

# Vodafone Cloud Backup for Microsoft 365 Manual for Restoring

Prebilled Orders  
How to do a restore of M365



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**vodafone**  
business

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# Restoring Microsoft 365 data with Cloud Backup





# 1. Microsoft 365 user data and collaboration data

In Microsoft 365, there is both user data and collaboration data. User data is owned and controlled by an individual user (e.g. their Exchange mailbox or OneDrive for Business account), whereas collaboration data is owned by and controlled by specific groups or all users (e.g. SharePoint sites and Teams channel posts and files).

Some Microsoft 365 applications include both user data and collaboration data, whereas others include strictly one or the other, as shown in the table below.

	User data	Collaboration data
<b>Exchange</b>	Individual and Shared Mailboxes*	Public Folders
<b>OneDrive for Business</b>	OneDrive for Business account	NA
<b>SharePoint</b>	NA	All SharePoint data
<b>Groups &amp; Teams</b>	Microsoft Teams chats	All data except Microsoft Teams chats
<b>Microsoft Planner</b>	User tasks	Plans, buckets, and group tasks

\*While Shared Mailboxes are owned by more than one user, due to Microsoft APIs, Cloud Backup lists them within user data.

For more details, see the following sections within this document:

- [Restoring Microsoft 365 user data](#)
- [Restoring Microsoft 365 collaboration data](#)

## 2. Restoring Microsoft 365 user data

Users may have data across multiple Microsoft 365 applications. For instructions on restoring specific user data, see:

- [Restoring Exchange mailbox data](#)
- [Restoring OneDrive for Business account data](#)
- [Restoring Microsoft Teams chats](#)
- [Restoring Microsoft Planner user tasks](#)



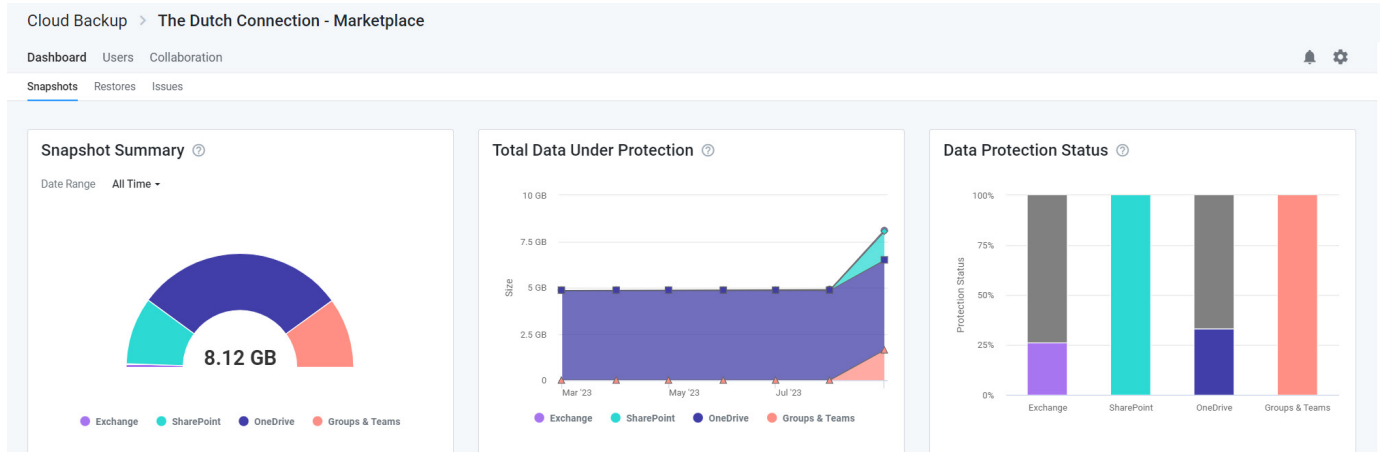
# 3. Restoring Exchange mailbox data

**Note:** The process to restore Exchange user mailboxes and Shared Mailboxes is the same. For restoring Exchange Public Folders, see [Restoring Exchange Public Folder data](#).

