



Debunking Myths

Studying the truth behind native Office 365 backup and recovery gaps

Microsoft
Partner



Gold Application Development
Gold Cloud Platform
Gold Cloud Productivity
Gold Collaboration and Content

Accessible content is available upon request.

About the Presenters



John Hodges

Vice President of Product Strategy, AvePoint

John is Vice President of Product Strategy at AvePoint, focusing on developing compliance solutions that address modern data privacy, classification, and data protection needs for organizations worldwide. John has been actively engaged in the SharePoint community for several years, working with many Fortune 500 companies to drive sustainable adoption of Microsoft technology and optimize SharePoint's larger purpose-built implementations. John's insights and opinions on modern Information Technology can be found in various industry publications, as well as throughout this numerous speaking sessions in webinars and at events worldwide.



Stephanie Donahue

President, PAITgroup

With almost 20 years of experience in the IT Sector, Stephanie is a leader, an innovator, and skilled problem solver. She has a passion for technology and innovation that led her to co-found the PAIT Group. Stephanie believes that technology can minimize risk and maximize business growth and potential.

 [@stephkdonahue](https://twitter.com/stephkdonahue)

MVP



About AvePoint

Migrate. Manage. Protect.



AvePoint is headquartered and maintains its principal operational center in Jersey City, NJ, with approximately 1,600 employees located in wholly owned operational centers on six continents.

From Tahoe
to Today

Inc. Magazine
Hire Power
Award

Ernst & Young
Entrepreneur
of the Year

Windows IT Pro
Best SharePoint
Product

Deloitte
Technology
Fast 500

15K Customers 6M Cloud Users 88 Countries 6 Continents



Microsoft
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2017 Partner of the Year Winner
Public Sector: Microsoft CityNext Award
2016 Partner of the Year Winner
Technology for Good Citizenship Award
2015 Partner of the Year Winner
Collaboration and Content
2014 Partner of the Year Winner
Public Sector: Public Safety and National Security



Agenda: Debunking Myths

1. What are we protecting against?
2. What does my insurance policy cover?
3. What should I really be worried about?
4. Recap: When should I ask for help?



1. What are we protecting against?



More Common Data Loss Events...



User-Driven Errors

"I've misplaced a document... the URL I have doesn't work anymore!"

"The document version I have is corrupted, all my changes are missing!"

"I accidentally deleted a planner task, I can't find the history anymore!"

Admin-Driven Errors

"I've updated the apps on my site, but I need to roll back some changes."

"I've broken the inheritance on my site, people can't see my files anymore!"

"A user left the company 6 months ago, but we forgot their retention policy!"





Search this site

- Home
- Conversations
- Documents
- Notebook
- Pages
- Site contents
- Recycle bin
- Edit



Marketing

Public group

☆ Not following

10 members

+ New Send by email Promote

Published 7/13/2018

Edit

Real-world scenario: One of our MVPs at AvePoint indicated that in his first administrative job in SharePoint on-prem, he managed to erase the permissions to all users to their intranet portal. This demo is in tribute to him – but actually fairly common. Permissions are relatively easy to screw up: whether allowing members to invite new team members, accidentally “inheriting permissions” on a sub-site, or simply malicious changes can be difficult to restore!



Like Comment

Feedback



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Contoso: News and Updates



Contoso: News and Updates

New Send by email Promote

Release Announcements

Spring 2018 Announcements

Fusce quis quam ut massa convallis faucibus in non augue. Curabitur dapibus urna at sem venenatis, et rutrum erat vehicula. Phas sollicitudin. Praesent commodo purus sed urna molestie euismod. Aenean ultricies eros ac scelerisque aliquam. Nulla pretium ullam urna at pellentesque. Integer pulvinar nisl nec purus aliquet, ac sagittis diam auctor. In vel volutpat lorem. Phasellus vel neque orci. scelerisque ligula in elementum.

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Site permissions

Manage site permissions or invite others to collaborate

[Share site](#)



None



Everyone except external users



Site members
None

There are additional groups with permissions on this site. To see them, please visit [Advanced permissions settings](#).



Search this site

Contoso: News and Updates



Contoso: News and Updates

+ New Send by email Promote

If we accidentally wipe these out...

Release Announcements

Spring 2018 Announcements

Fusce quis quam ut massa convallis faucibus in non augue. Curabitur dapibus urna at sem venenatis, et rutrum erat vehicula. Phas sollicitudin. Praesent commodo purus sed urna molestie euismod. Aenean ultricies eros ac scelerisque aliquam. Nulla pretium ullam urna at pellentesque. Integer pulvinar nisl nec purus aliquet, ac sagittis diam auctor. In vel volutpat lorem. Phasellus vel neque orci. scelerisque ligula in elementum.

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Site permissions

Manage site permissions or invite others to collaborate

Share site

None

None

Site members
None

There are additional groups with permissions on this site. To see them, please visit [Advanced permissions settings](#).

- Home
- Notebook
- Documents
- Pages
- Release Announceme...
- Site contents
- Recycle bin
- Edit



BROWSE

PERMISSIONS



Grant Permissions

Grant



Create Group

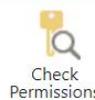


Edit User Permissions

Modify

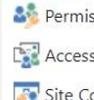


Remove User Permissions



Check Permissions

Check



Permission Levels

Access Request Settings

Site Collection Administrators

Manage

Or do it the old-fashioned way...

Home

Notebook

Documents

Pages

Recent

Monthly Blog

Release Announcements

Site contents

Recycle Bin

EDIT LINKS

Some content on this site has different permissions from what you see here. [Show these items.](#)
There are limited access users on this site. Users may have limited access if an item or document under the site has been shared with them. [Show users.](#)

