



# Preparation for Microsoft 365 Mail Backup

## What is this software?

QCBackup brings you specialized client backup software, namely QCBackup Manager, to provide a set of tools to protect your mailbox accounts on Office 365 Exchange Online. This includes backup and recovery of individual emails, contacts, calendars and other mail items in your Office 365 mailboxes, with snapshots / versioning, and retention policy to protect even email that you may have accidentally deleted from your Office 365 mailbox.

## System Architecture

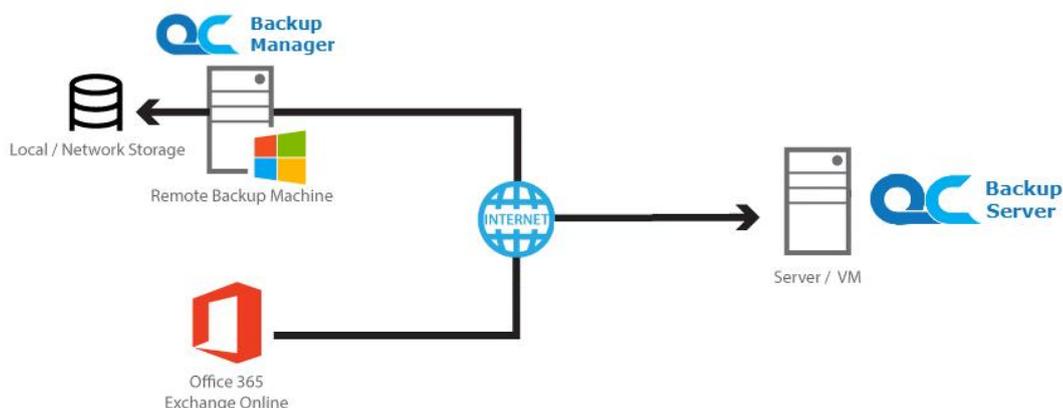
Below is the system architecture diagram illustrating the major elements involved in the backup process among the Office 365 Exchange Online service, QCBackup Manager and QCBackup Suite

In this user guide, we will focus on the software installation, as well as the end-to-end backup and restore process using both the QCBackup Suite User Web Console (Agentless) and the QCBackup Manager (Agent- based).

1. **Agentless:** No need to install QCBackup Manager. The QCBackup Suite connects to the Office 365 Exchange online directly through the Internet.



2. **Agent-based:** The latest version of QCBackup Manager is installed on the remote backup machine which is connected to Office 365 Exchange online and QCBackup Suite backup server through internet.





### ***Run on Server***

A Run on Server Office 365 Exchange Online backup set provides you with an agentless backup solution. Manual or scheduled backup job is performed on the backup server (i.e. QCBackup Suite User Web Console); you do not need to install a backup agent on your personal computer in order to back up your data on cloud storages. The advantages of agentless backup technology make it a good option for users who want to simplify the backup and restore management.

### ***Run on Client***

A Run on Client Office 365 Exchange Online backup set provides you with an agent-based backup solution. Manual or scheduled backup job is performed on the client computer (i.e. QCBackup Manager); you need to install a backup agent on your personal computer in order to back up your data on cloud storages. The advantages of agent-based backup technology make it a good option for users who want to have more control on individual backup / restore and resources management.

### ***Comparison between Run on Server and Run on Client***

With both Run on Server (agentless) and Run on Client (agent-based) backup options available and the freedom to use different setting on different backup sets according to your needs, our backup solution offers you with high level of flexibility and efficiency for Office 365 Exchange Online backup and restore.

Below is the comparison between backup and restore job Run on Server and Run on Client.