## How to access mailbox data

If you need to restore Exchange data in an individual or shared mailbox:

1. Open the subscription
2. Select the **Users** tab



3. On the **Users** tab, click on the user whose mailbox whose data needs to be restored

The screenshot shows the 'Users (45)' tab in the dashboard. A notification indicates that 0 of 10 licenses are available. Below is a table of users:

Name	Type	Protection
Adele Vance AdeleV@M365x148274.OnMicrosoft.com	User	✓
Alex Wilber Danny AlexW@M365x148274.OnMicrosoft.com	User	✓
Allan Deyoung AllanD@M365x148274.OnMicrosoft.com	User	✓
Automate Bot AutomateB@M365x148274.OnMicrosoft.com	User	✓

4. Select **Exchange** in the left navigation or click the Exchange icon.

The screenshot shows the 'Overview' page for user 'Adele Vance'. The left navigation menu includes Overview, Exchange, OneDrive, Microsoft Teams, and Planner. The main content area displays four service cards, each with a 'Cloud Backup' status:

- Microsoft Exchange: Cloud Backup ✓
- OneDrive for Business: Cloud Backup ✓
- Microsoft Teams Chats: Cloud Backup ✓
- Microsoft Planner: Cloud Backup ✓



## Navigate to the data you need to restore

Upon selecting **Exchange**, the view includes the following navigation paths:

- A Viewport on the right shows a list of files and folders you can navigate through to find the data you need.
- A Tree view on the left can be used to find a specific folder directly. This Tree view will also adjust to match the actions taken in the Viewport

The screenshot shows the Vodafone Cloud Backup interface for user Adele Vance. The left sidebar shows the navigation tree with 'Exchange' selected. The main viewport displays a list of 13 items for the user's Exchange account. The 'Journal' folder is highlighted in blue, and a 'Restore' button is visible next to it. The list of items includes Archive, Notes, Journal, Outbox, Contacts, Inbox, Conversation History, and Calendar, all dated Nov 13, 2021.

Name	Date
Archive	Nov 13, 2021 2:27 PM
Notes	Nov 13, 2021 1:20 PM
Journal	Nov 13, 2021 1:20 PM
Outbox	Nov 13, 2021 1:20 PM
Contacts	Nov 13, 2021 1:20 PM
Inbox	Nov 13, 2021 1:20 PM
Conversation History	Nov 13, 2021 2:05 PM
Calendar	Nov 13, 2021 1:20 PM

## Search for the data you need to restore

Instead of or in combination with navigation, the view also includes a search field which supports a variety of search capabilities.

### Basic search

Enter keywords from the header of the email or the name of the folder you are looking for. Cloud Backup searches the subject line of emails, file and folder names, contact names, and more. However, to ensure privacy, it does not search the body of emails or files.

Currently, the Cloud Backup UI has a search result limit of 500 items. Workarounds for this include the use of browsing to narrow the search within a specific folder or Smart Search.

### Smart Search

Smart Search allows you to narrow a search using the following Smart Search tags.

- To:[Recipient Name]
- From:[Sender Name]
- Subject:[Subject Keyword]

### Advanced Search

Cloud Backup also supports a variety of Advanced Search capabilities, including Elasticsearch, Wildcards, and RegEx.

If multiple items appear in your search, you can sort the items by Name and Date.



# Restoring individual items

## Restoring individual items to the latest snapshot or a specific point in time

To restore one or more individual items or folders to the latest snapshot or a specific point in time:

1. Select the items
2. Click the **Restore** button that will appear at the top of the list

Cloud Backup > The Dutch Connection - Marketplace

Dashboard Users Collaboration

Users & Groups > Adele Vance

Overview

Exchange

OneDrive

Microsoft Teams

Planner

adelev@m365x1...

Archive

Calendar

Contacts

Conversation...

Deleted Items

Drafts

**Inbox**

Journal

Junk Email

Notes

Outbox

Sent Items

Tasks

**Inbox**

2 selected **Restore**

Search Current Folder

Name	Date
noreply@planner.office365.com You have late tasks!	Nov 5, 2022 11:52 AM
christiec@m365x148274.onmicrosoft.com Contoso Pre-shop for members with status	Aug 18, 2022 11:55 AM
christiec@m365x148274.onmicrosoft.com Northwind Acquisition Details	Nov 14, 2021 6:30 PM
mtpdemos@juno.com IMPORTANT: Statement of Work 24JUN2019 Update	Nov 14, 2021 6:45 PM
noreply@planner.office365.com You have late tasks!	Feb 18, 2022 11:53 AM
noreply@planner.office365.com You have late tasks!	Feb 12, 2022 2:11 PM
noreply@planner.office365.com You have late tasks!	Jan 29, 2022 10:35 AM
noreply@planner.office365.com You have late tasks!	Jan 24, 2022 11:30 AM
noreply@planner.office365.com You have late tasks!	Jan 23, 2022 9:41 AM
noreply@planner.office365.com You have late tasks!	Jan 22, 2022 12:44 PM
noreply@planner.office365.com You have late tasks!	Jan 21, 2022 2:20 PM
noreply@planner.office365.com You have late tasks!	Jan 18, 2022 1:34 PM
noreply@planner.office365.com You have late tasks!	Jan 17, 2022 12:24 PM
noreply@planner.office365.com You have late tasks!	Jan 16, 2022 10:31 AM
noreply@planner.office365.com You have late tasks!	Jan 11, 2022 8:31 AM

3. To restore to the latest snapshot, click Validate and skip to step 7

Cloud Backup > The Dutch Connection - Marketplace

Dashboard Users Collaboration

Users & Groups > Adele Vance

Overview

Exchange

OneDrive

Microsoft Teams

Planner

adelev@m365x1...

