RingStor Cloud – Office 365 Mailbox

This document provides detailed information for Office 365 mailbox backup and restore in RingStor Enterprise software suite.

Office 365 Mailbox Backup

Message level backup (MLB) is performed on an Office 365 mailbox, that is each email message is individually retrieved from Office 365 and backed up to RingStor Cloud.

Calendar (appointments) are included in the backup.

Please note, tasks and notes, etc are not included in backup.

1. Install Office 365 Mailbox Backup Agent

   Office 365 Mailbox Backup agent must be enabled for the DataAgent. If agent is not installed, log into RingStor Explorer as administrator, from RingStor Explorer top menu, View -> DataAgent Explorer, find the community on left pane, drill down to the DataAgent. Right click the DataAgent, select "Install/Uninstall Agent" menu, add "Office 365 Mailbox" to installed agents.
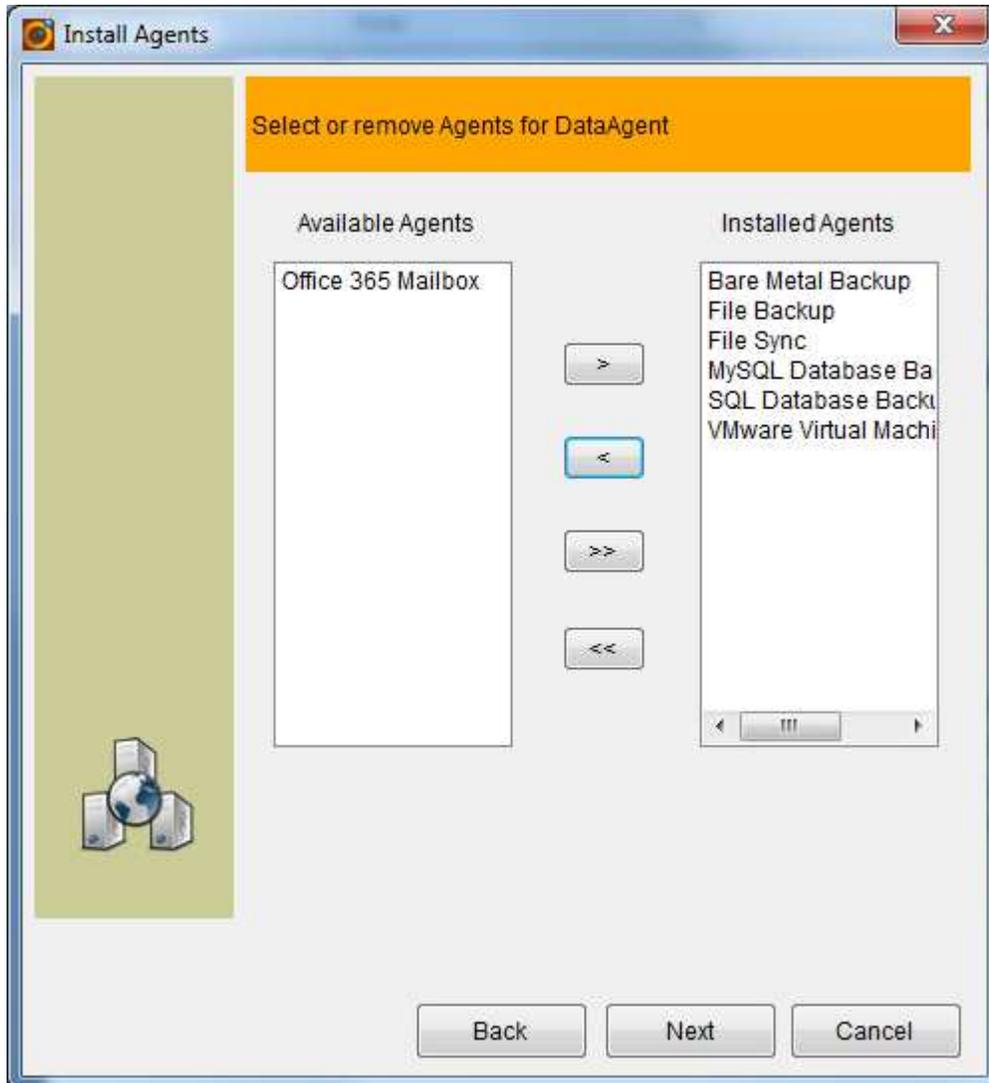
2. Create DataSet

