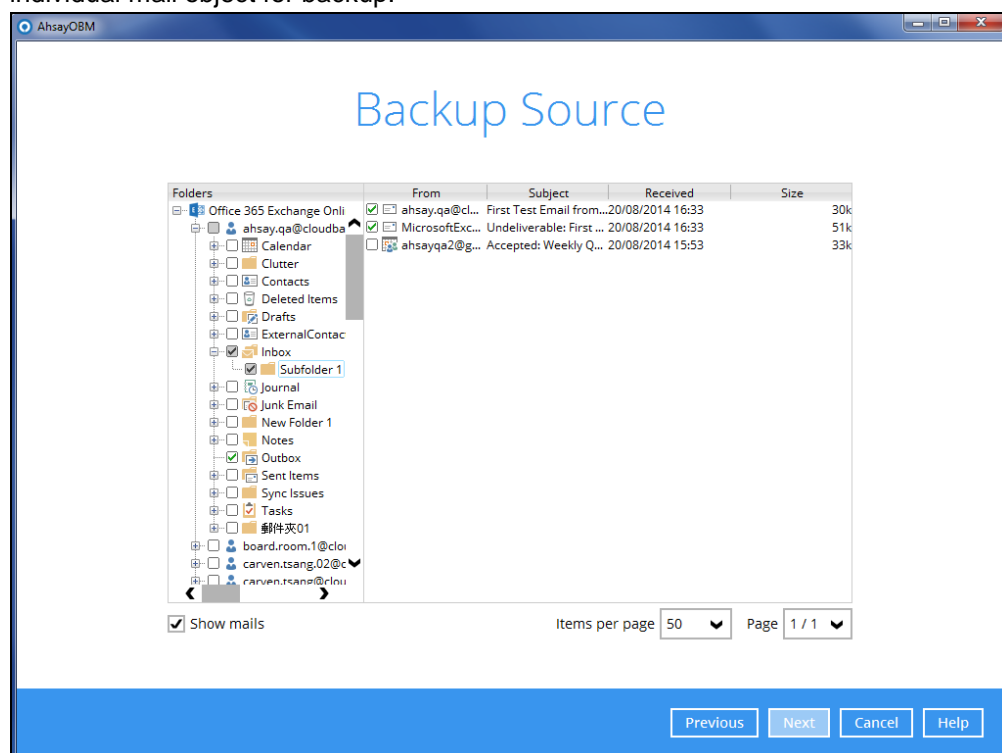
6. In the **Schedule** menu, configure a backup schedule for backup job to run automatically at your specified time interval. Slide the on/off button to turn on this feature, then click **Add new schedule** to add a new schedule, then click **Next** to proceed afterward.
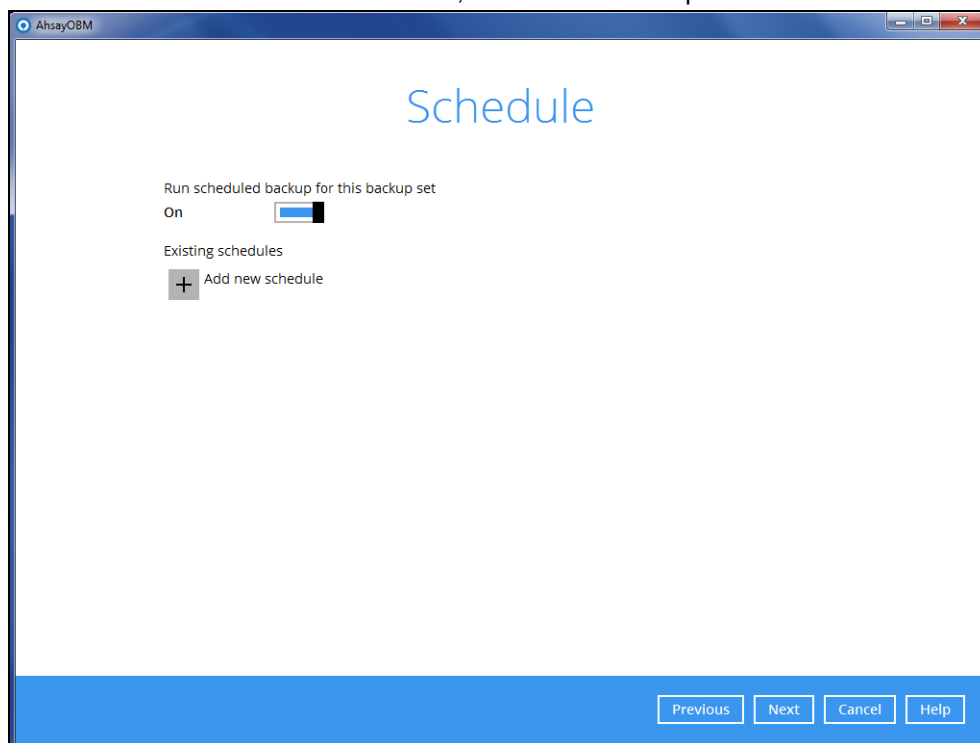
7. In the Destination menu, select a backup destination where the backup data will be stored. Click the "**+**" icon next to **Add new storage destination / destination pool**.
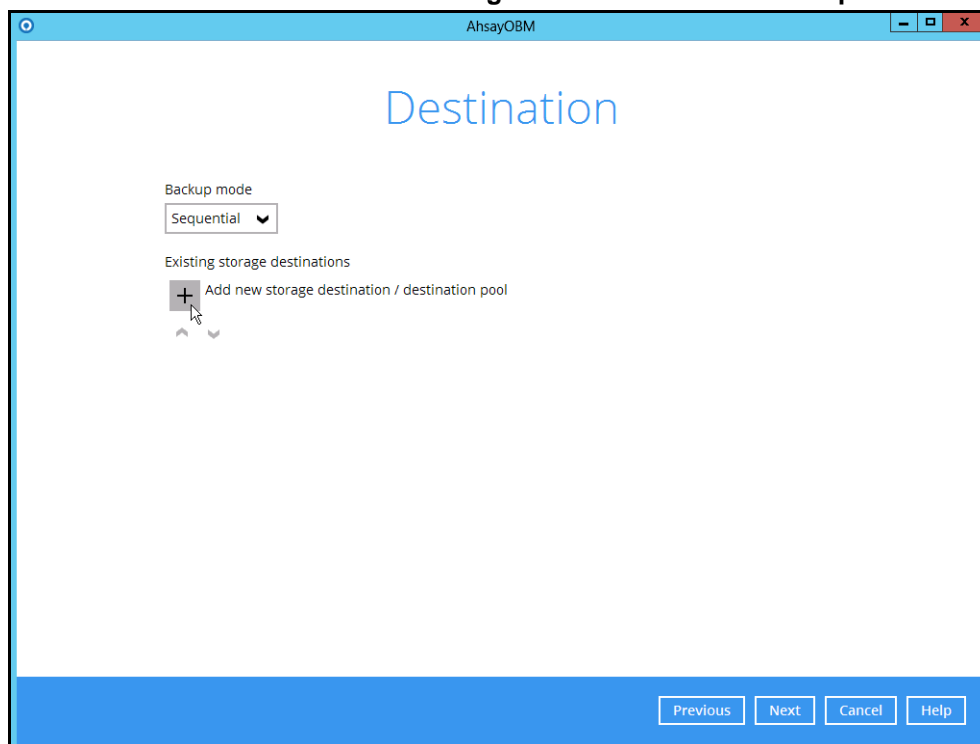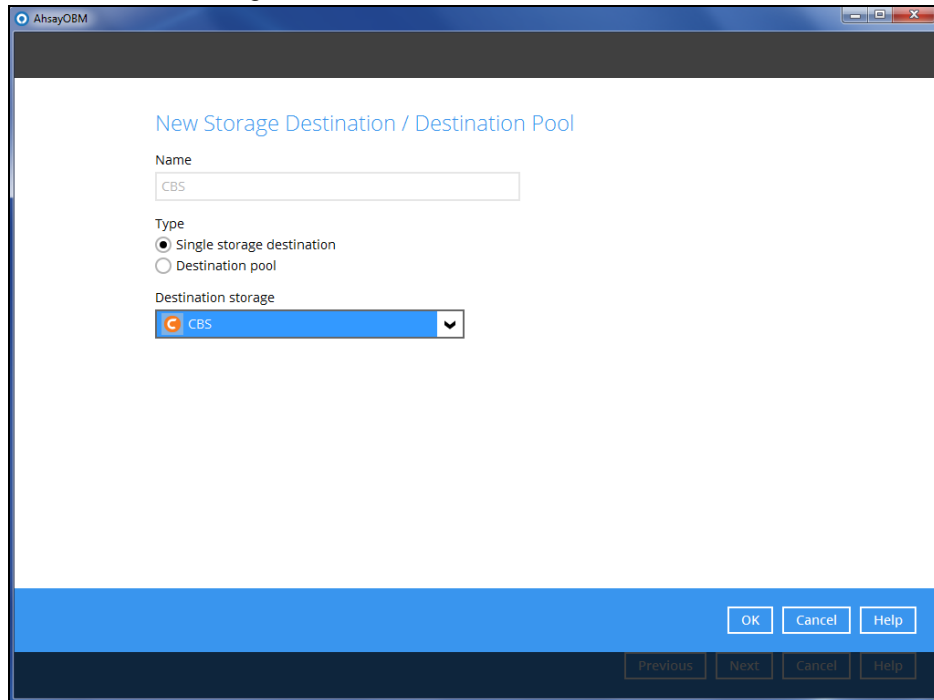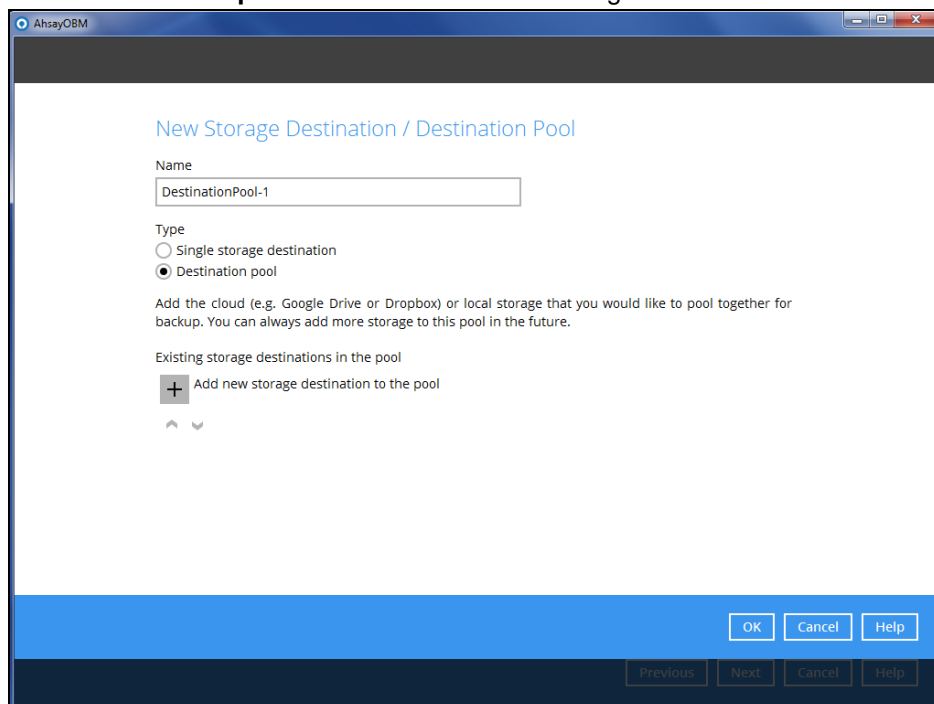
Note
For more details on Backup Destination, refer to the following KB article for details: https://forum.ahsay.com/viewtopic.php?f=186&t=14049