Archive

Calendar

Contacts

Conversation...

Deleted Items

Drafts

**Inbox**

Journal

Junk Email

Notes

Outbox

Sent Items

Tasks

**Inbox**

2 selected **Restore**

Search Current Folder

**Restore Exchange**

Exchange Mailbox  
Inbox

Number of Items  
2

Restore from date

Restore to the latest snapshot

Restore to a specific point-in-time

**Validate** **Cancel**

4. To restore to a specific point in time, select Restore to a specific point-in-time
5. Select a date and time within the available restore range



## 6. Click **Validate** to initiate a series of prechecks

Cloud Backup > The Dutch Connection - Marketplace

Dashboard Users Collaboration

Users & Groups > Adele Vance

Overview Exchange OneDrive Microsoft Teams Planner

adelev@m36... Archive Calendar Contacts Conversa... Deleted It... Drafts **Inbox** Journal Junk Email Notes Outbox Sent Items Tasks

**Inbox**

2 selected Restore

Name	Date
noreply@planner.office365.com You have late tasks!	Nov 5, 2022 11:52 AM
<input checked="" type="checkbox"/> christiec@m365x148274.onmicrosoft.com Contoso Pre-shop for members with status	Aug 18, 2022 11:55 AM
<input checked="" type="checkbox"/> christiec@m365x148274.onmicrosoft.com Northwind Acquisition Details	Nov 14, 2021 6:30 PM
<input type="checkbox"/> mtpdemos@juno.com IMPORTANT: Statement of Work 24JUN2019 Update	Nov 14, 2021 6:45 PM
<input type="checkbox"/> noreply@planner.office365.com You have late tasks!	Feb 18, 2022 11:53 AM
<input type="checkbox"/> noreply@planner.office365.com You have late tasks!	Feb 12, 2022 2:11 PM
<input type="checkbox"/> noreply@planner.office365.com You have late tasks!	Jan 29, 2022 10:35 AM
<input type="checkbox"/> noreply@planner.office365.com You have late tasks!	Jan 24, 2022 11:30 AM

**Restore Exchange**

Exchange Mailbox  
Inbox

Number of Items  
2

Restore from date

Restore to the latest snapshot

Restore to a specific point-in-time

9/1/2023 2:00 PM

Restore range available between Feb 18, 2022 12:57 PM and Sep 14, 2023 02:22 PM.

Validate Cancel

## 7. Click **Restore** to proceed

Cloud Backup > The Dutch Connection - Marketplace

Dashboard Users Collaboration

Users & Groups > Adele Vance

Overview Exchange OneDrive Microsoft Teams Planner

adelev@m36... Archive Calendar Contacts Conversa... Deleted It... Drafts **Inbox** Journal Junk Email Notes Outbox Sent Items Tasks

**Inbox**

2 selected Restore

Name	Date
noreply@planner.office365.com You have late tasks!	Nov 5, 2022 11:52 AM
<input checked="" type="checkbox"/> christiec@m365x148274.onmicrosoft.com Contoso Pre-shop for members with status	Aug 18, 2022 11:55 AM
<input checked="" type="checkbox"/> christiec@m365x148274.onmicrosoft.com Northwind Acquisition Details	Nov 14, 2021 6:30 PM
<input type="checkbox"/> mtpdemos@juno.com IMPORTANT: Statement of Work 24JUN2019 Update	Nov 14, 2021 6:45 PM
<input type="checkbox"/> noreply@planner.office365.com You have late tasks!	Feb 18, 2022 11:53 AM
<input type="checkbox"/> noreply@planner.office365.com You have late tasks!	Feb 12, 2022 2:11 PM
<input type="checkbox"/> noreply@planner.office365.com You have late tasks!	Jan 29, 2022 10:35 AM
<input type="checkbox"/> noreply@planner.office365.com You have late tasks!	Jan 24, 2022 11:30 AM

**Restore Exchange**

- Restore request validated
- Point-in-time date validated
- Backup integrity validated
- Tenant access validated
- The mailbox checked

Restore Cancel

## Individual item restores

When needing to restore more than 200 individual items, it is best practice to perform a bulk restore (e.g. full mailbox, folder, list, etc.) or perform multiple batches of under 200 individual restores, as extremely large batches of individual restores (e.g. over 200) may encounter issues.