From DataAgent Explorer pane in RingStor Explorer, drill down to DataAgent, right click Office 365 Mailbox, click Create New DataSet:
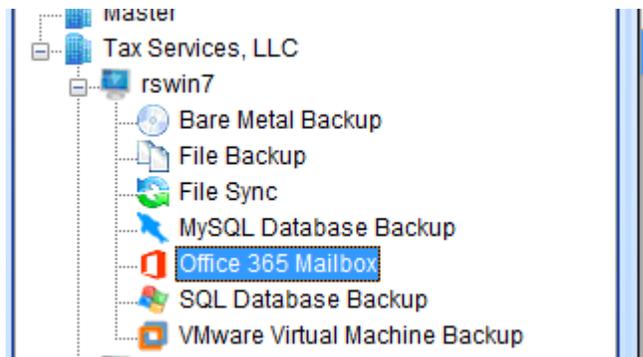
Follow Create New DataSet wizard, provide Office 365 Mailbox login credential at the step below, and continue to create the DataSet:
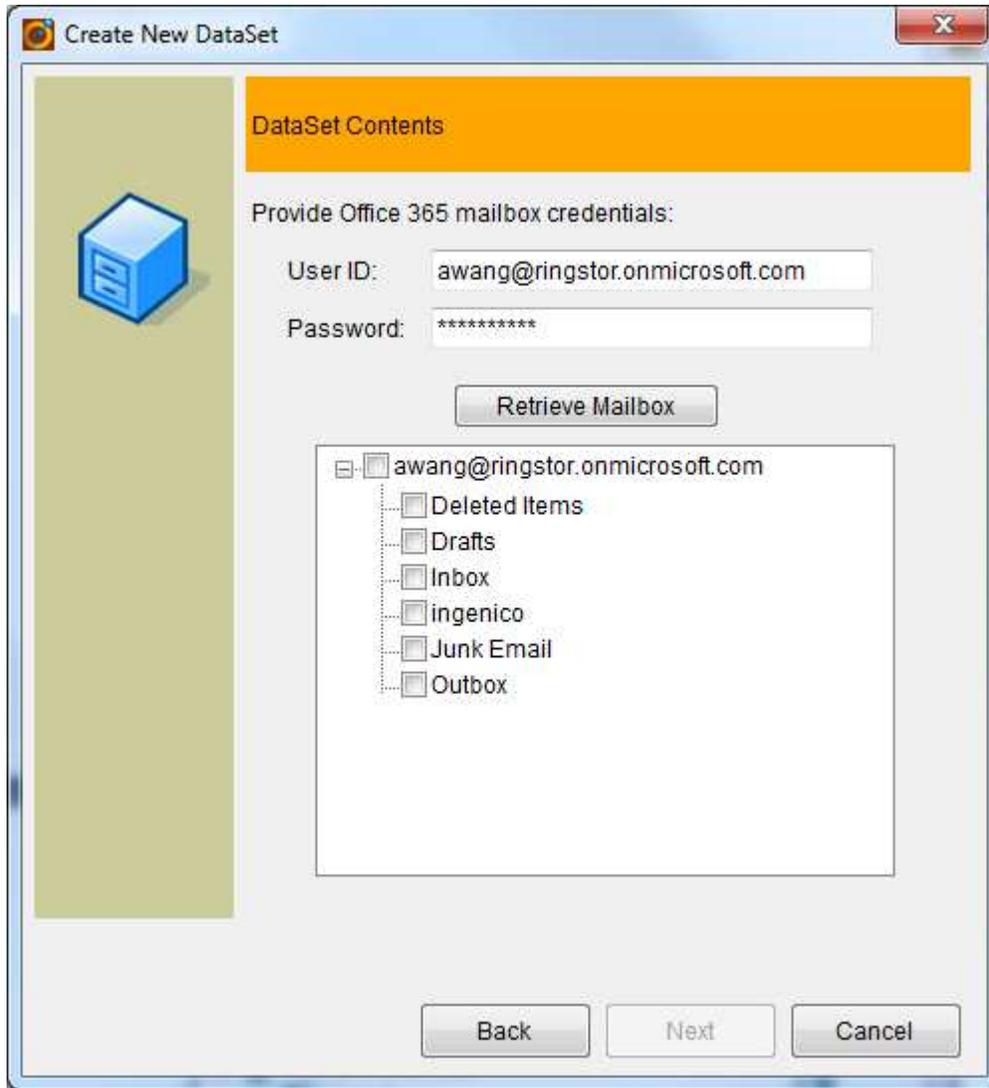
3. Schedule Backup