<input type="checkbox"/>	<input type="checkbox"/>	Name	Type	Permission Levels
<input type="checkbox"/>	<input type="checkbox"/>	Adele Vance	User	Contribute
<input type="checkbox"/>	<input type="checkbox"/>	Alex Wilber	User	Contribute
<input type="checkbox"/>	<input type="checkbox"/>	Allan Deyoung	User	Contribute
<input type="checkbox"/>	<input type="checkbox"/>	Christie Cline	User	Contribute
<input type="checkbox"/>	<input type="checkbox"/>	Debra Berger	User	Contribute
<input type="checkbox"/>	<input type="checkbox"/>	Diego Siciliani	User	Contribute
<input type="checkbox"/>	<input type="checkbox"/>	Emily Braun	User	Contribute
<input type="checkbox"/>	<input type="checkbox"/>	Enrico Cattaneo	User	Contribute
<input type="checkbox"/>	<input type="checkbox"/>	Excel Services Viewers	SharePoint Group	View Only
<input type="checkbox"/>	<input type="checkbox"/>	Grady Archie	User	Contribute
<input type="checkbox"/>	<input type="checkbox"/>	Henrietta Mueller	User	Contribute
<input type="checkbox"/>	<input type="checkbox"/>	Irvin Sayers	User	Contribute
<input type="checkbox"/>	<input type="checkbox"/>	Isaiah Langer	User	Contribute
<input type="checkbox"/>	<input type="checkbox"/>	Johanna Lorenz	User	Contribute
<input type="checkbox"/>	<input type="checkbox"/>	Joni Sherman	User	Contribute
<input type="checkbox"/>	<input type="checkbox"/>	Jordan Miller	User	Contribute
<input type="checkbox"/>	<input type="checkbox"/>	Lee Gu	User	Contribute
<input type="checkbox"/>	<input type="checkbox"/>	Lidia Holloway	User	Contribute
<input type="checkbox"/>	<input type="checkbox"/>	Lynne Robbins	User	Contribute
<input type="checkbox"/>	<input type="checkbox"/>	Megan Bowen	User	Contribute



BROWSE PERMISSIONS

Grant Permissions Grant	Create Group	Edit User Permissions Modify	Remove User Permissions Modify	Check Permissions Check	Permission Levels Manage	Access Request Settings Manage	Site Collection Administrators Manage
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- Home
- Notebook
- Documents
- Pages
- Recent
- Monthly Blog
- Release Announcements
- Site contents
- Recycle Bin
- EDIT LINKS

Some content on this site has different permissions from what you see here. [Show these items.](#)
 There are limited access users on this site. Users may have limited access if an item or document under the site has been shared with them. [Show users.](#)

There are no items to show in this view.

Oops!



Sorry, you don't have access.

I'd like access, please.

Request Access

Typical first sign that something has gone wrong...



Outages can happen!

Microsoft suffers global outage to Azure and Office 365 services



WRITTEN BY
Keumars Afifi-
Sabet

Disruption persists for more than 24 hours after a 'severe weather event' knocked a centre offline

See related :

▶ [Office 365 adoption up 50%, while AWS dominates EMEA](#)

Microsoft Cloud Services Stumble After Outage Hits Texas Datacenter

By *Kurt Mackie* • September 04, 2018

Various Office 365 and Azure cloud services went down this week after a Sept. 4 lightning strike temporarily disabled Microsoft's datacenters in the South Central U.S. region.

The lightning strike on a San Antonio, Texas datacenter temporarily knocked out the power, leading to service outages that have affected many regional South Central U.S. Azure and Office 365 services, as well as nonregional Azure Active Directory services. Power to the affected datacenter has since been restored, but Microsoft still listed multiple Azure services that are out for customers in that region, according to its [Azure Status page](#).

<http://www.cloudpro.co.uk/it-infrastructure/7658/microsoft-suffers-global-outage-to-azure-and-office-365-services>
<https://rcpmag.com/articles/2018/09/04/microsoft-cloud-outage-datacenter.aspx>

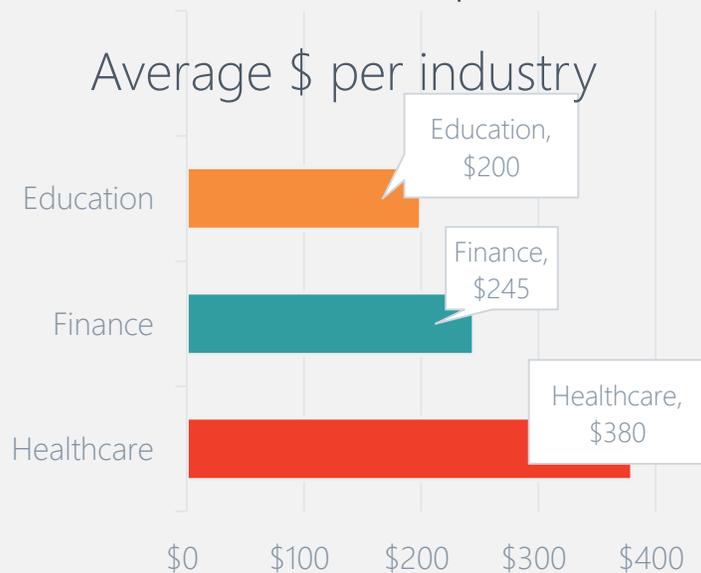


Big picture: the cost of an outage



Data loss can happen anytime—and it's usually when you least expect it

Think you've got your data covered? Think again. It's not just cybercriminals...there are other causes of loss too, including: hardware or system malfunctions, human error, software corruption, computer viruses, and natural disasters too! It all adds up...



■ **\$200** per lost or stolen record in **Education***

■ **\$245** per lost or stolen record in **Finance***

■ **\$380** per lost or stolen record in **Healthcare***

- 60% of small businesses that lose data will shut down within six months**
- Only 13% of organizations are prepared to handle data loss and ransomware attacks**
- 50,000 compromised records results in a data breach of \$6.3 million*

*Ponemon Institute's 2017 Cost of Data Breach Study **Carbonite Research 2017

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Walls Construction Protects Critical Data From Ransomware Attack With AvePoint Cloud Backup

Following their roll out of Office 365 and SharePoint Online, Walls experienced an incident with one of their members of staff being hit with a malicious ransomware attack. The staff member's OneDrive was replicated and then deleted, resulting in the complete loss of that user's data.

"With the amount of control that Office 365 brings to end users, it is not realistic for a company to completely monitor every deletion. So we had to have a way to very quickly and easily recover from something like this, and began evaluating Office 365 backup products..."

<https://www.avepoint.com/case-studies/walls-construction>



1. What are we protecting against?

- ❑ Basic user-error (lost / corrupt files)
- ❑ Admin error (data loss / settings issues)
- ❑ "Worst Case" scenarios (outages)

2. What does my policy cover?

More Common Data Loss Events...



User-Driven Errors

"I've misplaced a document... the URL I have doesn't work anymore!"

"The document version I have is corrupted, all my changes are missing!"

