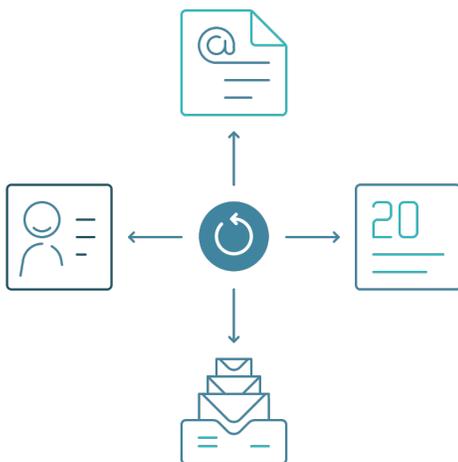


SPANNING BACKUP FOR OFFICE 365 FREQUENTLY ASKED QUESTIONS

Spanning Backup for Office 365 provides highly reliable, automated SaaS backup protection for Office 365, eliminating the potential loss of data and issues due to system crashes or accidental deletions. Spanning provides complete protection for Exchange Mail, Calendars, OneDrive and SharePoint – with unlimited retention. Spanning Backup for Office 365 backs up your data daily, and enables fast, self-service restores via an intuitive user interface.



Office 365 Backup and Recovery

1. Office 365 runs in the cloud. Why do I need to back it up?

Microsoft protects you from data loss caused by system issues, but customers are still responsible for data loss from accidental or malicious deletions, third party software, ransomware, and other user issues.

2. What about the Recycle Bin? Can't files be restored from there?

Office 365 does have a Recycle Bin, but this is not a reliable option for recovering deleted files. Deleted items purged from the Exchange Online Recycle Bin are unrecoverable after 14-30 days, depending on your settings. SharePoint Online and OneDrive for Business files are unrecoverable after 186 days. Files that are permanently deleted by users in any Office 365 application are immediately unrecoverable. Finally, combing through the Recycle Bin to find the exact right file to restore can cost IT administrators hours of time.

3. What about the archiving options available from Microsoft? My Office 365 is an E3+ license with In-Place Archiving and Litigation Hold—I don't need any additional backup in that case, do I?

Litigation hold is built for the use of lawyers in legal and eDiscovery use cases. Archives also are designed for compliance and legal purposes. These systems are difficult to configure, are not designed for direct restores, and finding lost data can be time consuming. Spanning Backup for Office 365 is built for simplicity, requiring little oversight to automatically discover and protect end user data. Admins and users can view and restore their items from any backup directly into their Office 365 active files.

4. What types and causes of Office 365 data loss does Unitrends cover?

Spanning Backup for Office 365 protects your business against a wide range of events that cause data loss in Office 365, including:

- [User error](#)
- [File deletion](#) - accidental or intentional/malicious
- [Ransomware, viruses, or malware](#) - including those that disrupt versioning. If ransomware has infected large amounts of your data, Unitrends Support can help determine which backups were created prior to the attack and the best path to recovery.
- [File overwrites in SharePoint Online library or OneDrive Business folder](#). Prior versions of the overwritten file can be recovered even if Office 365 versioning isn't turned on.
- [Office 365 licensing changes](#)
- [Outlook and OneDrive for Business sync issues](#)
- [Third party software](#) - that interferes with Office 365
- [And more](#)

No matter the cause of data loss, and regardless of whether Office 365 versioning is turned on, all previously backed up versions of files are recoverable. Spanning's unlimited retentions means backed up data is never deleted and is available when you need it.

5. What is backed up by Spanning Office 365? What is not?

Currently, Spanning Backup for Office 365 backs up: Mail, Calendars, OneDrive and SharePoint. Spanning does **not** back up certain aspects of the above services:

- **Mail:** Public Folders
- **Calendars:** Shared calendars are only backed up in the owner's account, due to a limitation in the API
- **One Drive and SharePoint:** OneNote Notebooks
- **One Drive:** Shared files are only backed up in the owner's account due to a limitation in the API.
- **SharePoint:** Lists, pages and contents other than Document Libraries

6. What is the installation and setup process like for Spanning Backup for Office 365?

Setup for Spanning Backup for Office 365 is easy and requires no on-premises software or hardware. Upon installation, Spanning will request Office 365 API permissions to access your tenant. Once you grant authorization, Spanning provides a 14-day free trial with 100 trial licenses that you can assign to users through the user interface, or via our API (SharePoint is enabled for all trials by default). Daily backups will begin automatically that day at 9PM Central time.