   After DataSet is created, from DataAgent Explorer pane in RingStor Explorer, drill down to DataAgent and Office 365 Mailbox agent, on right pane, find the DataSet, right click DataSet, select Backup and Recover menu, click Schedule to create a recurring incremental backup.

RingStor

RingStor DataAgent Console

Backup   Recovery

DataSet

DataAgent: rswin7

DataSet: Office365

Backup Mode: Online Backup

Backup Types

○ Full   ● Incremental   ○ Differential

Select Backup Data Storage

○ Local Backup to DataAgent

● Online Backup to Cloud

For first backup of large DataSet, you may backup to local disk to create a base line, import the backup to cloud to save bandwidth and backup time.

Create Base Line Backup

Provide Folder for Backup Data

Backup to this folder for all local backups on DataAgent

\\192.168.0.106\localbackups

ex: c:\mydata, \\myserver\sharedpath

Replication

◉ Local backup will be imported to cloud later

○ Replicate backup to:

☐ Delete local backup after replication is completed

if checked, data can only be restored from cloud

Run It Now   Schedule   Close

Office 365 Mailbox Restore

Message level restore (MLR) is used to recover emails in an Office 365 mailbox.

Log into RingStor Explorer as administrator, from top menu, View -> DataAgent Explorer, drill down to the DataAgent and Office 365 Mailbox agent in left pane, right click DataSet in right pane, select "Backup and Recover" menu, click Recovery tab, select restore location to "RingStor Vault" to bring up browse and restore screen:
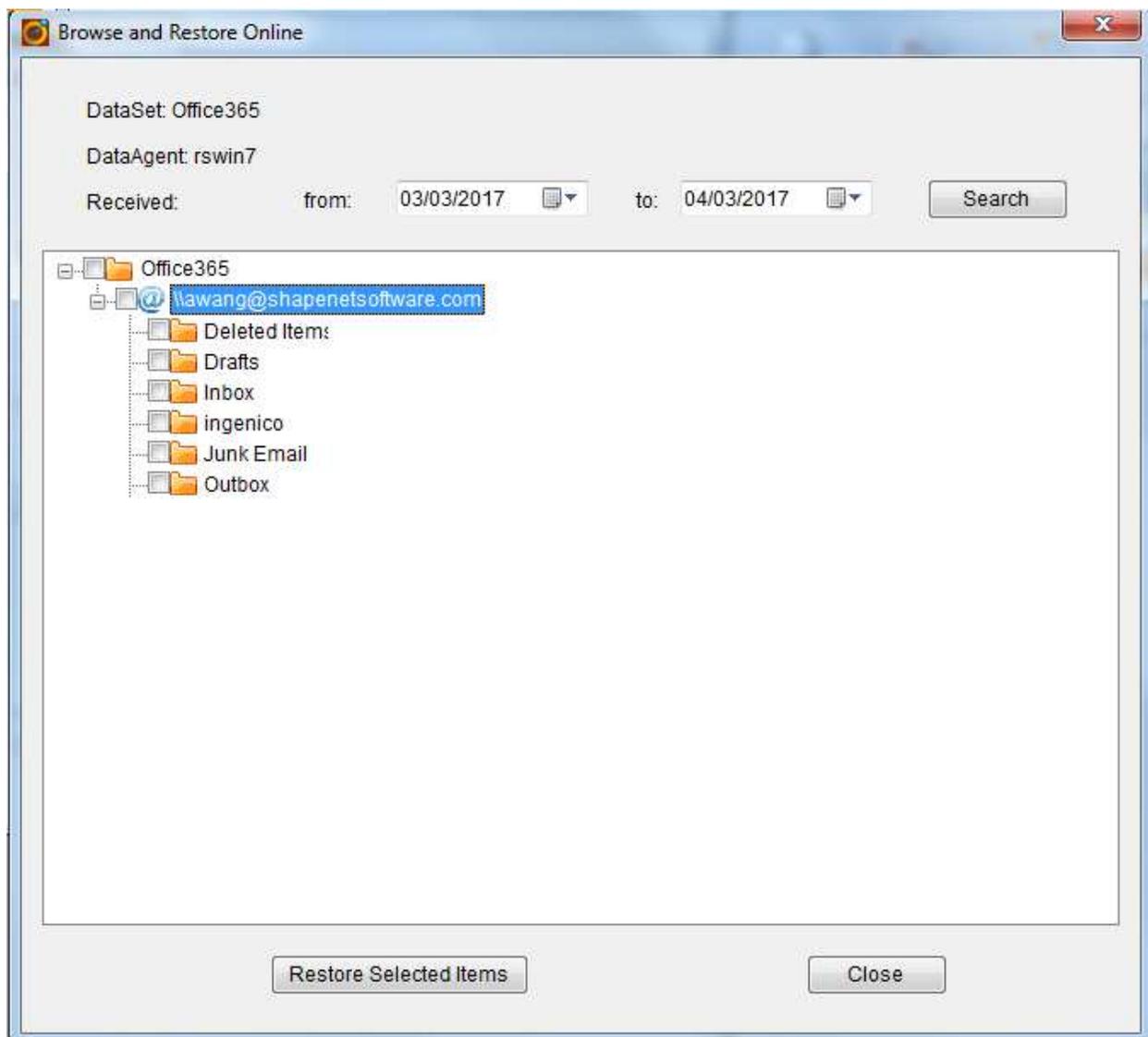
Specify date range to locate email message s to recover, then click "Restore Selected Items":
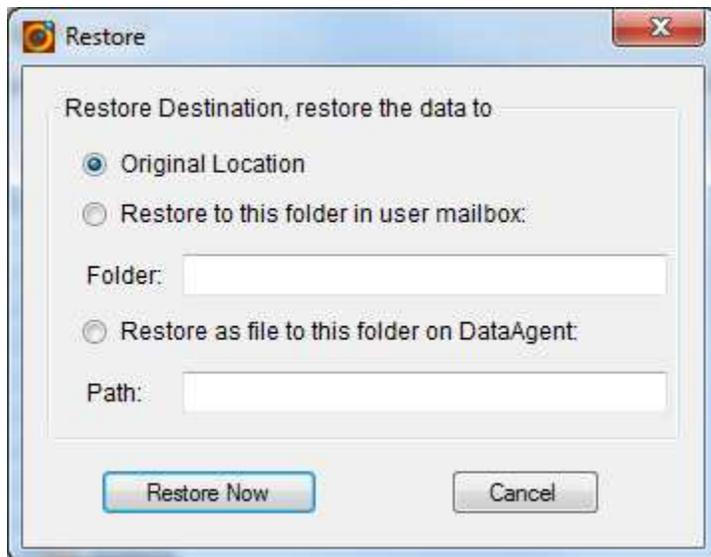
Original Location – use this option if original email(s) is no longer present

Restore to this folder in user mailbox – use this option to restore selected email(s) to a new folder in Office 365 mailbox

Restore as file to this folder on DataAgent – use this option to restore selected email(s) as files on DataAgent.

