

# **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.



Select or remove Agents for Data	Agent
Available Agents	Installed Agents
Office 365 Mailbox	Bare Metal Backup File Backup File Sync MySQL Database Ba SQL Database Backu VMware Virtual Machi
	4 <u> </u>

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:



Create New Da	taSet 📃 🗠
	Provide Office 365 mailbox credentials: User ID: awang@ringstor.onmicrosoft.com Password: ********
	Retrieve Mailbox
	Back Next Cancel

#### 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.



lackup	Recovery		
DataS	et		
Da	taAgent:	rswin7	
Da	taSet:	Office365	
Ba	ckup Mode:	Online Backup	
Backu	ip Types		
0	Full 💿 Ind	cremental 🔘 Differential	
Selec	t Backup Data	Storage	
100	a set Destate of	to DataAgent	
0.	госат васкир	to broken gent	
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### **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:

Browse and Restore Or	nline		X
DataSet: Office365 DataAgent: rswin7 Received:	from: 03/03/2017	▼ to: 04/03/2017	
Office365	ed Item: co Email x		
	Restore Selected Items		Close



Specify date range to locate email message s to recover, then click "Restore Selected Items":

Restore Destina	ation, restore	the data to	
Original Lo	ocation		
Restore to	this folder in	user mailbox:	
Folder:			
Restore as	s file to this fo	Ider on DataAgent:	
Path:			

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:

Good morning					
Search online documents					
o 🗹 Mail	Calendar	People	<b>Y;</b> Yammer	Newsfee	
Word	Excel	Performe	OneNote	S Sway	
Teams	Dynamics 365	Store	Admin		

3. From left menu, click Users -> Active Users, select the credential, make sure its Role is set to Global Administrator:



	Office 365 Admin	enter		A. 4	? Alex Wang
ል	Home	Home > Active users	AW Alex Wang awang@idatastrea	ins onmicrosoft.com	C ×
8	Users ^	Display name Alex Wang	User name / Email Aliases	awang@idatastreams.onmicrosoft.com	Edit
	Contacts Guest users	Joe Xu	Product licenses	Office 365 Business Premium	Edit
	Deleted users Data migration	+ User	Sign-in status	group membership.	Edit
ጽ	Groups 🗸	Users are people in your or can access Office	Office installs	View and manage which devices this person has Office apps installed on.	Edit
堛	Resources 🗸 🗸		Roles	Global administrator	Edit
	Billing 🗸 🗸		Display name	Alex Wang	Edit

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:



	Office 365	Security & Compliance
		K Home > Permissions
ŵ	Home	Permissions
♪	Alerts	Assign permissions to people in your organization so they can perform tasks in the Exchange admin center and SharePoint to set permissions for others. Learn
٨٩	Permissions	To assign permissions for archiving, auditing, and retention policies, go to the To assign permissions for document deletion policies, go to the Document Del + 💉 🖮 🗈 😂
E	Classifications	Name Compliance Administrator
6	Data loss prevention	eDiscovery Manager Organization Management
A	Data governance	Security Administrator Security Reader
⊗	Threat management	Service Assurance User       Supervisory Review
م	Search & investigation	n ~
k	Reports	~
8	Service assurance	$\sim$

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.



Secure   https://	/protec	tion.office.com/Ucc/Perm	issions/EditAdminRoleGro	oup.asp
eDiscovery Ma	anager			
Compliance Search				
Export				
Hold				
Preview			•	
Display name	*	Email address		
Display name		Email address	Т	
		000120000000000000		
Discovery Administra	ator istrator c	an view and edit all cases		
egardless of permissi	ons.	an view and carry in cases		
+				
Display name		Email address	]	
Alex Wang		awang@idatastreams.on	l.	
			Save Cancel	

7. Click Home to go back to Admin dashboard, on right, click Edit User under Users section:



	Office 365	Admin cente	r			
		<	Home 🥒		🖉 Edit a user	
命	Home		Search users, group	ps, settings or tasks		
R	Users	$\sim$			Search for a user	
	0000			Office 365 Business Pi	Search	٩
Å	Groups	$\sim$			Users (2)	
昼	Resources	$\sim$		Go to setup	Alex Wang	awang@idatastreams.onmicr
	Billina	$\sim$			Joe Xu	jxu@idatastreams.onmicrosof
~	2					
្រ	Support	$\sim$			Close	
ŝ	Settings	$\sim$				
ß	Cathar	$\sim$	+ Add a user			
0	setup		Delete a use P Edit a user	er		
К	Reports	~	Reset a pass	sword		
Ś	Health	~				

8. For user whose mailbox will be in backup DataSet, click the user and look for Mail Settings section:

^ ႃ☑ Mail Settings		
Mailbox permissions	There are 1 mailbox permissions set on this mailbox.	Edit
Email forwarding	None	Edit
Automatic replies	Off	Edit
Email apps	All email apps allowed	Edit

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:

Search by display name or email address			Ş
lead an	id manage (1)		
AL	Alex Wang	awang@idatastreams.onmicr	×

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