7. How much backup storage and retention will I have?

Unlimited. Spanning Backup for Office 365 includes unlimited backup and retention in the cloud for your Office 365 environment.

8. What is the recovery process like? Who performs recoveries?

Recovery is easy, immediate, and self-service through the Spanning user interface. Admins and end users alike can conduct restores.

9. Who provides primary support?

Spanning provides primary support and is always standing by in case you need assistance at support@spanning.com

10. Does Spanning support granular recovery?

Yes, we support granular recovery, meaning you choose the item or file you want to restore.

11. What retention settings can I set for my Office 365 backups?

By default, retention is unlimited in Spanning, but you can limit the amount of time emails are kept in backups.

12. Can I choose where is my backup stored?

Spanning provides datacenter storage options in the United States, EU (Ireland) and Australia.

13. Where is my backup recovered to?

Admins have the ability to restore backed up user data into the same Office 365 user's account, or into any other account on the tenant.

14. Does the solution recover data without overwriting more recent changes?

Spanning conducts non-destructive restores, and creates a new folder or site in which to locate the restored content, where it can then be moved the desired location.

15. Can I restore backed up data from one user to another?

Yes, while admins and end users have the ability to restore data directly back into their own account, admins can also restore data into any other account on the tenant.

Exchange Online Backup Use Cases

16. What email and Exchange Online items can I recover?

You can view a backup snapshot of any point in time and restore individual emails as well as folders, calendar items, and entire mailboxes, all in just a few clicks.

17. We were updating our Office 365 user list to remove an ex-employee but accidentally deleted the mailbox of a current employee with a very similar name. Can we get it back?

Yes. Spanning Backup for Office 365 lets you easily restore a user's mailbox with just a few clicks.

18. Can Exchange shared mailboxes, such as a service account that goes to multiple users, be protected?

Yes, absolutely. Backup for a shared mailbox requires a user license.

19. Are archive folders backed up?

Yes, users' archive folders are backed up in Spanning.

OneDrive for Business and SharePoint Online Backup Use Cases

20. What SharePoint items can I recover?

Spanning protects document libraries and files stored within SharePoint Team Sites, Groups and Microsoft Teams. Items can easily be found and restored from any backup snapshot or by searching for items by name.

21. What OneDrive items can I recover?

With Spanning, you can view a snapshot of a user's OneDrive backup from any point in time, and restore individual files, folders, or an entire account. You can also search for files across backups to restore.

22. A user in my company accidentally deleted a team's key files on OneDrive for Business, thinking they were only deleting files on their local PC. The files aren't in the Recycle Bin. Are they recoverable?

Yes. If you're running Spanning Backup for Office 365 for OneDrive, you can recover deleted files easily, even after Office 365 purges the Recycle Bin or if the files were permanently deleted by the user from Office 365.

23. One of our creative team accidentally deleted a file that needs to go to press tonight. Can I get the file back quickly?

If you have Internet, you can access your Spanning Backup for Office 365 account. Simply login, search or browse to the deleted file, and click to restore.

24. Does Spanning support versioning in SharePoint Online and OneDrive for Business?

Yes. Spanning Backup for Office 365 automatically backs up your SharePoint and OneDrive environment, allowing you to roll back to any previous backed up version, even if it's been deleted.

Security, Licensing, & Billing

25. Is my backup secure?

Yes. Spanning is SOC 2 Type II certified, having completed a rigorous audit of security procedures and process. Spanning Backup protects data at rest with 256-bit AES object-level encryption, and all data in transit is also protected with Secure Socket Layer (SSL) encryption.