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**.

- **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.

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.

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

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

9. 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.

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.

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 AhsayOBM at the time when this backup set is created. Please be reminded that if you change the AhsayOBM 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.

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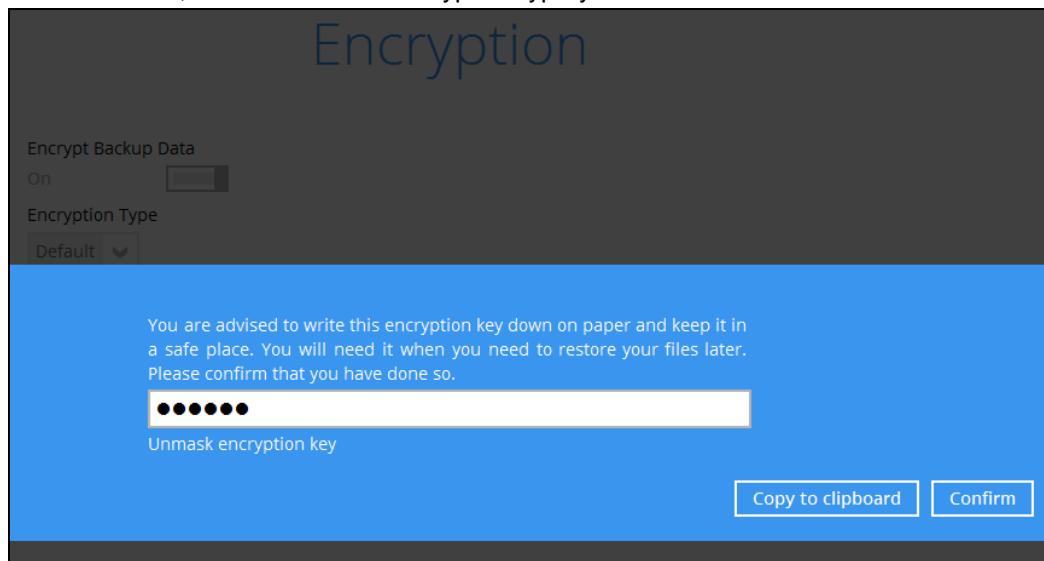
The pop-up window has the following three options to choose from:

➢ **Unmask encryption key** – The encryption key is masked by default. Click this option to show the encryption key.
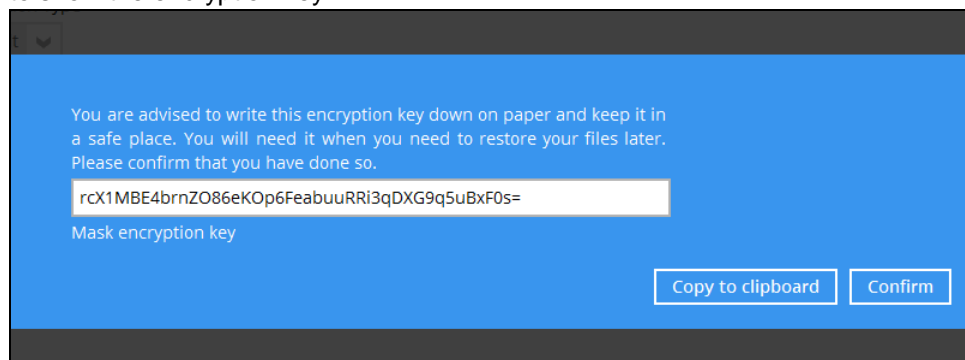
➢ **Copy to clipboard** – Click to copy the encryption key, then you can paste it in another location of your choice.

➢ **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.

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
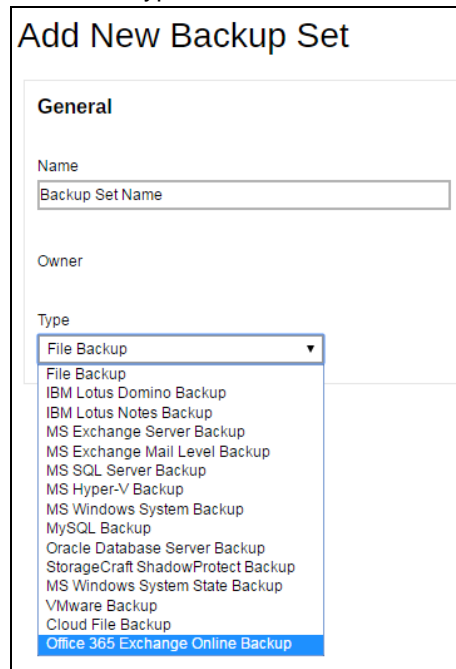
1. Log in to the User Web Console according to the instructions in Login to User Web Console.

2. Click the User icon on the User Web Console landing page.
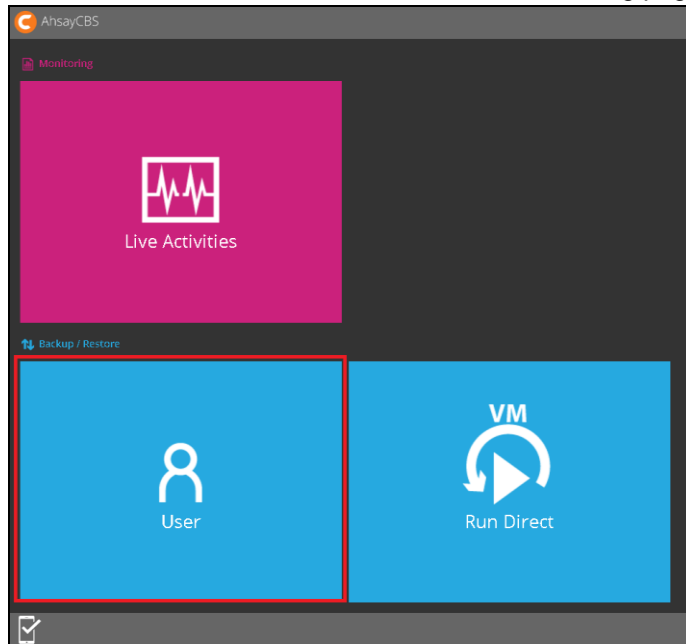
3. On the **Backup Set** menu, click the **+** icon highlighted to create a bcakup set.
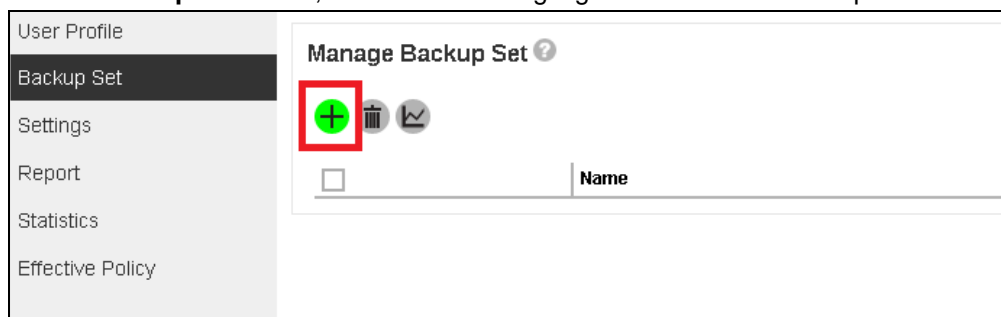
4. Select the type as **Office 365 Exchange Online Backup**, then name the backup set.
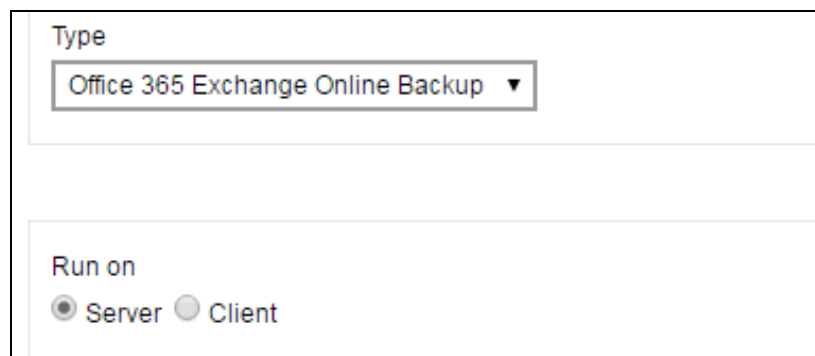
5. On the same menu under **Run on**, select **Server** to create a run on server (agentless backup) backup set or **Client** to create a run on client (agent-based backup) backup set.