	Run on Server (QCBBackup Suite User Web Console)	Run on Client (QCBBackup Manager)
<b>Installation</b>	<ul style="list-style-type: none"> <li>➤ No need to install the client backup agent on your computer or upgrade it when a newer version becomes available, which can fulfill some regulatory requirements of compliance during backup or restore</li> </ul>	<ul style="list-style-type: none"> <li>➤ Need to install the latest version of QCBBackup Manager on computer with internet access for connection to Office 365 account.</li> </ul>
<b>Backup</b>	<ul style="list-style-type: none"> <li>➤ Backup operation of all users are performed on the backup server, which means multiple jobs may run at the same time leading to slower performance.</li> <li>➤ Backup period will be shorter as the backup data are transferred directly from Office 365 Exchange Online to QCBBackup Suite backup server.</li> <li>➤ Backup destination is restricted to QCBBackup Suite backup server.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Backup job is performed on your computer with resources that is dedicated to yourself.</li> <li>➤ In the event of a failure to a single backup agent, it fails in isolation to other users' environment.</li> <li>➤ Backup period will be longer as the backup data are transferred from Office 365 Exchange Online to QCBBackup Manager, then to QCBBackup Suite backup server.</li> </ul>
<b>Large Number of Mailbox Backup Sets</b>	<ul style="list-style-type: none"> <li>➤ Backup of large number of mailbox backup set may take more time. As it will increase the QCBBackup Suite server load a lot if run multiple mailbox backup sets concurrently and may affect the server performance, so it will make backup speed slower and period longer.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Backup of large number of mailbox backup sets may take less time. As backup sets can be run concurrently over several machines as distributed solution, the resource will be more and will make backup speed faster and period shorter.</li> </ul>
	<ul style="list-style-type: none"> <li>➤ Restore operation of all users are performed on the backup server which may have multiple jobs to run at the same time, resulting in slower performance.</li> <li>➤ Restore period should be shorter as the backed up items are transferred directly from QCBBackup Suite backup server to Office 365 Exchange Online.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Restore job is performed on your computer with resources that is dedicated to yourself.</li> <li>➤ In the event of a failure to a single backup agent, it fails in isolation to other users' environment.</li> <li>➤ Restore period should be longer as the backed up items are transferred from QCBBackup Suite backup server to QCBBackup Manager first and then to Office 365 Exchange Online.</li> </ul>



## Office 365 Subscription Plan

The following subscription plans with Exchange Online email services are supported to run backup and restore on QCBBackup Manager or QCBBackup Suite User Web Console.

Office 365 Business Essentials	Office 365 Business Premium
Office 365 Education	Office 365 Enterprise E1
Office 365 Enterprise E3	Office 365 Enterprise E4
Office 365 Enterprise E5	

### Office 365 Subscription Status

Make sure your Office 365 Exchange Online subscription with Microsoft is active in order to enjoy all privileges that come along with our backup services. If your account has expired, renew it with Microsoft as soon as possible so that you can continue enjoy the Office 365 Exchange Online backup services provided by Ahsay.

When your account is expired, depending on your role, certain access restrictions will be applied to your account. Refer to the URL below for more details.

[Microsoft Office 365 Subscription Status](#)

### Granting Permission to Accounts for Creating Backup Set

Before the Office 365 account administrator or other accounts can create a backup set, the administrator must grant permission to the account(s) which are going to create backup set. The account must be a member of the following security groups:

- Discovery Management
- Public Folder Management

Follow the steps below to grant permission to user account.

- Open <https://outlook.office365.com/ecp>

Login to the **Exchange admin center** as an account administrator.

Office 365

Work or school account

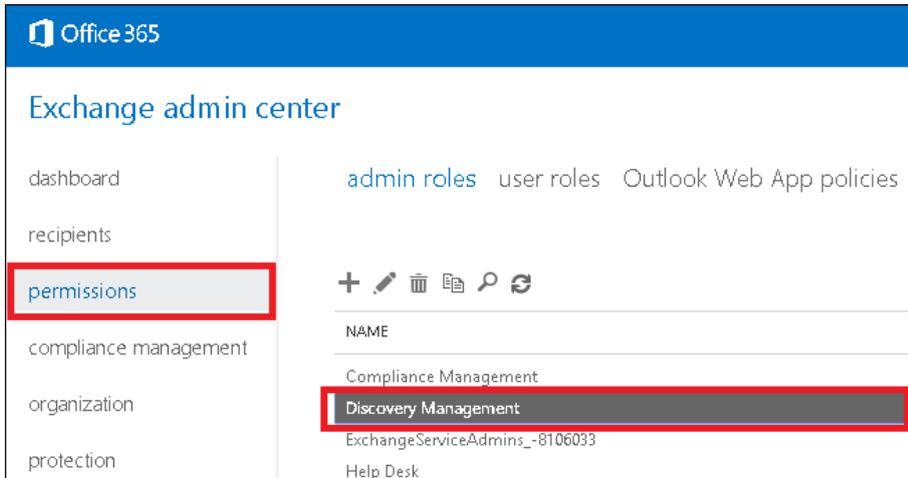
someone@example.com

.....