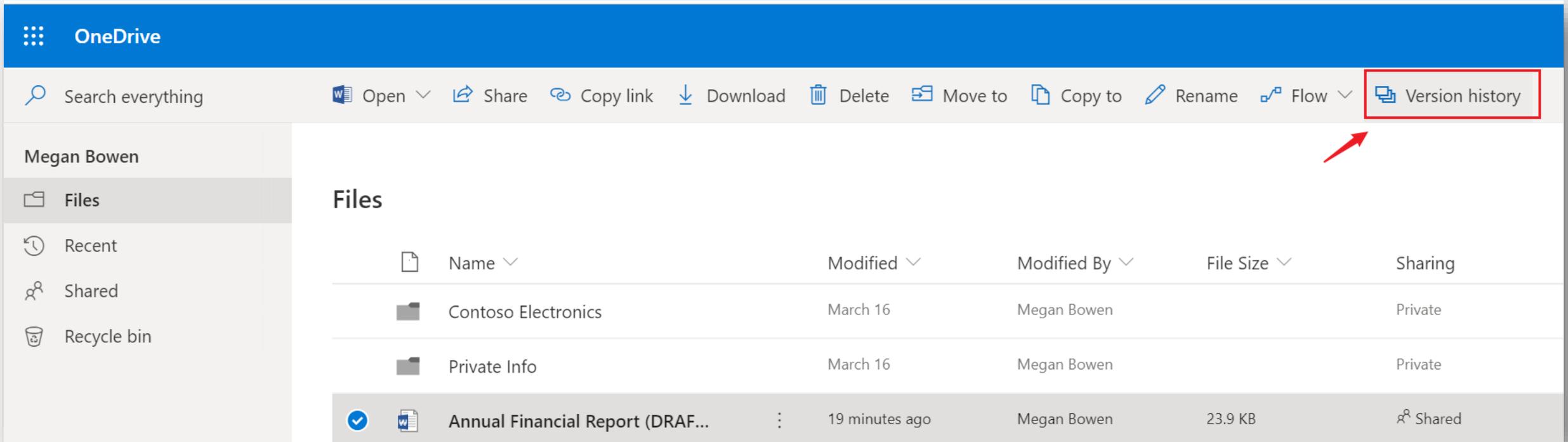
"I accidentally deleted a planner task, I can't find the history anymore!"

Examples:

- Native versioning control in-client
- Native recycle bin settings in-browser
- Native "Files Restore" in Teams / OneDrive



Example: Files Versioning / Recycle Bin



The screenshot displays the OneDrive web interface. At the top, a blue header contains the OneDrive logo and a search bar. Below the header is a toolbar with various actions: Open, Share, Copy link, Download, Delete, Move to, Copy to, Rename, Flow, and Version history. The 'Version history' button is highlighted with a red rectangular box, and a red arrow points to it from the right. On the left side, a navigation pane shows the user's name 'Megan Bowen' and options for 'Files', 'Recent', 'Shared', and 'Recycle bin'. The main content area, titled 'Files', shows a table of files and folders. The table has columns for Name, Modified, Modified By, File Size, and Sharing. The files listed are 'Contoso Electronics', 'Private Info', and 'Annual Financial Report (DRAF...'. The 'Annual Financial Report (DRAF...' file is highlighted in grey and has a blue checkmark icon to its left.

Name	Modified	Modified By	File Size	Sharing
Contoso Electronics	March 16	Megan Bowen		Private
Private Info	March 16	Megan Bowen		Private
Annual Financial Report (DRAF...)	19 minutes ago	Megan Bowen	23.9 KB	Shared



Example: Native Recycle Bin Settings

Change how long permanently deleted items are kept for an Exchange Online mailbox

03/04/2019 • 3 minutes to read • Contributors 

If you've *permanently* deleted an item in Microsoft Outlook or Outlook on the web (formerly known as Outlook Web App), the item is moved to a folder (**Recoverable Items** > **Deletions**) and kept there for 14 days, by default. You can change how long items are kept, up to a maximum of 30 days.

ⓘ Note

You must use Exchange Online PowerShell to make the change. Unfortunately, you can't currently do this directly in the Outlook or Outlook on the web.

<https://support.office.com/en-ie/article/restore-deleted-items-from-the-site-collection-recycle-bin-5fa924ee-16d7-487b-9a0a-021b9062d14b#ID0EAAEAAA=Online>



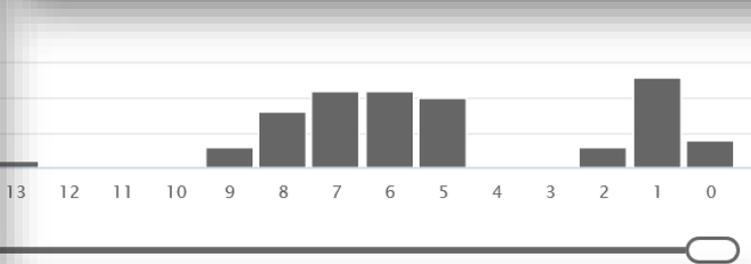
Restore your OneDrive

If something went wrong, you can restore your OneDrive to a previous time. Select a date preset or use the slider to find a date with unusual activity in the chart. Then select the changes that you want to undo.

Select a date

- Custom date and time
- Yesterday
- One week ago
- Three weeks ago
- Custom date and time

All changes after 3/20/2018 4:25:54 PM will be rolled back



✓	Deleted by John Hodges 6:44:23 PM	Microsoft ADG Update March 2018.mp4
✓	14 days ago - 3/6/2018 (3)	
✓	+ Added by John Hodges 3:48:17 AM	Value of Server Products.pptx
✓	+ Added by John Hodges 3:48:11 AM	GDPR Mapping.xlsx
✓	✎ Updated by John Hodges 3:08:28 AM	GDPR_Cybersecurity Resilience_Sales Conference UK.pptx
✓	15 days ago - 3/5/2018 (1)	
✓	✎ Updated by John Hodges 5:35:17 AM	GDPR_Cybersecurity Resilience_Sales Conference UK.pptx

Settings

Search all settings

Site settings
Go to site settings for this site.

Theme
Jelly Fish

Start page
People

Notifications
Off

Password
Change your password.