Spanning Backup for Office 365 also uses OAuth 2.0 authorization and authentication, meaning no admin credentials are stored, eliminating the risk of compromised account access.

26. Is the service HIPAA compliant? Can you provide me with a Business Associate Agreement (BAA)?

Yes, Spanning Backup for Office 365 is compliant with the Health Insurance Portability and Accountability Act (HIPAA) and EU-U.S. Privacy Shield Framework. Spanning can provide customers a Business Associate Agreement (BAA).

27. Can administrators review logs of data backup and recovery operations?

Yes. All user and admin actions are tracked in an immutable activity log.

28. What do I pay for backup storage?

Nothing additional. Backup storage with unlimited retention is included in your Spanning Backup for Office 365 account.

29. What do I pay for recoveries and bandwidth?

Nothing additional. Backup storage with unlimited retention is included in your license fee.

30. How is Spanning Backup for Office 365 licensed and priced?

Licensing is priced on a per user, per year basis for Exchange Online and OneDrive, with unlimited storage. 90% of users must be licensed in order to be eligible for SharePoint coverage.

31. Can I license just a subset of my Office 365 users on Spanning Cloud Backup for Office365?

Yes, you may choose to protect only a selected group of users for Exchange Online and OneDrive backup. Licensed can be managed the user interface, or programmatically via the API.

32. If I remove users from my Office 365 account and/or delete their active directory accounts, what happens to their backups? How am I billed?

Backups for deleted Office 365 users will remain available as the user retains a Spanning license and your subscription is active. If you unassign a Spanning license from any user, the backups will be removed after 30 days.

33. Are any Office 365 backups stored on my Unitrends Recovery Series or Unitrends Enterprise Backup appliance?

Spanning Backup for Office 365 backups are stored in the cloud, not on your Unitrends appliance.

34. Is Spanning Backup for Office 365 GDPR Compliant?

Spanning's official statement, "In 2016 the EU passed comprehensive legislation on data privacy (Regulation (EU) 2016/679). Spanning began working in earnest to evaluate our data-privacy posture, policies, and procedures. After an exhaustive data-privacy evaluation process and in-depth conversations with multiple internal stakeholders, as well as customers, to understand what would be required to comply, we determined that Spanning is compliant with the GDPR. Spanning will continue to monitor evolving legislation and individual country legal requirements to fine tune our products and data privacy processes to ensure we continue to meet compliance."

35. How are SharePoint Licenses handled?

In order to qualify to enable Sharepoint backup, customers must purchase Spanning licenses for 90% of the total active users in their tenant. This only applies to Active Licensed Users. The reason is SharePoint data is stored at the tenant level, not the user level. When Spanning pulls backups for SharePoint, they can't attribute it to a particular user. Because of this, they cannot charge the customer on a per-user basis. To prevent the sharing of licenses, they require customers to backup 90% of the users in their tenant

36. Are there exceptions to the 90% Rule?

Microsoft can create a "user" for multiple reasons. These can range from needing a calendar to schedule meetings for a boardroom to service admins that are only used for administrative tasks. Spanning does not want to make customers purchase Spanning for non-licensed users, so Spanning requires the breakdown of licensed vs un-licensed users to make the 90% Rule fair.

37. Does Spanning Backup for Office 365 backup Team content?

Teams has two components - documents which are backed up via Sharepoint, and chat which is not. Solutions that back up chat use service accounts with global administrator access. They require full global admin access to your accounts which is a large security risk.

Getting Started

38. How do I get started with Spanning Backup for Office 365?

Contact Unitrends or your Unitrends Partner to get started with a free trial. To sign up, visit:

www.unitrends.com/products/microsoft-office-365-backup

GET YOUR FREE TRIAL

Unitrends increases uptime and confidence in a world in which IT professionals must do more with less. Unitrends leverages high-availability hardware and software engineering, cloud economics, enterprise power with consumer-grade design, and customer-obsessed support to natively provide all-in-one enterprise backup and continuity. The result is a "one throat to choke" set of offerings that allow customers to focus on their business rather than backup. Learn more by visiting unitrends.com or follow us on LinkedIn and Twitter @Unitrends.