- **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 AhsayOBM once the backup set is created.

- **Client** - If you choose to run the backup set on the AhsayOBM, you won't be able to back up, restore or manage your backups on the AhsayCBS Web Management Console once the backup is created.

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 passowrd of your Office 365 Exchange Online account, then press **Test** to verify the account.
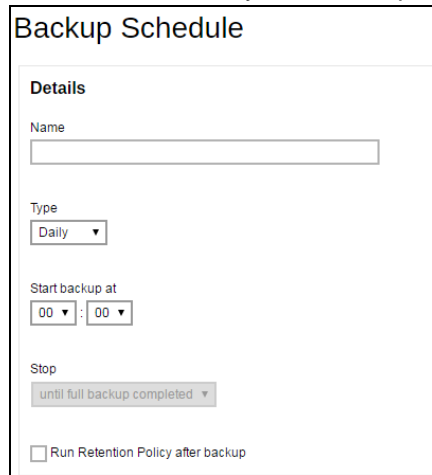
7. Press the icon at the bottom right corner to proceed when you are done settings.

8. Select the **Backup Source** in this menu. Click on the folder or individual file you would like to back up.

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.

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
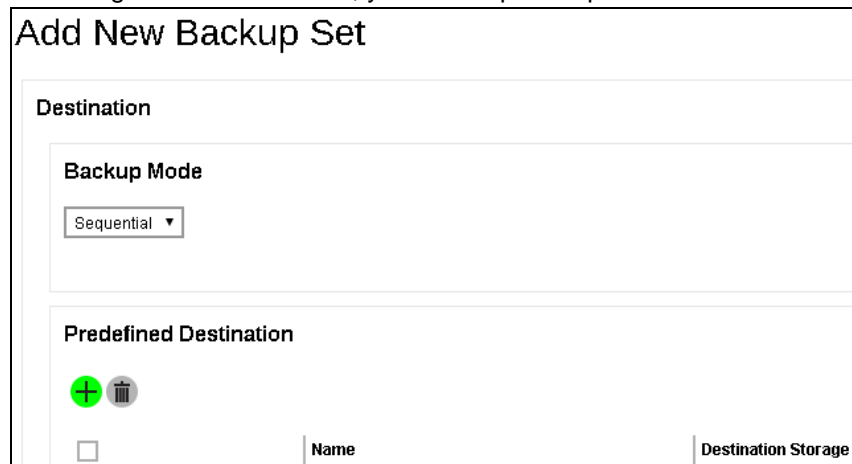
Backup Schedule

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

➕ 🗑

☐	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 **Predefinied 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

	Name	Destination Storage	Info
☑	MKT-Cloud-Storage		Google Accou
☐	Dropbox-1		Dropbox Acco

Add New Backup Set

Destination

Backup Mode

Sequential ▼

Predefined Destination

➕ 🗑

	Name	Destination Storage
☐	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 AhsayOBM and configure the backup destination from there. For further details, refer to Appendix A Setting Backup Destination on AhsayOBM for Backup Created on User Web Console.

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

12. 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 AhsayOBM at the time when this backup set is created. Please be reminded

that if you change the AhsayOBM 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.

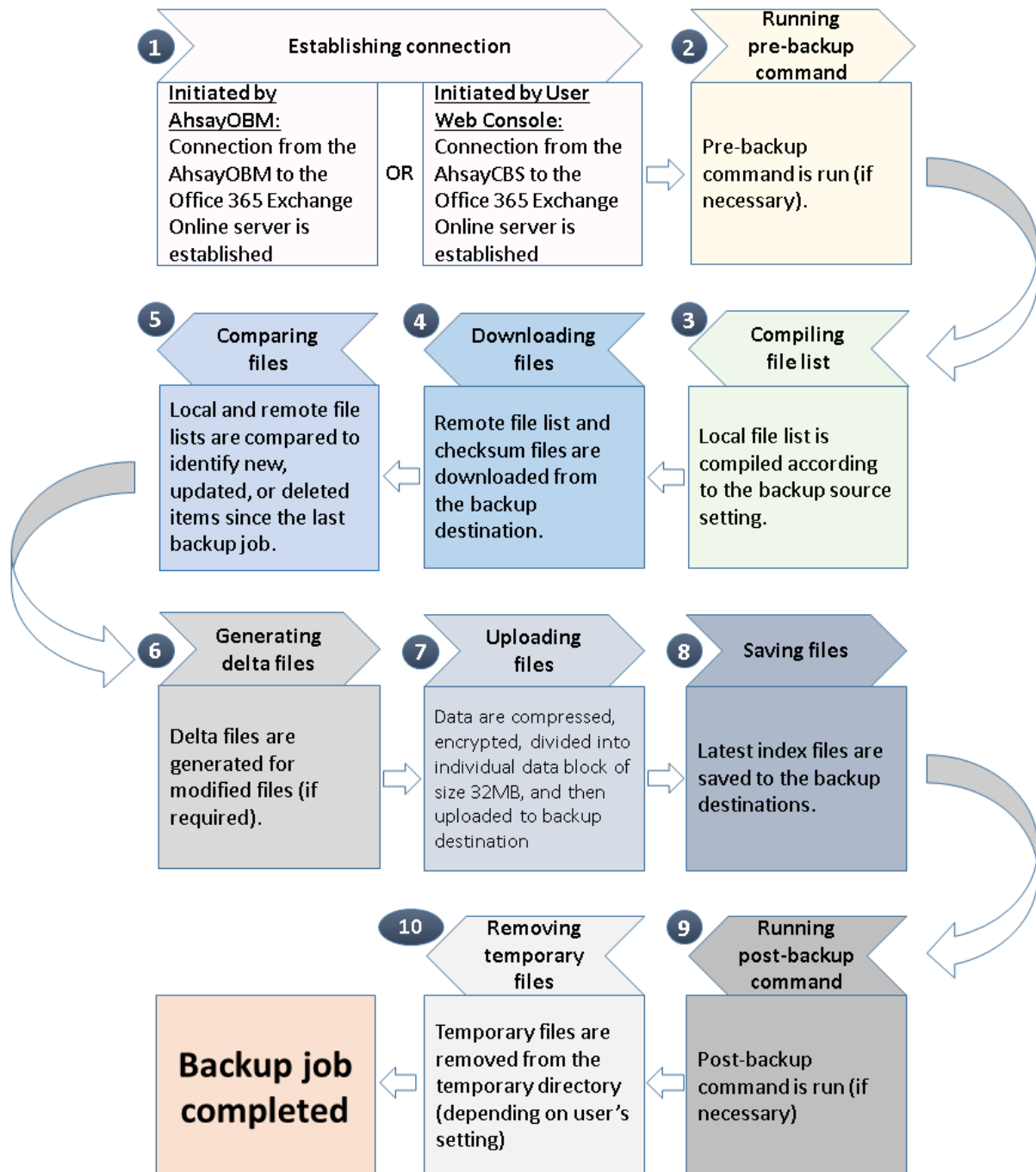*Note:* For best practice on managing your encryption key, refer to the following KB article:
https://forum.ahsay.com/viewtopic.php?f=169&t=14090

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:

1 Establishing connection

Initiated by AhsayOBM:
Connection from the AhsayOBM to the Office 365 Exchange Online server is established

OR

Initiated by User Web Console:
Connection from the AhsayCBS to the Office 365 Exchange Online server is established

2 Running pre-backup command

Pre-backup command is run (if necessary).

3 Compiling file list

Local file list is compiled according to the backup source setting.

4 Downloading files

Remote file list and checksum files are downloaded from the backup destination.

5 Comparing files

Local and remote file lists are compared to identify new, updated, or deleted items since the last backup job.

6 Generating delta files

Delta files are generated for modified files (if required).

7 Uploading files

Data are compressed, encrypted, divided into individual data block of size 32MB, and then uploaded to backup destination

8 Saving files

Latest index files are saved to the backup destinations.

9 Running post-backup command

Post-backup command is run (if necessary)

10 Removing temporary files

Temporary files are removed from the temporary directory (depending on user's setting)

Backup job completed

6 Running a Backup

Start a Manual Backup in AhsayOBM

1. Login to AhsayOBM according to the instructions in [Login to AhsayOBM](#).

2. Click the **Backup** icon on the main interface of AhsayOBM.

3. Select the backup set which you would like to start a backup for.
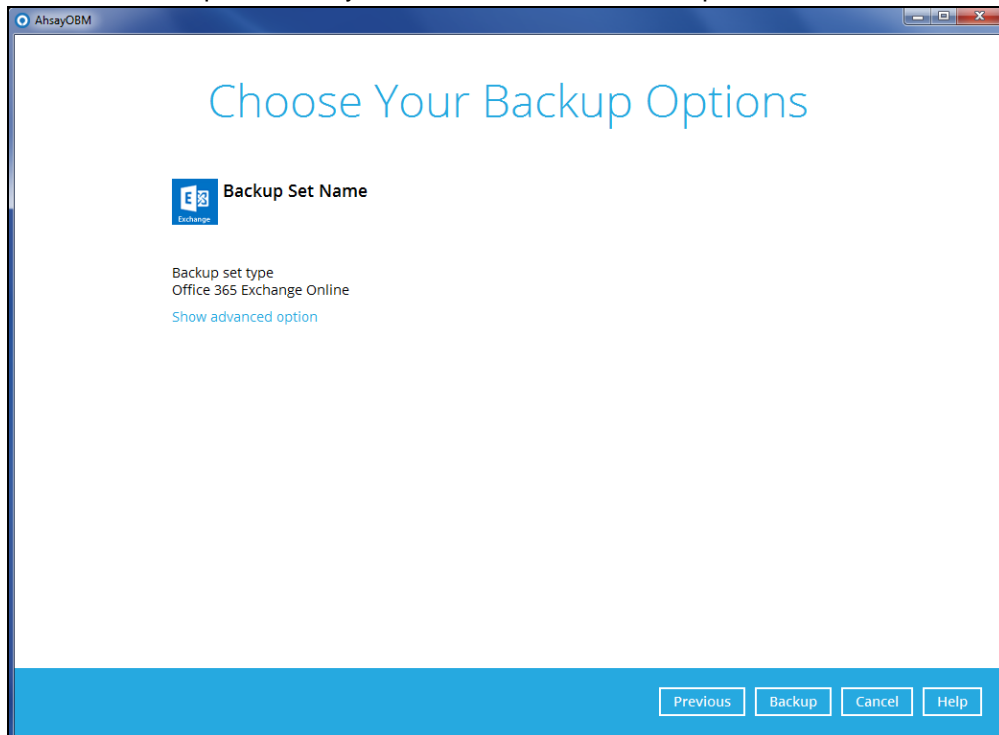
4. If you would like to modify the In-File Delta type, Destinations and Retention Policy Settings, click **Show advanced option**.