OneDrive
Restore your OneDrive

Your app settings
Office 365
Mail
Calendar
People
Yammer

Example: Files Restore for Teams

The screenshot displays the Microsoft Teams interface. On the left, the 'X1050 Launch Team' is shown as a public group. The main area is titled 'Documents' and contains a table of files and folders. A red box highlights a list of folders: Design, Digital Assets Web, General, Go to Market Plan, Launch Event, Legal and Compliance, and Web and Social Trends. A red arrow points from the 'Go to Market Plan' folder in this list to the 'Go to Market Plan' channel in the right-hand pane. The right-hand pane shows the 'Your teams' list with 'X1050 Launch Team' selected, and its channels are listed: General, Design, **Digital Assets Web**, **Go to Market Plan**, Launch Event, **Legal and Compliance**, and Web and Social Trends. The 'Go to Market Plan' channel is highlighted in grey.

X1050 Launch Team
Public group

Search

Home
Conversations
Documents
Shared with us
Notebook
Pages
Site contents
Recycle bin
Edit

+ New | Upload | Sync | Export to Excel | Flow

Name	Modified
Design	March 16
Digital Assets Web	March 16
General	March 16
Go to Market Plan	March 16
Launch Event	March 16
Legal and Compliance	March 16
Web and Social Trends	March 16
Fabrikam3DPrinterBrochure.pptx	March 16
Product Launch.pptx	March 16

Microsoft Teams

Your teams

- X1050 Launch Team
 - General
 - Design
 - Digital Assets Web**
 - Go to Market Plan**
 - Launch Event
 - Legal and Compliance**
 - Web and Social Trends
- Contoso Sales
 - General



Example: I've deleted a planner task...

No safety net for some user content:

The screenshot displays the Microsoft Planner application interface. On the left is a dark sidebar with navigation options: 'New plan', 'Planner hub', 'My tasks', 'Favorites', and 'Recent plans'. The main area shows a board for an 'Event Plan' with four columns: 'To Do', 'Presentation', 'Press', and 'Venue'. Each column contains a list of tasks. A context menu is open over a task in the 'Press' column, listing actions: 'Label', 'Assign', 'Copy task', 'Copy link to task', and 'Delete'. A red arrow points to the 'Delete' option, which is highlighted with a red border. The 'Delete' option is the only one in the menu that is not dimmed, indicating it is available for the selected task.



More Common Data Loss Events...

Admin-Driven Errors

"I've updated the apps on my site, but I need to roll back some changes."

"I've broken the inheritance on my site, people can't see my files anymore!"

"A user left the company 6 months ago, but we forgot their retention policy!"



Examples:

- Native second-level recycle bins
- Native restore requests
- Native soft-delete policies



What about Sites, Groups and Teams?



OBJECT LEVEL
RESTORE ONLY



LIMITED TIME (MAX
90 DAYS)



MAY REQUIRE
SUPPORT TICKET
FILED WITH MSFT



ADMIN RESTORE
MAX 30 DAYS



ZERO GRANULARITY-
ENTIRE OBJECT
REVERTS

Exchange admin center

dashboard mailboxes **groups** resources contacts shared migration

recipients

- permissions
- compliance management
- organization
- protection
- advanced threats
- mail flow
- mobile
- public folders
- unified messaging
- hybrid

GROUPS
IN OUTLOOK

More than a DL - even new members get all prior conversations and attachments.

[Create a group](#)

UPGRADE
DISTRIBUTION LISTS

You have some distribution lists that are eligible for upgrade.

[Get started](#)

+ New Office 365 group

DISPLAY NAME	GROUP TYPE	STATUS	EMAIL ADDRESS
All Employees	Distribution list	Active	Employees@M365x884154.onmicro...
Business Development	Office 365	Active	BusinessDevelopment@M365x8841...
Commercial Lending	Office 365	Active	CommercialLending@M365x884154...
Contoso #02	Office 365	Active	Contoso02@M365x884154.onmicro...
Contoso #02	Office 365	Active	StaffHubfeacb@M365x884154.onmi...
Contoso Finance	Office 365	Active	ContosoFinance@M365x884154.on...
Contoso IT	Office 365	Active	ContosoIT@M365x884154.onmicros...
Contoso Sales	Office 365	Active	ContosoSales@M365x884154.onmi...
DG-2000 Feedback	Office 365	Active	dg-2000feedback@M365x884154.o...
DG-2000 Product Team	Office 365	Active	DG-2000ProductTeam@M365x8841...
Electronic Events	Office 365	Deleted today	ElectronicEvents@M365x884154.on...
Employee Advocacy	Office 365	Active	employeeadvocacy@M365x884154...
Engineering	Office 365	Active	Engineering@M365x884154.onmicr...
Executives	Distribution list	Active	Executives@M365x884154.onmicros...
Finance	Office 365	Active	finance@M365x884154.onmicrosoft...
Finance Team	Distribution list	Active	FinanceTeam@M365x884154.onmic...
HR	Office 365	Active	hr@M365x884154.onmicrosoft.com
HR - Onboarding Exp VTeam	Office 365	Active	HR-OnboardingExpVTeam@M365x...

Electronic Events

Office 365 group
ElectronicEvents@M365x884154.onmicrosoft.com

Status

This group was deleted on 5/7/2019 4:28:49 AM
[Click here to restore](#)

Description

Electronic Events

Owners

Megan Bowen
MOD Administrator
Nestor Wilke

Privacy

Public - Anyone can see content



Example: Project Cleanup Activities

Project Intake

- Ideas
- New Proposal

My Activities

- Calendar
- Tasks
- Manage Timesheets
- Issues & Risks
- Timesheet
- Approvals (Tasks)
- Approvals (Workflow)

Dashboards

- Project Center
- Resource Center
- Report Center
- Power BI
- Strategy

Delete Enterprise Objects ⓘ

What do you want to delete from Project Web App?

