

Veritas Backup Exec™ 22.1

Microsoft 365 FAQ



Simple, Secure and Unified

Q: What elements of Microsoft 365 are supported for protection by Backup Exec?

Backup Exec supports the protection and recovery of Microsoft 365 Exchange, OneDrive, SharePoint and Teams data. This protection capability is fully integrated into the Backup Exec product - no third-party or bolt-on solution is required.

Support for additional Microsoft 365 workloads is planned for the near future.

Q: How do Backup Exec's Microsoft 365 features compare to the built-in backup capabilities of Microsoft 365?

Microsoft native Microsoft 365 protection capabilities are part of a shared responsibility model and are limited in many critical areas, such as data retention, backup frequency, data recovery, disaster recovery and more.

For more information on Microsoft's shared responsibility model, please visit: <https://docs.microsoft.com/en-us/azure/security/fundamentals/shared-responsibility>

Q: How are Backup Exec's Microsoft 365 features licensed?

Microsoft 365 protection is part of the BE Simple Core Pack which is a subscription-based product license. The license usage meter is instance based.

Backup of 10 Microsoft 365 user data amounts to 1 instance. The five instances in a Core Pack can be used in any combination for the protection of up to five compute instances and up to ten Microsoft 365 users, or protection of up to 60 Microsoft 365 users, or a combination in between, such as 3 compute instances and 30 Microsoft 365 users. A BE Simple Add On License needs to be purchased for the backup of additional instances.

For more information, please refer to the Backup Exec Licensing Guide.

Q: Which Microsoft 365 objects are protected by Backup Exec?

Administrators can protect Microsoft 365 Exchange, OneDrive, SharePoint and Teams data from a Microsoft 365 User or Group perspective.

Exchange Online	SharePoint Online
User Mailbox	User Site
Group Mailbox	Group site
Shared Mailbox	Communication Site
Archive Mailbox	Classic Site
Public Folder	
OneDrive	Teams
User OneDrive	Channel Posts
Group Files	Teams Site
	Settings and Channel Tabs

For more information, please refer to Backup Exec documentation resources.

Q: Are there any costs incurred in protecting Microsoft 365?

There are no extra costs associated with Backup Exec besides the number of BE Simple instances required to protect customers Microsoft 365 users.

- To protect Teams, a customer will have some additional requirements since Microsoft is now charging. To learn more visit: [Licensing and payment requirements for the Microsoft Teams API](#).
- It takes time to request access and enable protection so prompt customers to [REQUEST NOW](#).
- Additional Microsoft costs will apply to all backup vendors, so it's happening to our competitors, too.

Q: Is trialware available for Microsoft 365 backup features?

Yes. Microsoft 365 features are available when Backup Exec is installed in trial mode.

Q: How is a Microsoft 365 user defined?

A Backup Exec instance can be 10 Microsoft 365 users.

A Microsoft 365 User is defined as:

- Exchange: A User is either an active individual with an assigned Microsoft 365 Backup license or active shared mailbox with an assigned Office 365 license.
- OneDrive: User with an active M365 license assigned, whose OneDrive data is being backed up.
- SharePoint/ Groups & Teams: an active user with an assigned Office 365 license and who is a member of a site or group. Guests are not counted.

Q: How can customers with existing licenses utilize/ license Backup Exec's Microsoft 365 features?

Existing customers with legacy BE licenses will need to purchase a new BE Simple subscription license to access the new Microsoft 365 protection features.

For more information, please refer to the Backup Exec Licensing Guide.

Q: Where does Backup Exec initially store backups of Microsoft 365 data?

Microsoft 365 backups are targeted to Backup Exec deduplication storage folders. The backup images can then be copied to any supported Backup Exec target storage devices, including disk-based storage, tapes and cloud storage using duplicate jobs.

Q: Can I restore Microsoft 365 Exchange emails to a different mailbox than the one that was originally backed up?

Yes, you can restore data to a different user's mailbox in the same Microsoft 365/Active Directory domain.

Q: Can I search Microsoft 365 backups for a specific item or object?

At this time, search is not supported for Microsoft 365 items. You can browse through the restore view to find the items you are looking for.