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.
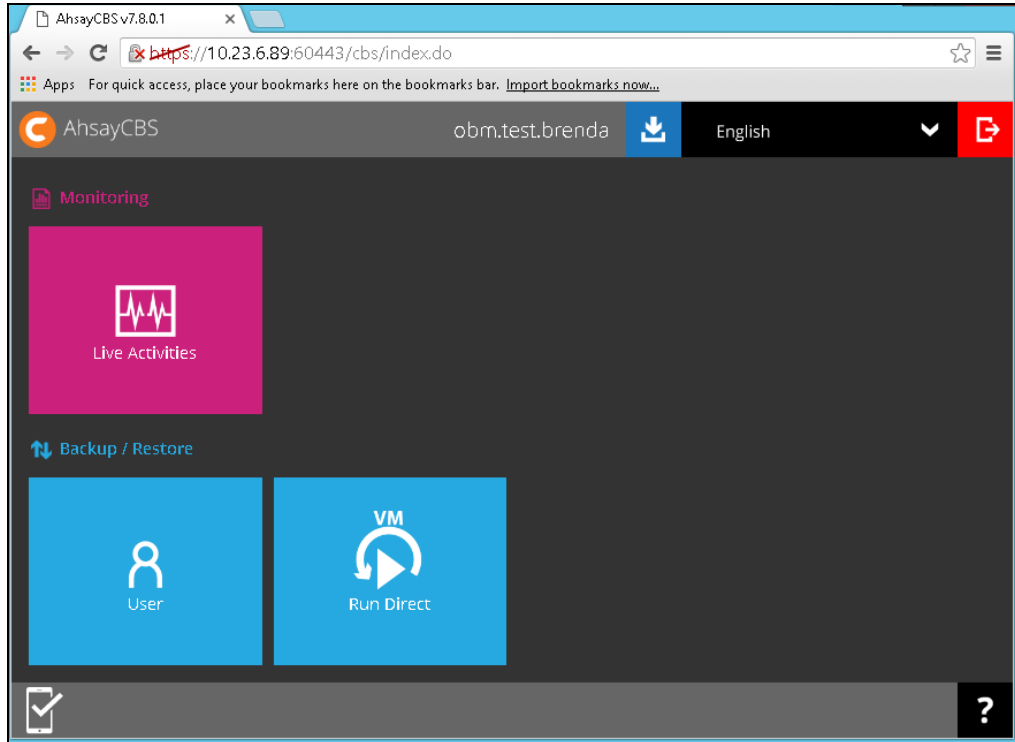
3.   Under the **Backup Set** > **Manage Backup Set** menu, you should see the backup set you have created.
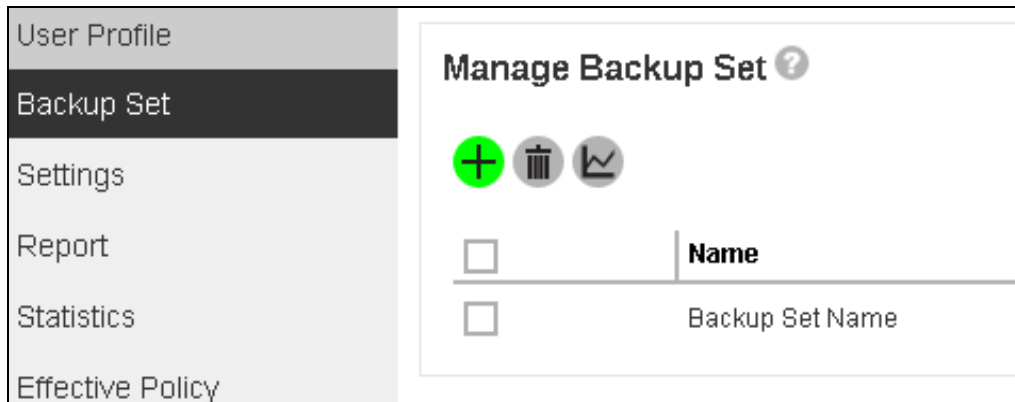
4.   Click the drop-down menu on the backup set that you would like to start a backup for. Select **Backup** and then click **Run**.
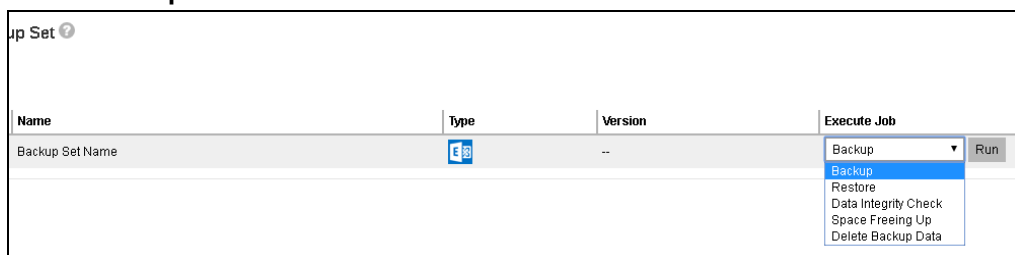
5.   Modify the **In-file Delta type** and **Rentention Policy** settings if necessary.

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.