- Projects
- Resources and Users
- Status Report Responses
- Timesheets

Delete the selected projects

- Delete draft and published projects
- Delete only published projects
- Delete archived projects
- Delete the connected SharePoint sites

You can't delete Projects that are currently checked out to other users. To force check-in projects, go to [Force Check-in Enterprise Objects](#)

<input type="checkbox"/>	Project Name ▲	Project Manager	Version	Type	Last Updated	Checked Out	Job State
<input checked="" type="checkbox"/>	AdventureWorks Cycles Building Maintenance	Lidia Holloway	Published	Project	3/29/2019 5:12:47 PM	No	
<input checked="" type="checkbox"/>	Agile	MOD Administrator	Working	Template	3/29/2019 5:18:11 PM	Yes	
<input checked="" type="checkbox"/>	APAC Network Expansion	Lidia Holloway	Published	Project	3/29/2019 5:22:35 PM	No	
<input type="checkbox"/>	Bay Plaza	Lidia Holloway	Published	Project	3/29/2019 5:26:08 PM	No	
<input type="checkbox"/>	Bell Linguistics Analysis Tool	Adele Vance	Published	Project	3/29/2019 5:24:05 PM	No	
<input type="checkbox"/>	Benjamin Map and GPS Software R100	Lidia Holloway	Published	Project	3/29/2019 5:07:58 PM	No	



Native tools and coverage

Out-of-the-box tools

- Version Control (minimum 100)
- Recycle Bin (93 days total)
- Deleted E-mail (14 days default – 30 max)

- Soft-delete Sites / Groups / Teams (30 days)
- Retention settings (legal holds)
- “Files Restore” – OneDrive / Sites / Teams
- Restore from Microsoft Backup (14 days)

Scenario

- User Error, document corruption
 - User Error, document deletion
 - User Error, e-mail deletion
-
- Owner / Admin error, deletion
 - Legal Retention Only
 - Ransomware
 - Corruption / Ransomware



2. What does my policy cover?

- Basic user-roll back for document versions
- Temporary admin “soft-delete” protection
- “Worst Case” roll-backs via Microsoft support

3. What should I be worried about?

Why would you backup the cloud?



Isn't that why I went with a cloud service?



Doesn't my cloud provider have me covered?



Do I really need it?



How would I do that anyway?

Who has you covered?

FORRESTER®

[Share](#)

FOR INFRASTRUCTURE & OPERATIONS PROFESSIONALS

Back Up Your SaaS Data — Because Most SaaS Providers Don't

Cloud-To-Cloud Backup Is The Only Practical Option For SaaS Data Protection

December 29, 2017



By **Naveen Chhabra**
with Glenn O'Donnell,
Will McKeon-White,
Bill Nagel

Why Read This Report

Software-as-a-service (SaaS) is a popular element of a sound technology strategy. While almost all SaaS vendors explicitly state that protecting data is the customer's responsibility, infrastructure and operations (I&O) leaders usually send critical data to those providers without any plan for ensuring data resiliency. Back up SaaS data or risk losing customers, partners, and employees. Stop leaving the door open to data loss, and start proactively protecting cloud data before it's too late. This report helps I&O leaders navigate the landscape of SaaS services and data recovery. This is an update of a previously published report; Forrester reviews and updates it periodically for continued relevance and accuracy.

Table of Contents

Few Firms Protect Their Cloud Data From Obliteration

You Can — And Must — Mitigate The Risk Of Losing SaaS Data

Recommendations

Don't Make Assumptions: Grill Your SaaS Provider About Backup



Your responsibility for backup

FORRESTER®

Microsoft Protection

- ✓ Loss of service due to hardware or infrastructure failure
- ✓ Loss of service due to natural disaster or data center outage
- ✓ Short-term user-error with recycle bin / version history (including new OneDrive "Files Restore")
- ✓ Short-term administrative error with soft-delete for Groups, Mailboxes or services-lead rollback

Customer Responsibility

- ❑ Loss of data due to departing employees and deactivated accounts
- ❑ Loss of data due to malicious insiders / hackers deleting content
- ❑ Loss of data due to malware / ransomware
- ❑ Recovery from prolonged outages
- ❑ Long-term accidental deletion coverage with selective rollback

*Forrester: "Backup Your SaaS Data – Because Most SaaS Providers Don't", Naveen Chhabra, December 2017

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When to review your insurance policy...

1. You're actively using Project or Planner

-Mistakes here can be difficult to recover from! Project sites, Planner tasks, etc.

2. You're rolling out SharePoint / Teams / Groups with end-users as "Owners"

-Helpful files restore can potentially impact all user's content, open to all owners

-Permissions can be a slippery slope to manage for end-users!

3. You're dealing with turn-over / clean-up but *do not* actively place all employees on legal hold!

-Restore requests typically come AFTER soft-delete window has passed!



3. What should I be worried about?

- ❑ Missing SLAs for end-user recovery
- ❑ Potential high-impact scenarios with native restore
- ❑ Long-term recovery requests for user data

4. When should I reach out for help?

4. When should I reach out for help?

- ✓ Before I have a problem!

AvePoint Cloud Backup



Unlimited, automated backup for your Microsoft Cloud assets

Automatic backups, up to 4X per day, for Dynamics 365, Office 365 - SharePoint Online, OneDrive for Business, Exchange Online, Project Online, and Groups. Unlimited options give you flexibility to protect content as your organizational needs dictate.



Granular restore, in or out of place

Search for and filter content for restore based on properties—including content type, owner, date created, file size, parent list name, parent folder name, email subject, date sent, and more. Restore granular content in place or out of place – even to your file system or export as a PST!



Visibility and control over protected content

Simple dashboard display gives immediate insight into what services are covered – and where you may be exposed. Whether you bring your own storage – or use AvePoint's Azure storage – you retain full control over your protected content!



Automated backup across Office 365 workloads

The screenshot displays the AvePoint Cloud Backup interface. The top navigation bar includes the AvePoint logo, 'Cloud Backup', and a user profile 'admin'. The left sidebar contains navigation options: Home, Office 365 Backup (with sub-items: Restore, Data Subject Access Requests, Job Monitor, Reporting, Settings), and Dynamics 365 Backup.

The main content area features three overview cards:

- Office 365 Groups:** Status is 'Protected' (green shield with checkmark). Next backup: Apr 15, 2019 2:33 PM.
- Teams:** Status is 'Protected' (green shield with checkmark). Next backup: Apr 15, 2019 4:17 PM.
- Project Online:** Status is 'Not Protected' (grey shield with X). Message: 'This object has no backup now.'