Appendix – Support Multiple Mailboxes in DataSet

The Office 365 credential must be configured as eDiscover Administrator to be able to view and open multiple Office 365 mailboxes. Follow steps below to configure the credentials:

1. Log into Office 365 as the credential

2. Click Admin to open admin console:
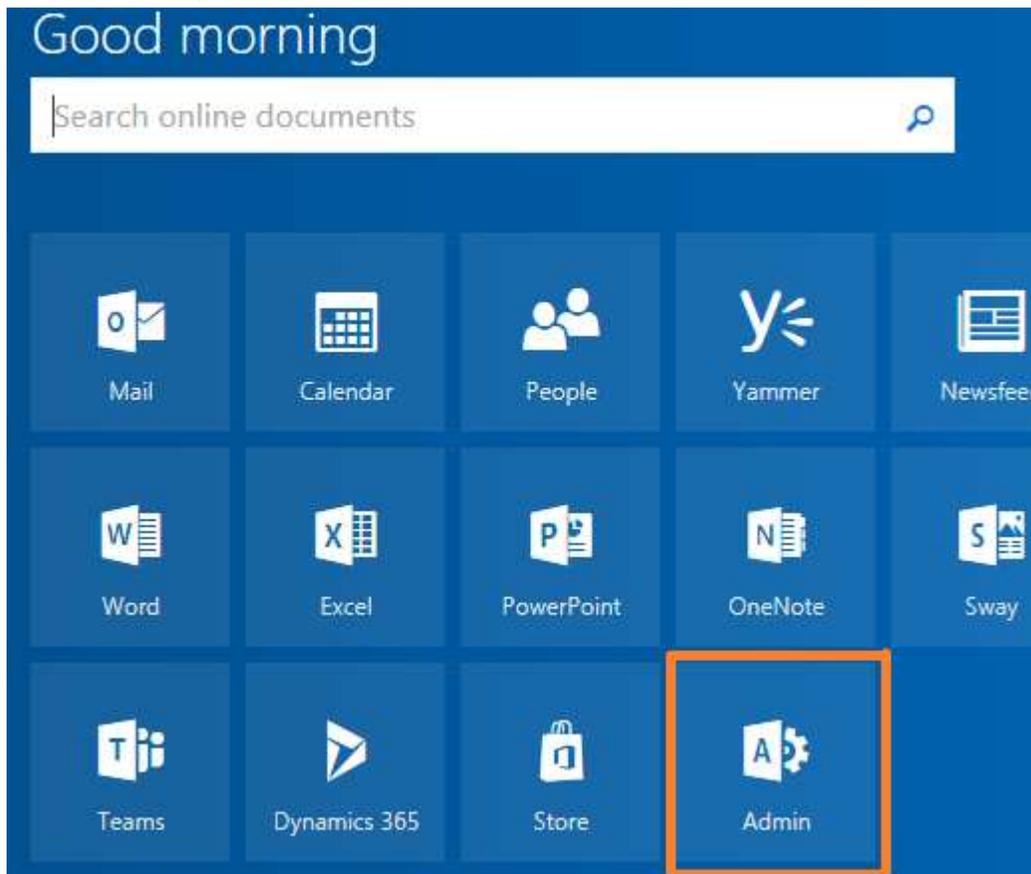