Configure Backup Schedule for Automated Backup

Setting up on AhsayOBM

1. Click the **Backup Sets** icon on the AhsayOBM main interface.
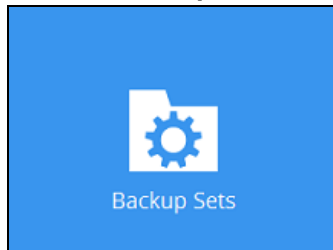
2. Select the backup set that you want to create a backup schedule for.
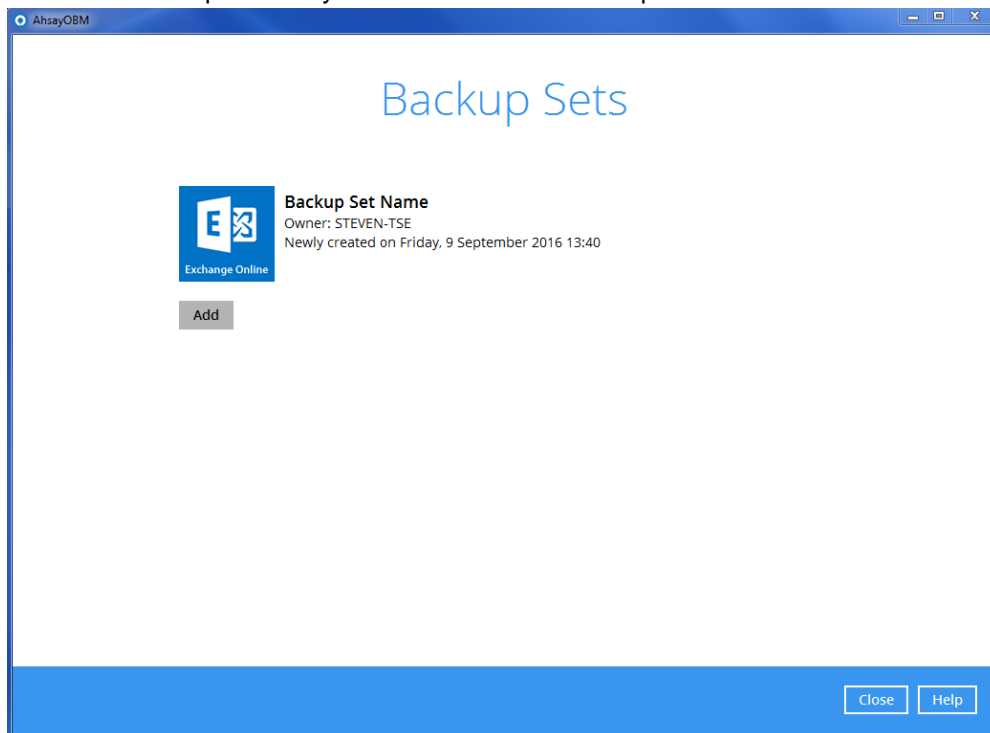
3.   Click Backup Schedule.
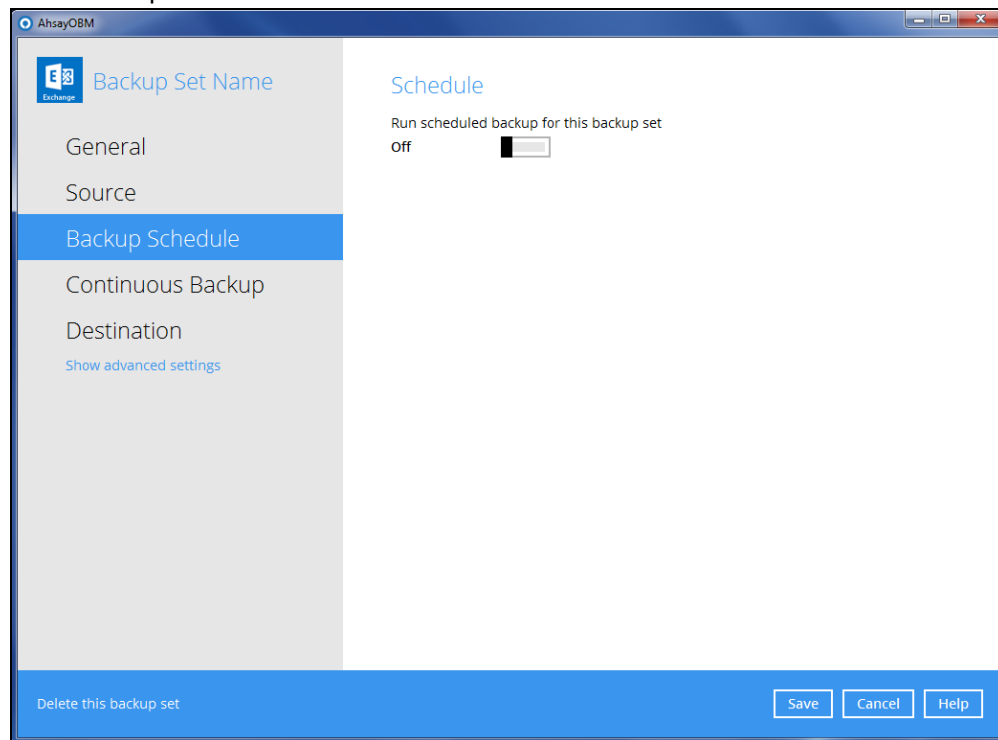
4.   Turn on the backup schedule by switching the "**Run scheduled backup for this backup set**" feature to **On**, then click the **+** icon next to **Add new schedule**.
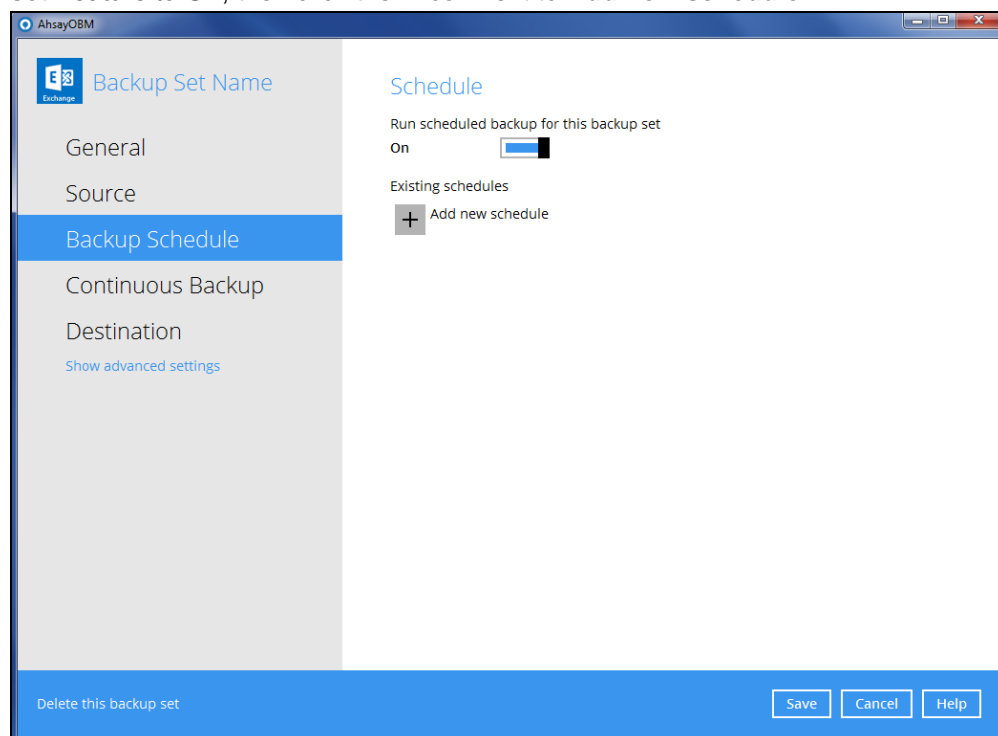
5. Configure the backup schedule settings on this page, then click **OK** when you are done with the settings.

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.
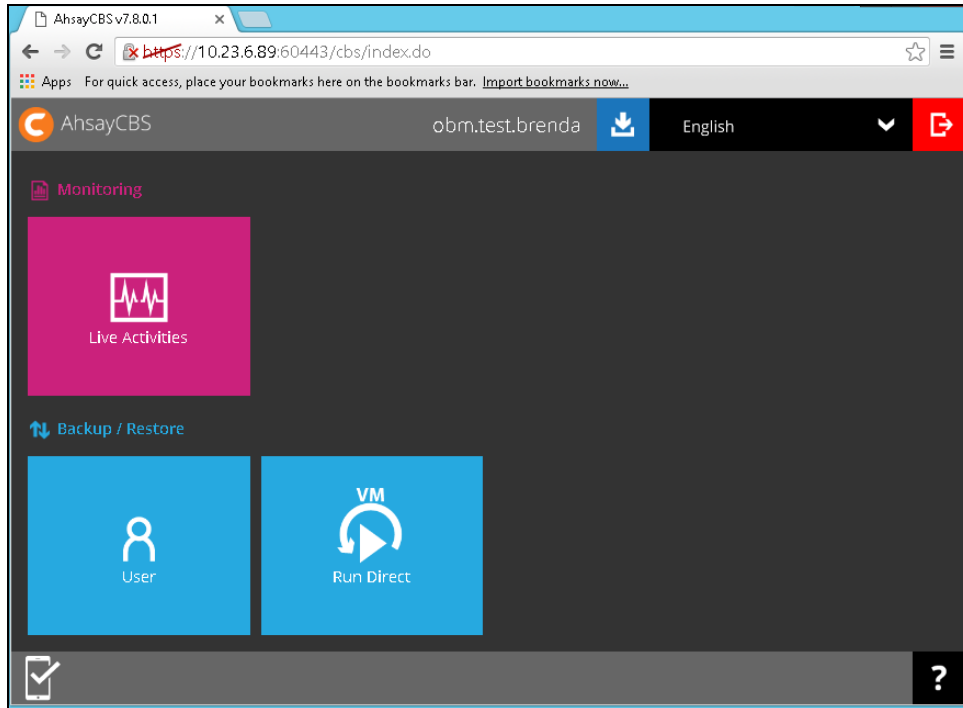
2. Click on the backup set which you would like to create a scheduled backup for under the **Backup Set** menu.
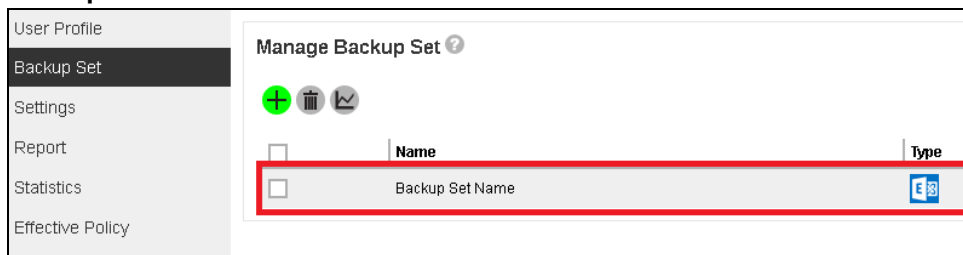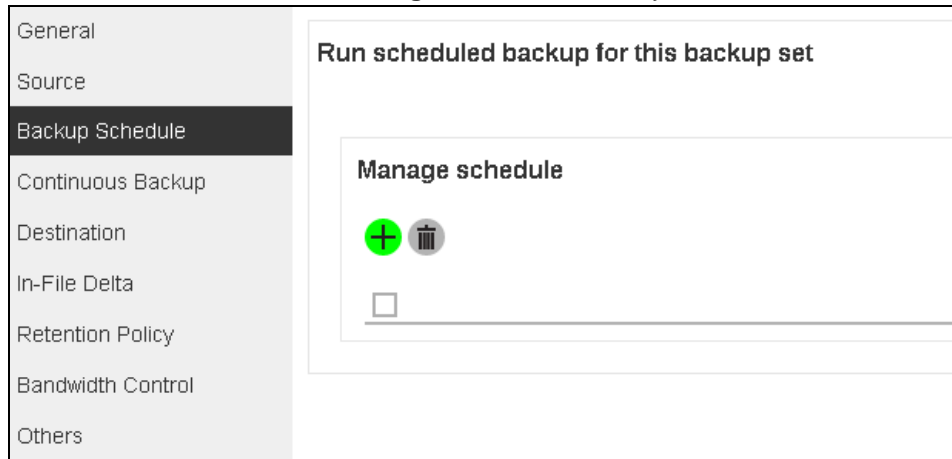
3. Go to the **Backup Schedule** menu, slide the on/off switch at the right to turn this feature on.
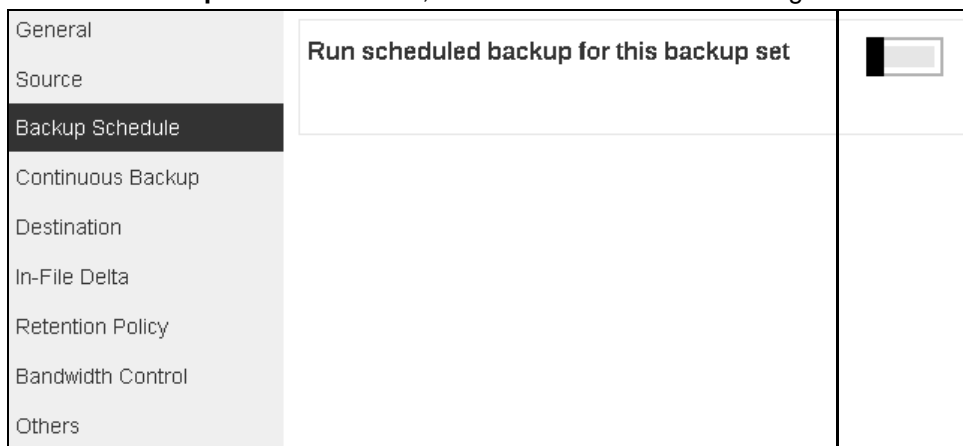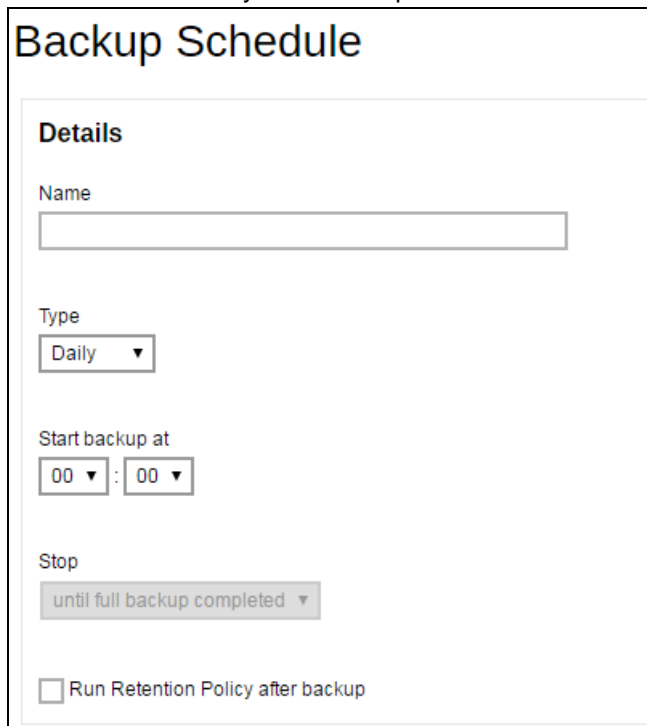
4. Click the ⊕ icon under the **Manage schedule** to add your desired schedule.