A detailed view for **Teams** is shown below, indicating a 'PROTECTED' status. The last successful backup was on Apr 15, 2019 10:49 AM. The 'Backup Details' section shows a list of completed backups:

- Finished Apr 15, 2019 10:49 AM
- Finished Apr 15, 2019 5:00 AM
- Finished Apr 14, 2019 11:06 PM
- Finished

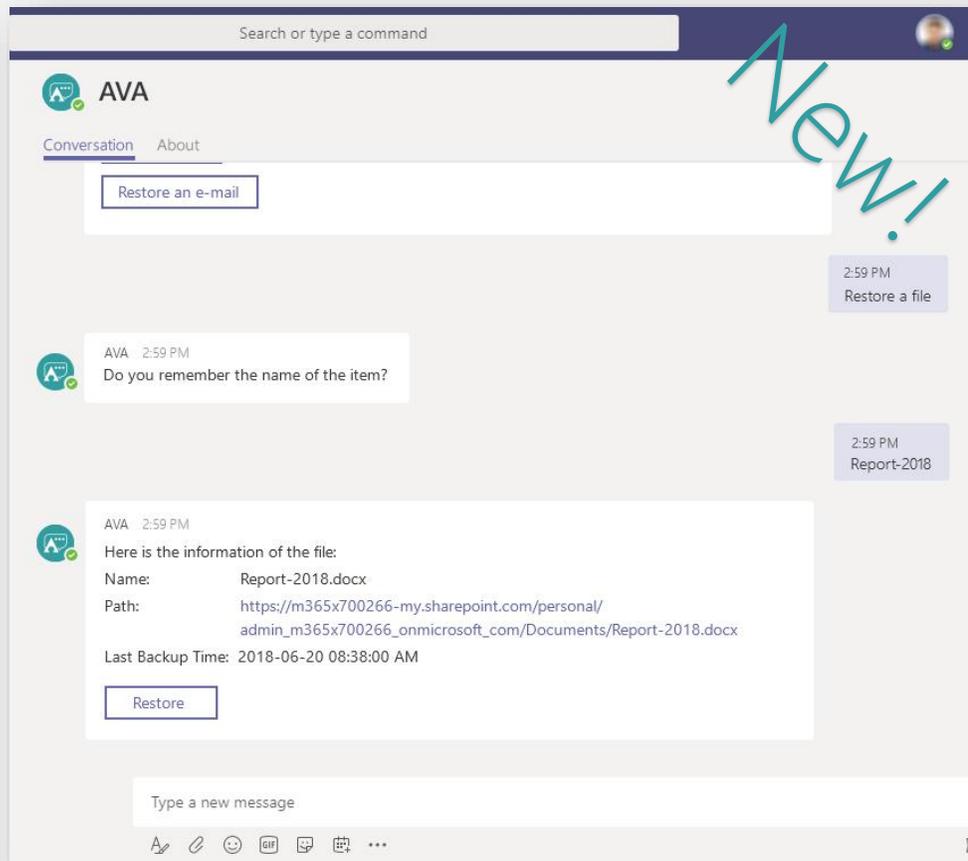
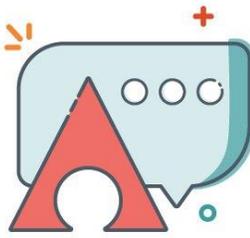
The 'Job Summary' section includes a donut chart showing the following data:

Category	Count
Successful	56
Skipped	22
Failed	0
Total	78

The next backup is scheduled for **Apr 15, 2019 4:17 PM**.



AVA: AvePoint's Virtual Assistant



Give users a place to look for lost content:

- Filenames that can't be found
- Documents modified recently
- Broken URLs to documents and files
- Lost e-mails that can't be searched in Exchange / Outlook

Highlight quick-wins to limit support calls:

- Identify version history, first and second level recycle bins, soft-deleted content
- Identify recent data in AvePoint's backup data sets
- Fully security-trimmed to each user



- Home
- Office 365 Backup
 - Restore
 - Activity Report
 - Settings
 - Notification Settings
 - General Settings
 - Mapping Settings

Which type of objects would you like to restore?

 Exchange Online	 OneDrive for Business	 SharePoint Online
 Office 365 Groups	 Teams	 Project Online





Home

Office 365 Backup

Restore

Activity Report

Settings

- Notification Settings
- General Settings
- Mapping Settings



How would you like to find the items that you want to restore?

Name: * ⓘ

- JohannaL@M365B916186.OnMicrosoft.com
- JoniS@M365B916186.OnMicrosoft.com
- JordanM@M365B916186.OnMicrosoft.com

Advanced Search ^

Backup Time Range:

Level:

Document

Document Name:

timesheet

Created Date:

Created By:

Modified By:

Document Size:

>= MB

Search first!

Search

OR

[Find the items in a specific backup job](#) →

- Home
- Office 365 Backup
- Restore
- Activity Report
- Settings
 - Notification Settings
 - General Settings
 - Mapping Settings

Select and restore the data:

Name: * Backup Time Range: Level: Document Name:

Created Date: Created By: Modified By: Document Size:

Search

<input type="checkbox"/> Name	Recovery Point	URL	
<input type="checkbox"/>  Timesheet_JordanM.xlsx	<input type="text" value="Aug 13, 2018 3:39 PM"/>	https://m365b916186-my.sharepoint.com/personal/jordanm_m365b...	<input type="button" value="Restore"/>



- Home
- Office 365 Backup
- Restore
- Activity Report
- Settings
 - Notification Settings
 - General Settings
 - Mapping Settings

Select and restore the data:

i A restore job for OneDrive for Business has started. Go to Activity Report to view more details. ✕

Name: * Backup Time Range: Level: Document Name:

Created Date: Created By: Modified By: Document Size:

1 item selected

<input checked="" type="checkbox"/> Name	Recovery Point	URL	
<input checked="" type="checkbox"/> Timesheet_JordanM.xlsx	<input type="text" value="Aug 13, 2018 3:39 PM"/>	https://m365b916186-my.sharepoint.com/personal/jordanm_m365b...	<input type="button" value="Restore"/>





Search everything

+ New Upload Flow Sync

Adele Vance

Files

Recent

Shared

Recycle bin

Contoso M365B916186

Sites help you work on projects with your team and share information from anywhere on any device. Create or follow sites to see them here.

Files

Name	Modified	Modified By	File Size	Sharing
Private	July 13	Adele Vance		Private
New Product Presentation.pptx	July 13	Adele Vance	480 KB	Shared
New Product Pricing.docx	July 13	Adele Vance	713 KB	Shared
QT1000 Marketing Plan.pptx	July 13	Adele Vance	439 KB	Private
Timesheet_AdeleV.xlsx	July 13	Adele Vance	11.8 KB	Private
Timesheet_JordanM.xlsx	July 13	Jordan Miller	11.8 KB	Private
ZT6006 Major Selling Points.do...	July 13	Adele Vance	24.7 KB	Shared

You can see that *all metadata* is preserved!