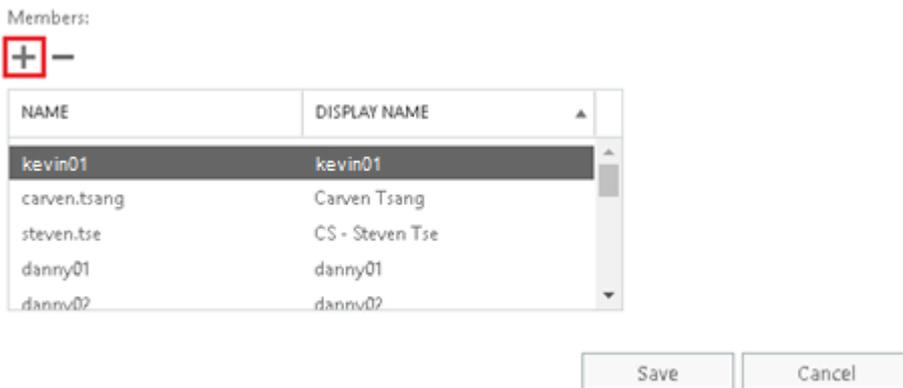
Keep me signed in

Sign in Back

- ii. Select the **permissions** menu on the left, then double click on **Discovery Management** or **Public Folder Management** on the right.



- iii. You can now add users to this group. Click the **+** icon under the **Members** section.



- iv. Look for the username(s) of the account that you would like to add permission for, then click **add > OK** to add the corresponding user(s) to the permission group.

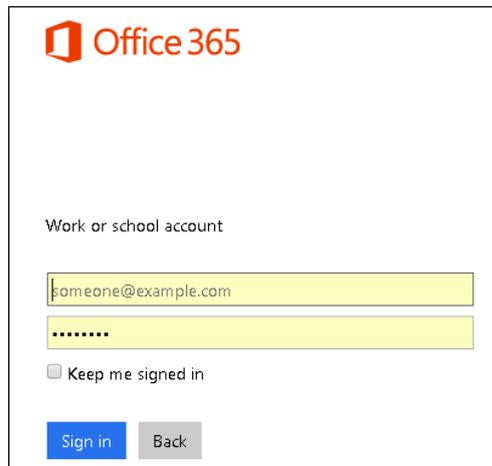


- v. Click **Save** to confirm and exit the setting.

## Granting Permission for Application Impersonation

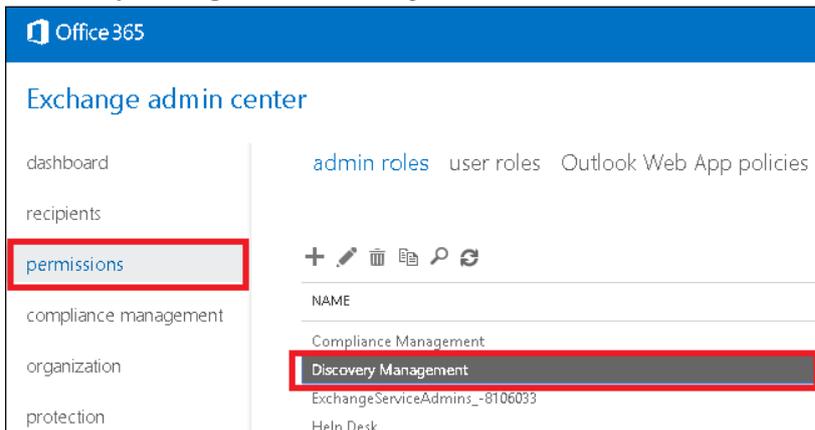
This permission allows users added under the **Members** section of the **Discovery Management** group (refer to the previous section for setup) to back up and/or restore mailbox item(s) not only for their own account, but also the accounts of other users in the same **Members** section. To grant permission for this feature, you have to add the **Application Impersonation** role by following the steps below.

- i. Open <https://outlook.office365.com/ecp>
- ii. Login to the **Exchange admin center** as an account administrator.