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 either the original location where you back them up or to another users' accounts under the same Office 365 account.
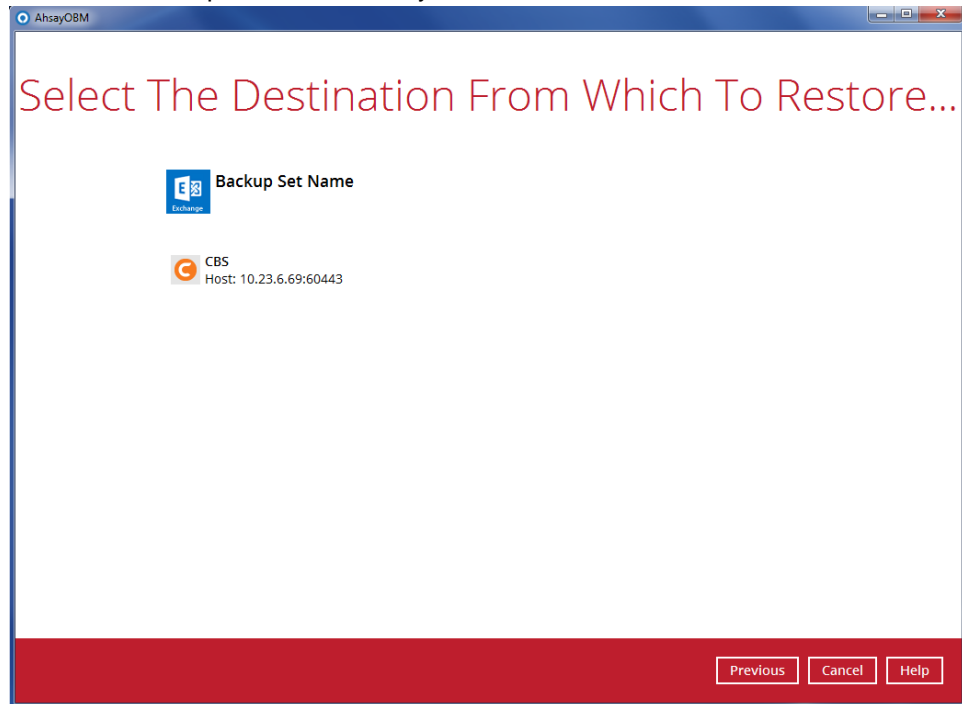
Restore Backup with AhsayOBM

1. Login to AhsayOBM according to the instructions in [Login to AhsayOBM](#).

2. Click the **Restore** icon on the main interface of AhsayOBM.
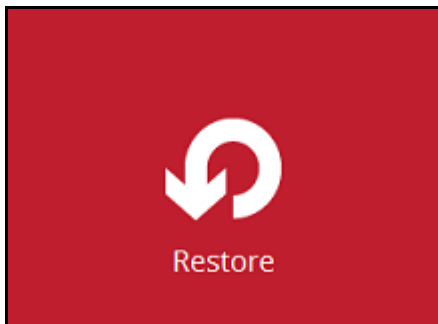
3. Select the backup set that you would like to restore.
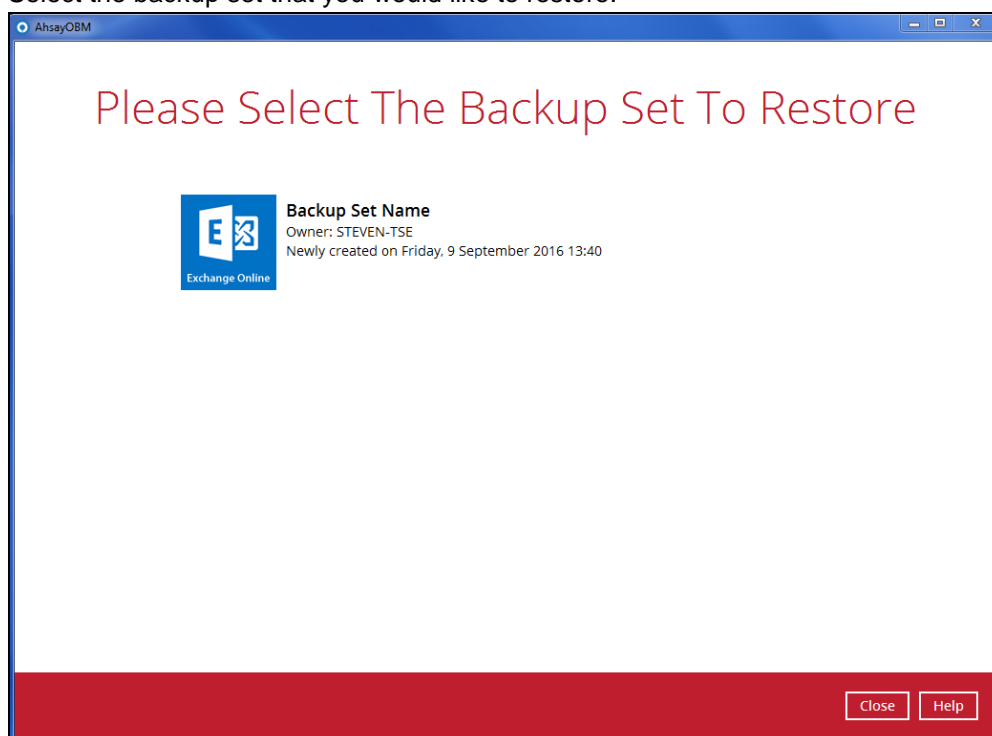
4. Select the backup destination that you would like to restore mail items to.


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.
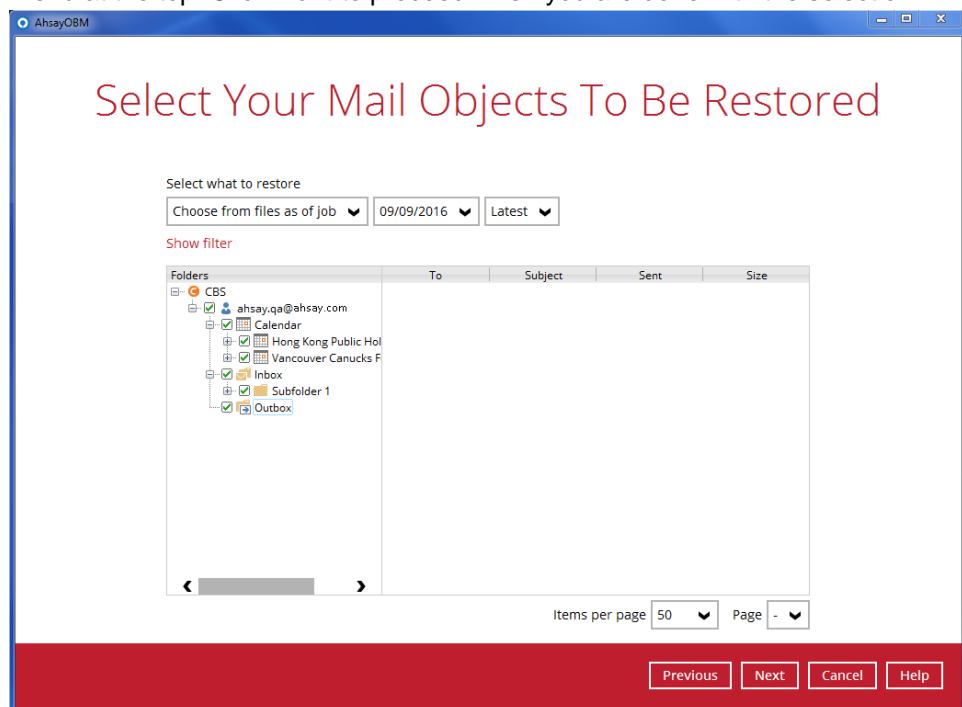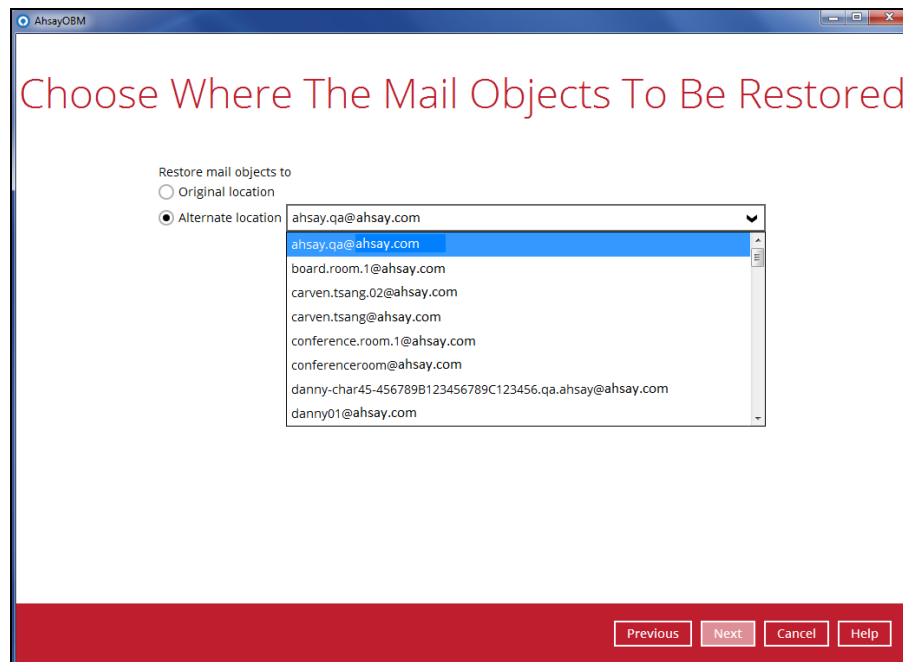
6. Select the destination you would like the mail objects to be restored.