Drag files here to upload

Granular recovery of content

AvePoint Cloud Backup | admin

Home

Select and restore the data:

Teams: * bigwigs@MSTND847628.onmicr... | Backup Time Range: 04/20/2018 - 04/15/2019 | Level: Teams | Search

Restore

Name	Recovery Point
<input type="checkbox"/> Name	
<input type="checkbox"/> bigwigs@MSTND847628.onmicrosoft.com	

1 | Go

AvePoint Cloud Backup | admin

Home

Select and restore the data:

Teams: * bigwigs@MSTND847628.onmicr... | Backup Time Range: 04/20/2018 - 04/15/2019 | Level: Task | Task Name: | Search

Bucket: | Progress: All | Labels: | Assigned to: | Search

Restore

1 item selected

Name	Recovery Point	Restore
<input type="checkbox"/> Foo	Mar 1, 2019 3:17 AM	Restore
<input checked="" type="checkbox"/> hey there look at me	Mar 1, 2019 3:17 AM	Restore

1 | Go

All backup jobs for SharePoint Online are displayed in the calendar below. Choose one job for restore:

August 2018

Include jobs with only partial backup data

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
	<div>3:39 PM ✓</div> <div>9:39 PM ✓</div>	<div>3:38 AM ✓</div> <div>3:38 PM ✓</div>	<div>2:47 AM ✓</div> <div>3:38 AM ✓</div> <div>9:39 AM ✓</div> <div>2:00 PM ✓</div> <div>Hide ▲</div>			
19	20	21	22	23	24	25
26	27	28	29	30	31	1

- Home
- Office 365 Backup
 - Restore
 - Activity Report
 - Settings
 - Notification Settings
 - General Settings
 - Mapping Settings

Select and restore the data:

All Tenants

0 items selected

<input type="checkbox"/> URL	Recovery Point	
<input type="checkbox"/>  https://m365b916186-my.sharepoint.com	Aug 15, 2018 2:00 PM	<input type="button" value="Restore"/>
<input type="checkbox"/>  https://m365b916186.sharepoint.com	Aug 15, 2018 2:00 PM	<input type="button" value="Restore"/>
<input type="checkbox"/>  https://m365b916186.sharepoint.com/portals/hub	Aug 15, 2018 2:00 PM	<input type="button" value="Restore"/>
<input type="checkbox"/>  https://m365b916186.sharepoint.com/search	Aug 15, 2018 2:00 PM	<input type="button" value="Restore"/>

Show data from this backup only ⓘ



- Notification Settings
- General Settings
- Mapping Settings

Select and restore the data:

All Tenants

0 items selected

https://m365b916186.sharepoint.com

<input type="checkbox"/> Name	Type	
<input type="checkbox"/> Documents	Library	<input type="button" value="Restore"/>
<input type="checkbox"/> Form Templates	Library	<input type="button" value="Restore"/>
<input type="checkbox"/> List Template Gallery	Library	<input type="button" value="Restore"/>
<input type="checkbox"/> Maintenance Log Library	Library	<input type="button" value="Restore"/>
<input type="checkbox"/> Master Page Gallery	Library	<input type="button" value="Restore"/>
<input type="checkbox"/> Monthly Blog	Library	<input type="button" value="Restore"/>
<input type="checkbox"/> Site Assets	Library	<input type="button" value="Restore"/>
<input type="checkbox"/> Site Pages	Library	<input type="button" value="Restore"/>
<input type="checkbox"/> Solution Gallery	Library	<input type="button" value="Restore"/>
<input type="checkbox"/> Style Library	Library	<input type="button" value="Restore"/>

- Home
- Office 365 Backup
 - Restore
 - Activity Report
 - Settings
 - Notification Settings
 - General Settings
 - Mapping Settings

Select and restore the data:

All Tenants

<input type="checkbox"/> URL	Recovery P
<input type="checkbox"/> https://m365b916186-my.sharepoint.com	Aug 15, 20
<input checked="" type="checkbox"/> https://m365b916186.sharepoint.com	Aug 15, 20
<input type="checkbox"/> https://m365b916186.sharepoint.com/portals/hub	Aug 15, 20
<input type="checkbox"/> https://m365b916186.sharepoint.com/search	Aug 15, 20

Show data from this backup only ⓘ

Restore ✕

Title

User error - permissions were lost to public blog site.
Recovering to last known good backup. |

No more than 255 characters.

What would you like to restore?

Restore all content and security

Restore security only

i All of the security at this level and below will be restored.

Where would you like to restore the data?

Restore the data to its original location

Restore the data to another location

How would you like to handle the container level security conflict? ⓘ

Merge

How would you like to handle the content level security conflict? ⓘ

Merge

Job Monitor System Auditor

Time Filter: All Job Type: All Object Type: All Expand All Search by Username, Job ID, or Title

Job Status: All

TODAY

admin@M365B916186.onmicrosoft.com performed a restore, finished at 2:34 PM, lasting for 4 minutes. Job ID: RS20180815182916726898 Start Time: Aug 15, 2018 2:29 PM Title: User error - permissions were lost to public blog site. Recovering to last known good backup. Total: 588 Successful: 168 Failed: 0 Skipped: 420

Automatic backup job completed, finished at 2:02 PM, lasting for 2 minutes.

Automatic backup job completed, finished at 9:41 AM, lasting for 2 minutes.





Search this site

Contoso: News and Updates



Contoso: News and Updates

Not following Share

- Home
- Notebook
- Documents
- Pages
- Release Announceme...**
- Site contents
- Recycle bin
- Edit

+ New Send by email Promote

Published 8/15/2018 Edit



Release Announcements

Spring 2018 Announcements

Fusce quis quam ut massa convallis faucibus in non augue. Curabitur dapibus urna at sem venenatis, et rutrum erat vehicula. Phasellus vestibulum nulla ut fringilla sollicitudin. Praesent commodo purus sed urna molestie euismod. Aenean ultricies eros ac scelerisque aliquam. Nulla pretium ullamcorper posuere. Quisque sodales eget urna at pellentesque. Integer pulvinar nisl nec purus aliquet, ac sagittis diam auctor. In vel volutpat lorem. Phasellus vel neque orci. Nulla facilisi. Curabitur vehicula scelerisque ligula in elementum.