Q: Do Backup Exec's Microsoft 365 features work with Cloud Deduplication technology?

At this time, Microsoft 365 backups do not directly integrate with Cloud Deduplication technology.

Microsoft 365 backups are targeted to Backup Exec deduplication storage folders. The backup images can then be copied to any supported Backup Exec target storage devices, including disk-based storage, tapes and cloud storage using duplicate jobs.

Q: Can I restore Microsoft 365 OneDrive files to a file system folder?

Yes, you can restore data to Windows files systems that are running the Backup Exec Agent for Windows.

Q: What versions of Backup Exec support Microsoft 365?

Support for protecting Microsoft 365 workloads was introduced in Backup Exec 22 and is not available in earlier versions of the product and requires the BE Simple license edition.

Q: What performance considerations apply to Backup Exec's Microsoft 365 features?

Backups can be scheduled per your needs, but always be aware that Microsoft 365 is a shared Microsoft resource, and every Microsoft 365 customer is getting only specified, limited resources by Microsoft for their workloads including backup and restore requests.

Overloading your request can result in throttling by Microsoft 365 and end up being counterproductive.

Q: How to disable Microsoft 365 EWS Exchange Throttling?

Microsoft 365 will often throttle API requests. Backup Exec intelligently reacts following Microsoft Best Practices, and a TechNote for [EWS Exchange](#) and [SharePoint](#) guides you to disable it for a period of time or to optimize it.

Q: Does Backup Exec protect Teams Group chats, Personal chats and Private Channel sites?

Backup Exec currently doesn't backup and restore these objects.

Q: Can I restore Microsoft 365 OneDrive files to a different OneDrive storage location?

Yes, you can restore data to a different user in the same Microsoft 365-Active Directory domain.

Q: If Microsoft 365 Exchange, OneDrive, SharePoint or Teams contains multiple versions, are all the versions backed up?

No, currently, Backup Exec will back up only the latest version of any Microsoft 365 workload as of that time.

Q: How many times a day can I back up Microsoft 365 data?

Unlimited. You have the same flexibility in scheduling backup jobs that you have for any other data backed up using Backup Exec.

Q: Which license Edition and how many licenses are required to protect Microsoft 365?

Backup Exec Simple license edition includes Microsoft 365 protection. You can easily calculate the required licenses by going to <https://www.veritas.com/resources/be-simple-license-calculator>.

Q: Do Backup Exec's Microsoft 365 features support multitenancy?

While Backup Exec is not multi-tenant itself, Backup Exec fully supports backing up data belonging to more than one Microsoft 365 tenant.

About Veritas

Veritas Technologies is a global leader in data protection and availability. Over 80,000 customers—including 87 percent of the Fortune Global 500—rely on us to abstract IT complexity and simplify data management. The Veritas Enterprise Data Services Platform automates the protection and orchestrates the recovery of data everywhere it lives, ensures 24/7 availability of business-critical applications, and provides enterprises with the insights they need to comply with evolving data regulations. With a reputation for reliability at scale and a deployment model to fit any need, Veritas Enterprise Data Services Platform supports more than 800 different data sources, over 100 different operating systems, more than 1,400 storage targets, and more than 60 different cloud platforms.

Q: Can I protect Microsoft 365 Exchange archive or shared mailboxes?

Yes, you can backup data stored in an archive or shared mailboxes.

Please note:

- Backing up data in an archive mailbox does not consume a separate license.
- Backing up data in a shared mailbox consumes 1-user entitlement from the license.

Q: Can I select a user group so that the mailbox and one drive storage of all users in the group is backed up?

Yes. When setting up backup jobs to back up Microsoft 365 data, you can select individual users or user groups. When selecting groups, you can choose to back up data from mailboxes of all users belonging to that group and/or data from the group mailbox.

Q: Is encryption supported for Microsoft 365 backups?

Yes. Microsoft 365 backups are to be targeted to Backup Exec deduplication storage.

Please note:

- You should enable encryption on the deduplication storage folder so that the data is stored encrypted.
- When copying the backup images to other storage such as disk-based storage, tapes, and cloud storage, you can enable encryption on the duplicate jobs.

For more information on Backup Exec visit PartnerNet: partnernet.veritas.com

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