- **Original location** – restore mail objects to the original location where you backed them up.
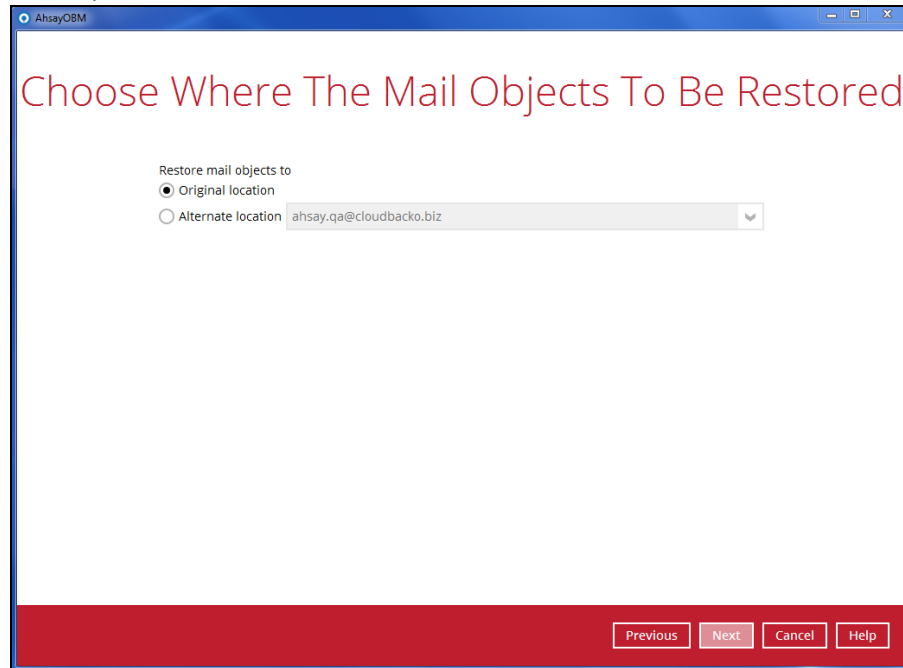
- **Alternate Location** – restore mail object to other users' accounts under the same Office 365 account.
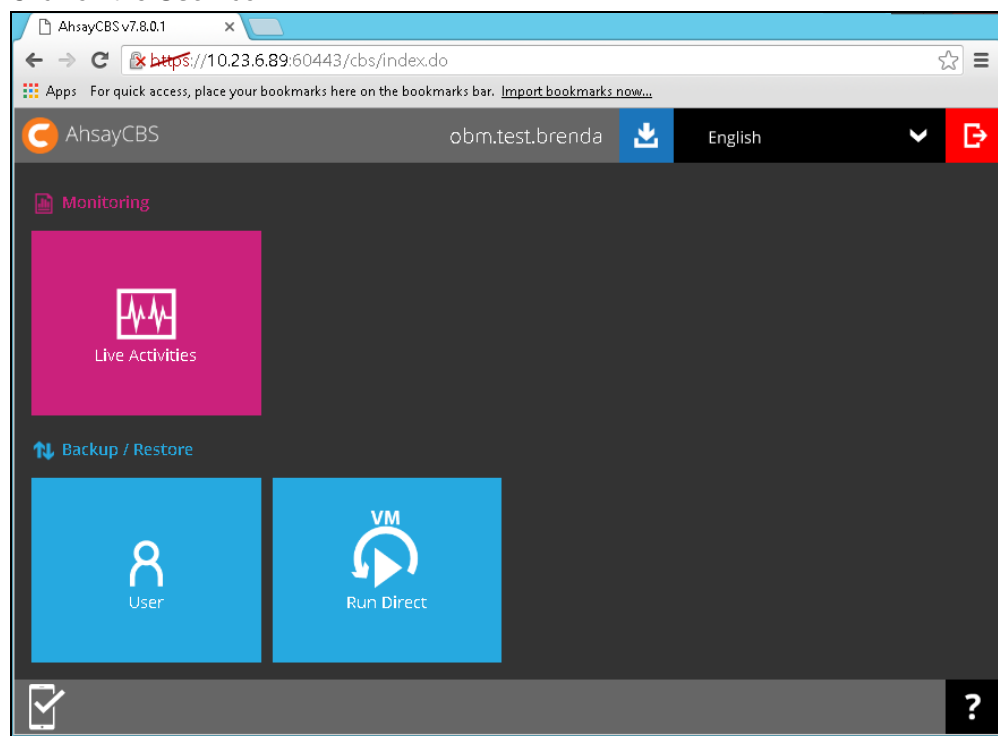
7. Select the temporary directory for storing temporary files, such as delta files when they are being merged, click **Restore** to start the restoration.
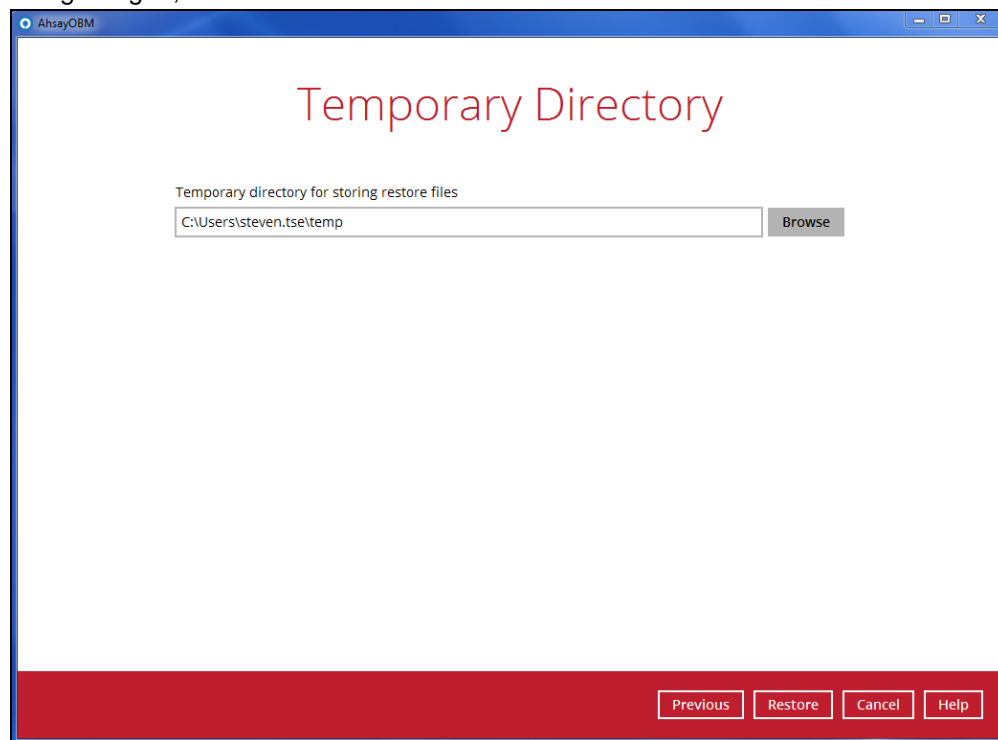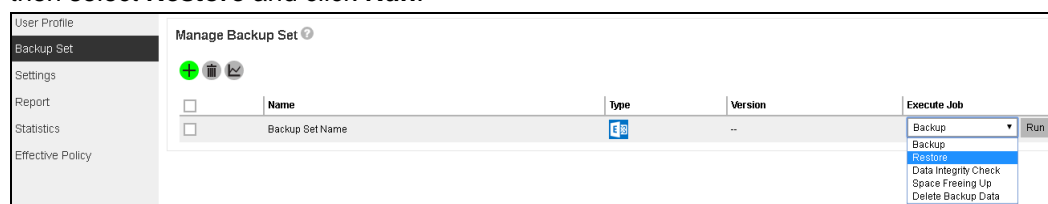

Restore Backup with User Web Console

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.
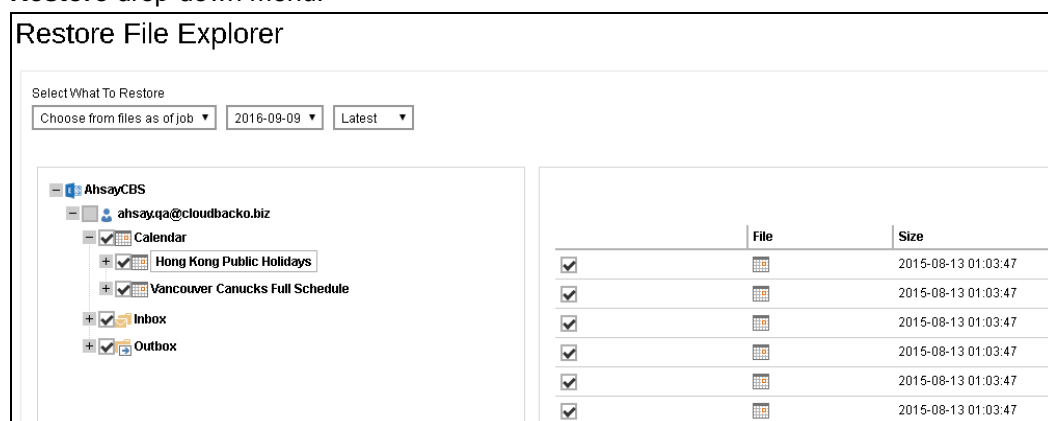
5. Click the icon to proceed when you are done with the selection.