3. From left menu, click Users -> Active Users, select the credential, make sure its Role is set to Global Administrator:
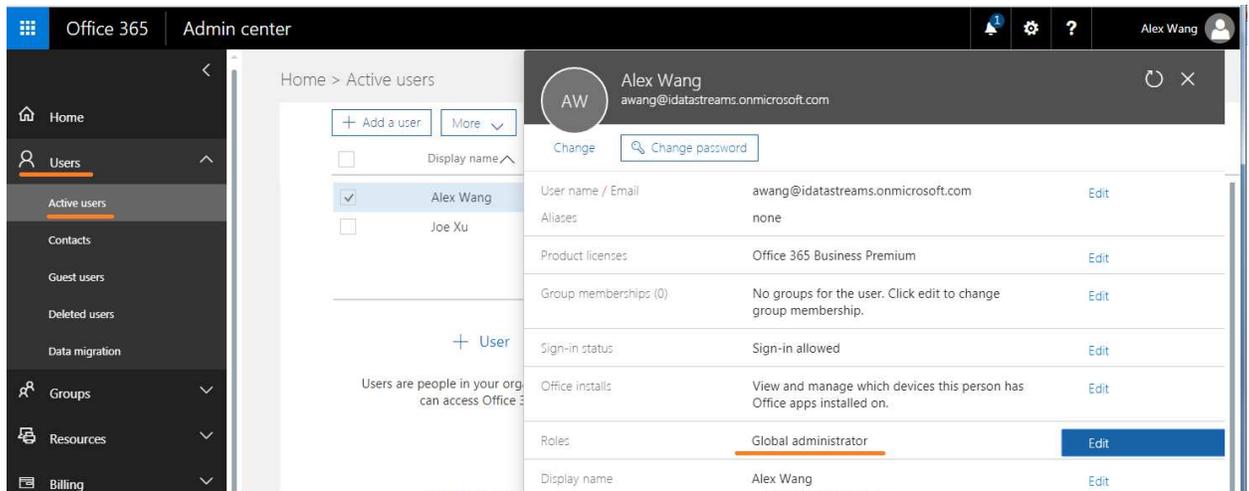
4. Scroll down the left menu, click Admin Center to expand, click Security and Compliance under Admin Center menu:
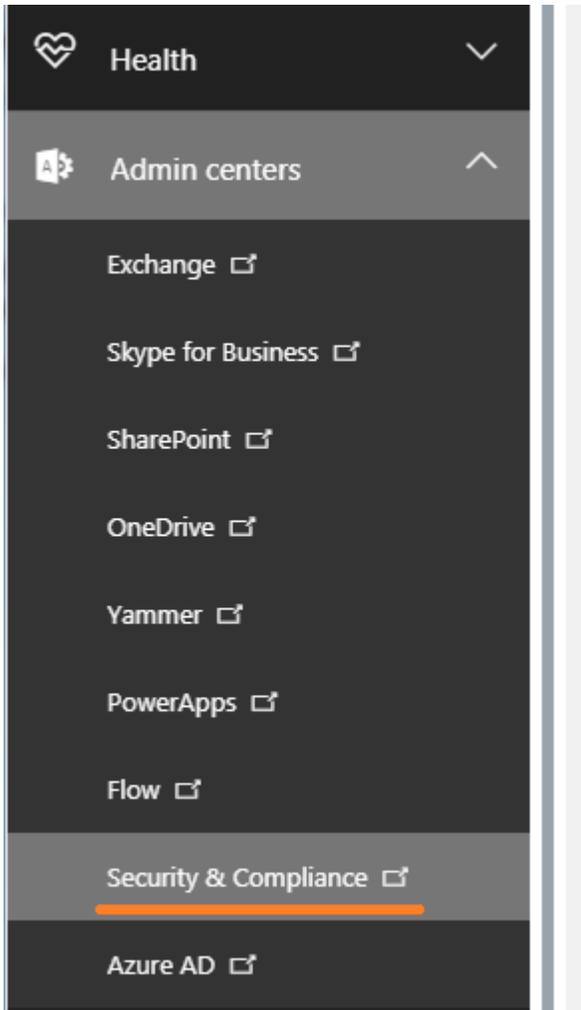
5. On Security & Compliance screen, click Permissions on left menu, double click eDiscover Manager:

6. On eDiscover Manage screen, scroll down to eDiscover Administrator, click + sign to add credential into the list, then click Save to save the change.
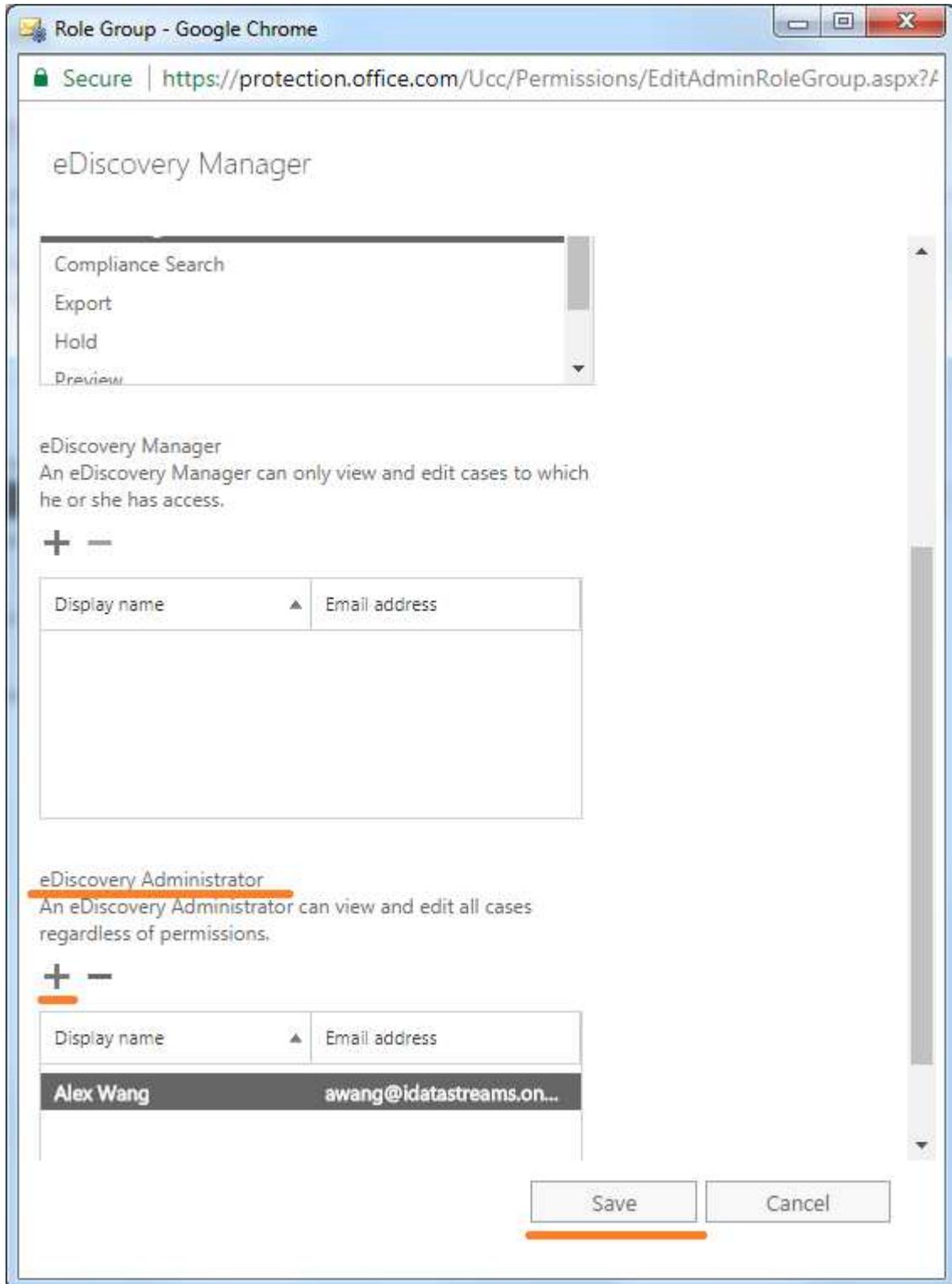
7. Click Home to go back to Admin dashboard, on right, click Edit User under Users section:
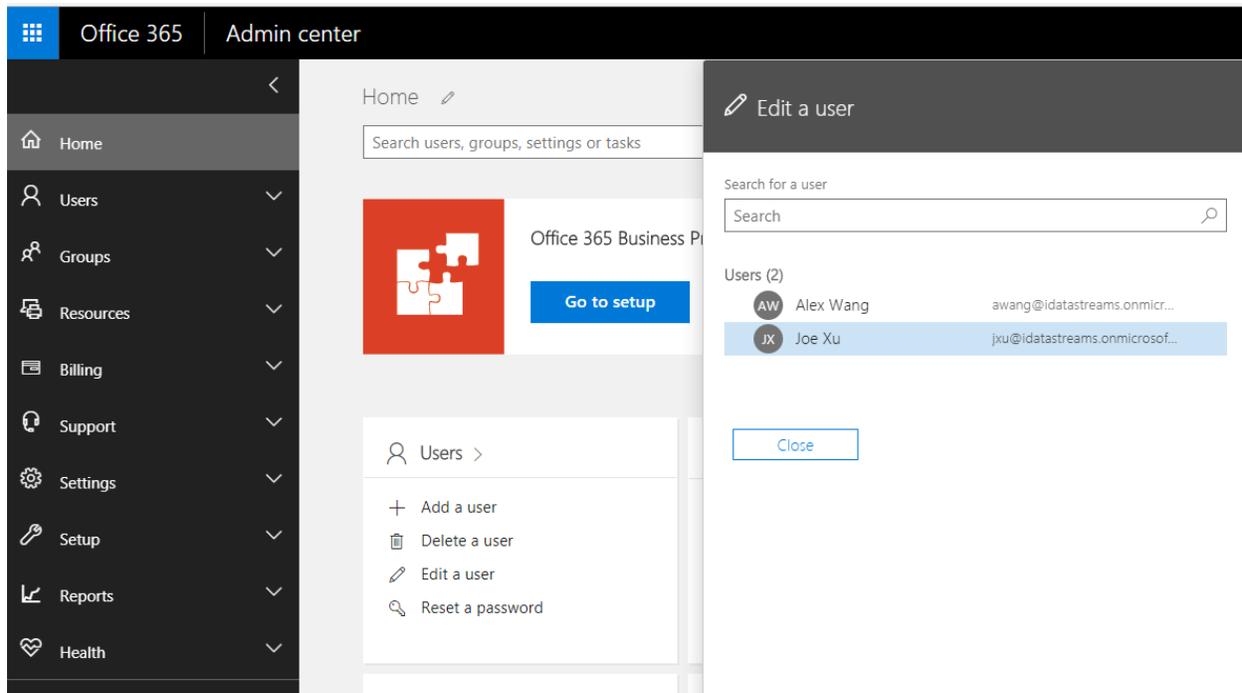
8. For user whose mailbox will be in backup DataSet, click the user and look for Mail Settings section:
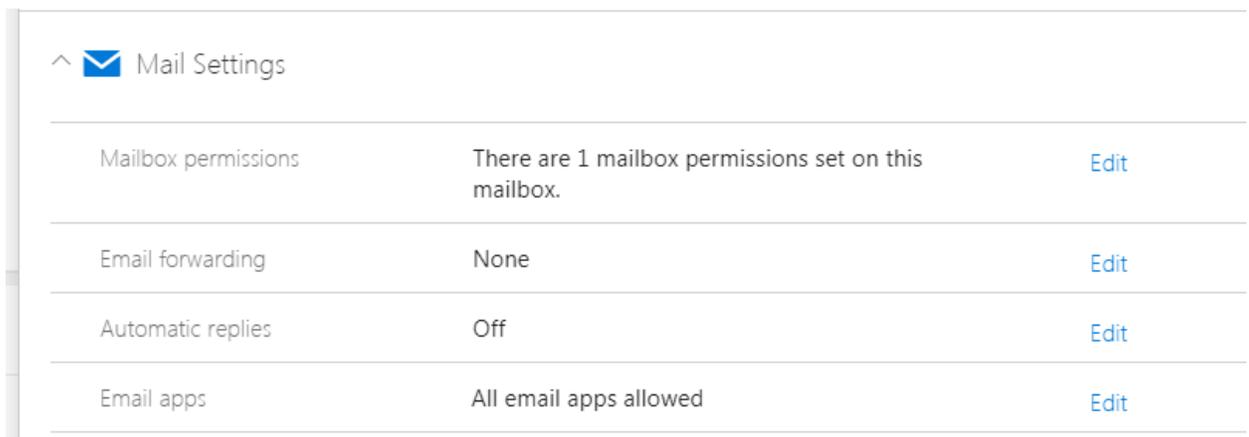
9. Click Mailbox permissions -> Edit to bring up Edit mailbox permissions screen, click Edit in Read and manager permission.

Edit mailbox permissions

Read and manage (1)	Alex Wang	Edit
Send as (0)	There are no additional mailbox permissions set on this mailbox.	Edit
Send on behalf (0)	There are no additional mailbox permissions set on this mailbox.	Edit

10. Add the user who will be used when creating the backup DataSet:

+ Add permissions

Edit read and manage permission

Search by display name or email address

Read and manage (1)

AL Alex Wang   awang@idatastreams.onmicr... ×

Close

11. Save the settings, it might take a few minutes for Office 365 to populate the settings.