The image shows the Office 365 login page. At the top left is the Office 365 logo. Below it, the text "Work or school account" is displayed. There are two input fields: the first contains the email address "someone@example.com" and the second contains a masked password "\*\*\*\*\*". Below the password field is a checkbox labeled "Keep me signed in" which is currently unchecked. At the bottom of the form are two buttons: "Sign in" (in blue) and "Back" (in grey).

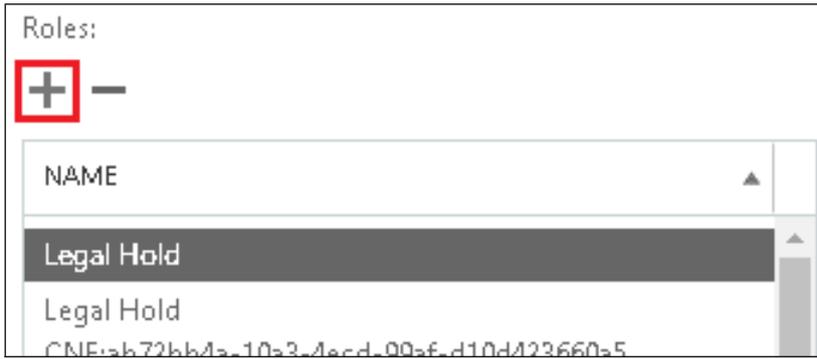
- iii. Select the **permissions** menu on the left, then double click on **Discovery Management** on the right.



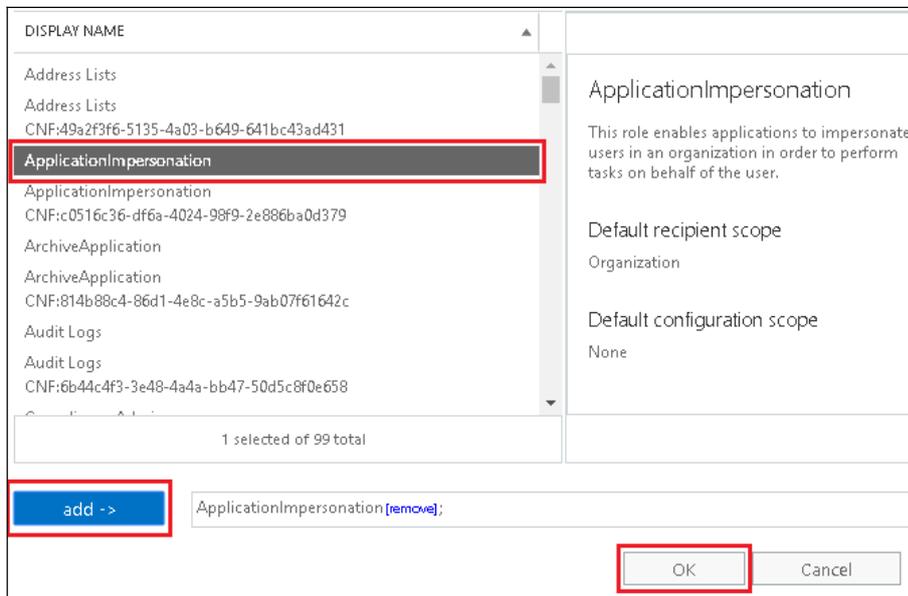
The image shows the Exchange admin center interface. The top navigation bar is blue with the Office 365 logo and the text "Office 365". Below the navigation bar is the title "Exchange admin center". On the left side, there is a vertical menu with the following items: "dashboard", "recipients", "permissions" (highlighted with a red box), "compliance management", "organization", and "protection". On the right side, there are tabs for "admin roles", "user roles", and "Outlook Web App policies". Below the tabs are several icons: a plus sign, a pencil, a trash can, a document, a magnifying glass, and a refresh icon. Below the icons is a table with the following content:

NAME
Compliance Management
<b>Discovery Management</b>
ExchangeServiceAdmins_-8106033
Help Desk

iv. Click the **+** icon under the **Role** section.



v. Select the **ApplicationImpersonation** role, then click the **add** button. Click **OK**



vi. Click **Save** to confirm and exit the setting

You can now continue on to create the backup set for you Office