6. Select the destination you would like the mail objects to be restored.

    ○ **Original location** – restore mail objects to the original location where you backed them up.

○ **Alternate location -** restore mail object to other users' accounts under the same Office 365 account.

7. Click the icon to start the restoration.

8. You will see the status showing **Restore is Running** when the restore is in progress.

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

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 AhsayOBM 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
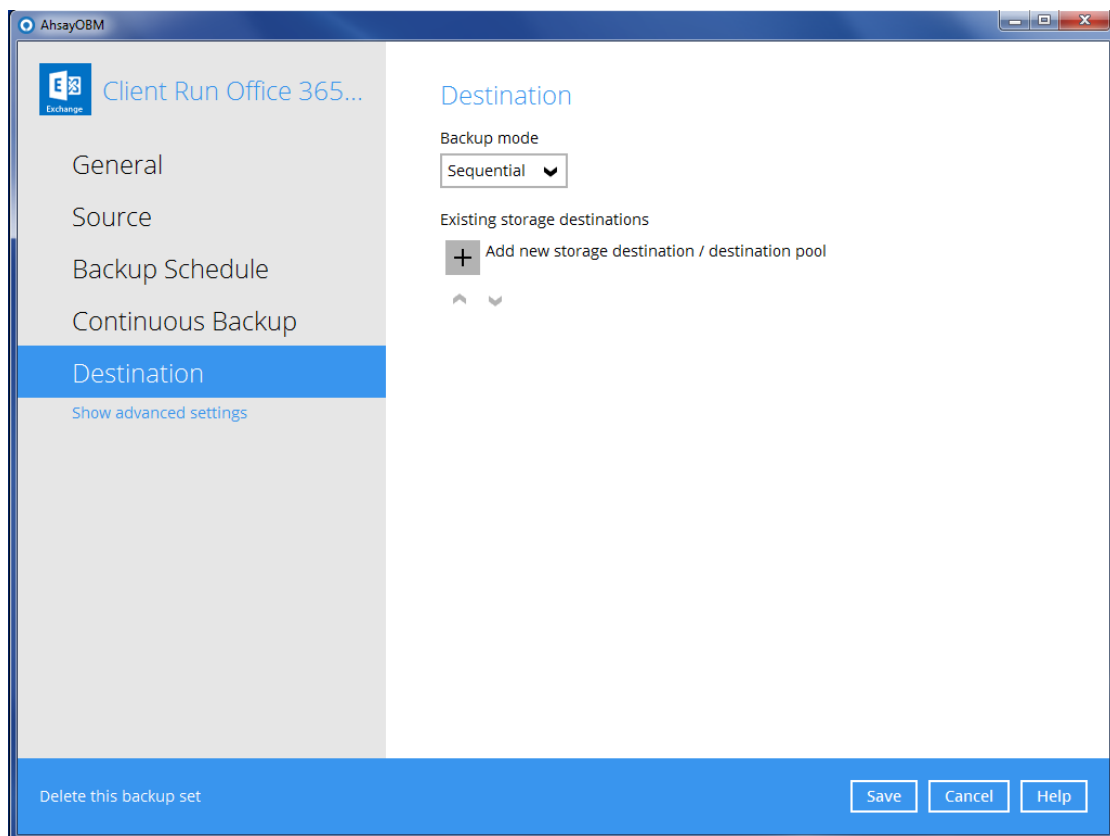
1. Log in to AhsayOBM according to the instructions in Login to AhsayOBM.

2. In the AhsayOBM main interface, click **Backup Sets**.

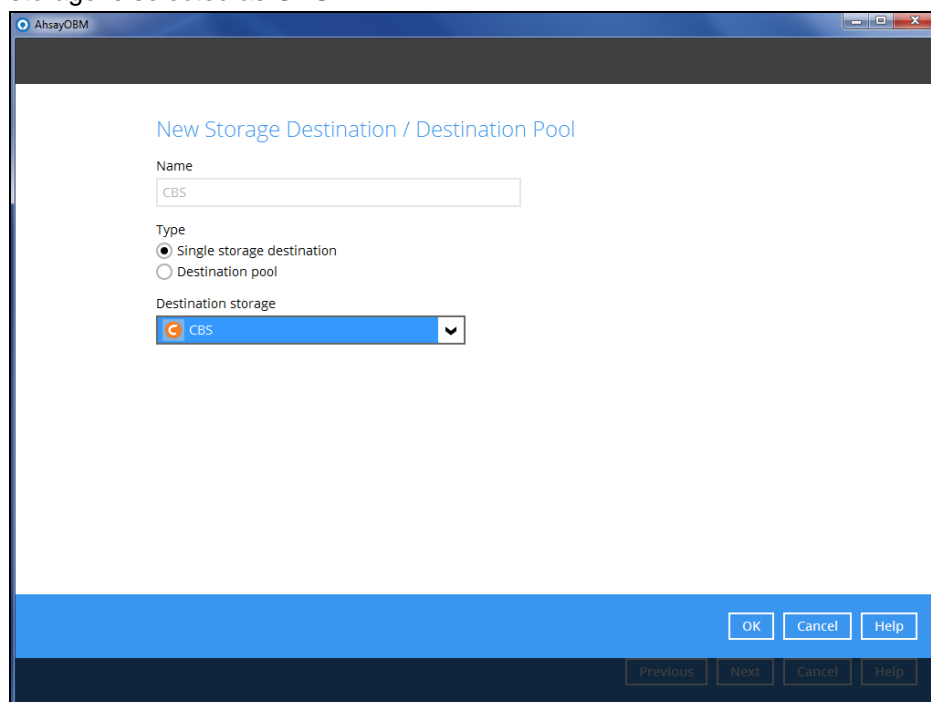3. Click the backup set which you wish to add backup destination to.
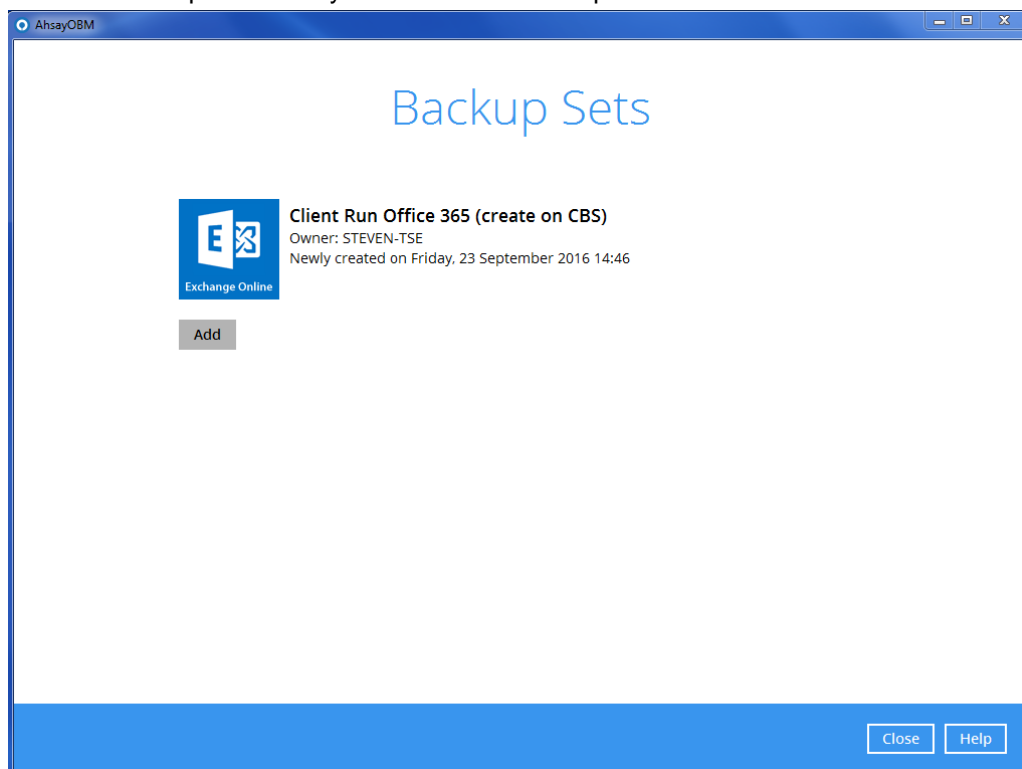
4. Click the **Destination** menu on the left side, then click the **Add** button on the right to add backup destination.

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**.

- **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.

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.

➢ 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

GoogleDrive-1

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

FTP-1

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

6. 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.