Aliquam ultricies malesuada libero, ac molestie ipsum eleifend rhoncus. Integer non sem arcu. Nam ac pellentesque arcu. Aenean eu finibus mauris. Nunc nisl diam, dignissim vitae arcu in, suscipit molestie lacus. Fusce eget tincidunt ipsum. Cras tristique, turpis blandit imperdiet consectetur, purus nisl dignissim velit, vel maximus nunc ex eget nisi. Etiam quis libero gravida, maximus tellus et, eleifend massa. Integer et aliquam velit. Aenean in ante vel neque aliquet dapibus. Nam faucibus feugiat ligula, in pellentesque quam mattis fermentum. Etiam risus erat, dictum a vehicula et, hendrerit eget odio. Cras in finibus nisi. Duis mattis ipsum in felis finibus, vel ultrices velit condimentum.

Vivamus vitae est non massa vestibulum auctor. Donec pulvinar vehicula ornare. Aenean ac suscipit ante. Praesent dui ipsum, consectetur vel ultricies molestie, sodales in tellus. Nulla scelerisque fermentum dui non gravida. Vestibulum et ullamcorper ante, eu elementum leo. In vitae mi in tellus feugiat ultrices. Proin libero risus, fringilla et ex eget, facilisis consequat nunc. Sed sapien orci, malesuada ac fringilla eget, mattis vitae lacus. Suspendisse potenti.

BROWSE PERMISSIONS

Grant Permissions Create Group Edit User Permissions Remove User Permissions Check Permissions Permission Levels Access Request Settings Site Collection Administrators

Grant Modify Check Manage

Some content on this site has different permissions from what you see here. [Show these items.](#)
 There are limited access users on this site. Users may have limited access if an item or document under the site has been shared with them. [Show users.](#)

- Home
- Notebook
- Documents
- Pages
- Recent
 - Monthly Blog
- Release Announcements
- Site contents
- Recycle Bin
- EDIT LINKS

<input type="checkbox"/>	<input type="checkbox"/> Name	Type	Permission Levels
<input type="checkbox"/>	Adele Vance	User	Contribute
<input type="checkbox"/>	Alex Wilber	User	Contribute
<input type="checkbox"/>	Allan Deyoung	User	Contribute
<input type="checkbox"/>	Christie Cline	User	Contribute
<input type="checkbox"/>	Debra Berger	User	Contribute
<input type="checkbox"/>	Diego Siciliani	User	Contribute
<input type="checkbox"/>	Emily Braun	User	Contribute
<input type="checkbox"/>	Enrico Cattaneo	User	Contribute
<input type="checkbox"/>	Excel Services Viewers	SharePoint Group	View Only
<input type="checkbox"/>	Grady Archie	User	Contribute
<input type="checkbox"/>	Henrietta Mueller	User	Contribute
<input type="checkbox"/>	Irvin Sayers	User	Contribute
<input type="checkbox"/>	Isaiah Langer	User	Contribute
<input type="checkbox"/>	Johanna Lorenz	User	Contribute
<input type="checkbox"/>	Ioni Sherman	User	Contribute





EDIT LINKS

Marketing > People and Groups ⓘ

Groups

- Marketing Members
- Marketing Visitors
- Marketing Owners

More...

- Home
- Conversations
- Documents
- Notebook
- Pages
- Recent
- Site Assets

New ▾ Settings ▾

Group	Edit	About me	Work email
All Users (windows)			
Everyone			
Everyone except external users			
Marketing			Marketing@M365B916186.onmicrosoft.com
Marketing Members		Use this group to grant people contribute permissions to the SharePoint site: Marketing	
Marketing Owners		Use this group to grant people full control permissions to the SharePoint site: Marketing	
Marketing Visitors		Use this group to grant people read permissions to the SharePoint site: Marketing	



Let's Recap!

Microsoft helps, but can't cover everything...



User-Driven Errors

"I've misplaced a document... the URL I have doesn't work anymore!"

"The document version I have is corrupted, all my changes are missing!"

~~"I accidentally deleted a planner task, I can't find the history anymore!"~~

Admin-Driven Errors

"I've updated the apps on my site, but I need to roll back ~~some~~ ^{ALL} changes."

~~"I've broken the inheritance on my site, people can't see my files anymore!"~~

~~"A user left the company 6 months ago, but we forgot the retention policy!"~~



Your responsibility for backup



Microsoft Protection

- ✓ Loss of service due to hardware or infrastructure failure
- ✓ Loss of service due to natural disaster or data center outage
- ✓ Short-term user-error with recycle bin / version history (including new OneDrive "Files Restore")
- ✓ Short-term administrative error with soft-delete for Groups, Mailboxes or services-lead rollback

Customer Responsibility

- ❑ Loss of data due to departing employees and deactivated accounts
- ❑ Loss of data due to malicious insiders / hackers deleting content
- ❑ Loss of data due to malware / ransomware
- ❑ Recovery from prolonged outages
- ❑ Long-term accidental deletion coverage with selective rollback

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Visibility and control over protected content

Simple dashboard display gives immediate insight into what services are covered – and where you may be exposed. Whether you bring your own storage – or use AvePoint's Azure storage – you retain full control over your protected content!



Don't just take our word for it...



Check out the evidence for yourself!

"We wanted the ability to back up files to multiple cloud platforms, and AvePoint was the only one who had the capability to do that."

Kevin Tsuei
Technology Practice Director



"[AOS] ensures there is no potential to lose any of our SharePoint Online data in the future."

James Dickinson
Chief Information Officer

"[AvePoint Online Services] gives us assurance that if documents go missing or we run into problems within our Office 365 environment, we have a full backup available in the cloud along with granular content restoration abilities to minimise business disruption."

John Baddiley
Senior Business Manager



<https://www.avepoint.com/resources/customer-review/>

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thank you

Gracias

ευχαριστώ

Danke

Grazie

благодаря

Hvala

Obrigado

Kiitos

شكراً

Tak

Ahsante

Teşekkürler

متشكراً

Salamat Po

감사합니다

Cám ơn

شكريه

Terima Kasih

Dank u Wel

Děkuji

நன்றி

Köszönöm

ありがとう
ございます

ឧបត្ថម្ភគ្រប់

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дякую

Ďakujem



Free eBook

Office 365 Backup Handbook

- Common ways companies lose data, and how to protect against them
- Secure data management and backup techniques
- Office 365 native backup and restore capabilities and how to extend them

[Free Download >](#)

<https://www.avepoint.com/unlimited-cloud-backup-ebook/>



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