## Folder restores

When a folder restore is done with Cloud Backup, it is merged with existing content. In other words, the data is de-duplicated before it is inserted into the mailbox. Cloud Backup does not overwrite or delete data at any time.





## Restoring a full mailbox to the latest snapshot or a specific point in time

If you need to restore an entire mailbox to the latest snapshot or to a specific point in time, check the box at the top of the list of all folders and click the Restore button.

Customer Support CSSP -

Cloud Backup > The Dutch Connection - Marketplace

Dashboard Users Collaboration

Users & Groups > Adele Vance

- Overview
- Exchange**
- OneDrive
- Microsoft Teams
- Planner

adelev@m365x148274.onmicrosoft.com

13 selected Restore

Search Current Folder

<input checked="" type="checkbox"/>	Name	Date
<input checked="" type="checkbox"/>	Archive	Nov 13, 2021 2:27 PM
<input checked="" type="checkbox"/>	Notes	Nov 13, 2021 1:20 PM
<input checked="" type="checkbox"/>	Journal	Nov 13, 2021 1:20 PM
<input checked="" type="checkbox"/>	Outbox	Nov 13, 2021 1:20 PM
<input checked="" type="checkbox"/>	Contacts	Nov 13, 2021 1:20 PM
<input checked="" type="checkbox"/>	Inbox	Nov 13, 2021 1:20 PM
<input checked="" type="checkbox"/>	Conversation History	Nov 13, 2021 2:05 PM
<input checked="" type="checkbox"/>	Calendar	Nov 13, 2021 1:20 PM





Select to either Restore to the latest snapshot or **Restore to a specific point-in-time**. If you choose a point in time, use the date and time fields which will appear to indicate the date and time to which you would like to restore the mailbox.

Next, click the **Validate** button to proceed with the restore. This will initiate a restore request validation process.

Cloud Backup > The Dutch Connection - Marketplace

Dashboard Users Collaboration

Users & Groups > Adele Vance

Overview Exchange OneDrive Microsoft Teams Planner

adelev@m365x148274.onmicrosoft.com

13 selected Restore

Name	Date
Archive	Nov 13, 2021 2:27 PM
Notes	Nov 13, 2021 1:20 PM
Journal	Nov 13, 2021 1:20 PM
Outbox	Nov 13, 2021 1:20 PM
Contacts	Nov 13, 2021 1:20 PM
Inbox	Nov 13, 2021 1:20 PM
Conversation History	Nov 13, 2021 2:05 PM
Calendar	Nov 13, 2021 1:20 PM

Exchange Mailbox  
adelev@m365x148274.onmicrosoft.com

Number of Items  
13

Restore from date

Restore to the latest snapshot

Restore to a specific point-in-time

9/14/2023 2:00 PM

Restore range: available between Feb 18, 2022 12:57 PM and Sep 14, 2023 02:24 PM.

Validate Cancel

Upon success, click the **Restore** button to restore the mailbox.

Cloud Backup > The Dutch Connection - Marketplace

Dashboard Users Collaboration

Users & Groups > Adele Vance

Overview Exchange OneDrive Microsoft Teams Planner

adelev@m365x148274.onmicrosoft.com

13 selected Restore

Name	Date
Archive	Nov 13, 2021 2:27 PM
Notes	Nov 13, 2021 1:20 PM
Journal	Nov 13, 2021 1:20 PM
Outbox	Nov 13, 2021 1:20 PM
Contacts	Nov 13, 2021 1:20 PM
Inbox	Nov 13, 2021 1:20 PM
Conversation History	Nov 13, 2021 2:05 PM
Calendar	Nov 13, 2021 1:20 PM

Restore request validated

Point-in-time date validated

Backup integrity validated

Tenant access validated

The mailbox checked

Restore Cancel





## Additional restore details and scenarios

### Restore options

Data	Single	Bulk/Multiple	Point-in-time
Full Mailbox	X		X
Email	X	X	X
Folders	X	X	X
Contacts	X	X	X
Calendars		X	X
Tasks		X	X
Notes		X	X
Journals		X	X

### Time to restore

While the restore is initiated with a single click and Cloud Backup makes every effort to restore the content as quickly as possible, the time required to complete the restoration is based on a variety of external factors, including:

- The overall size of the data set being restored.

- Microsoft 365 throttling.
- Microsoft Azure throttling.
- The overall availability of Microsoft 365.

### Restoring mailbox data after a user leaves and their Microsoft 365 subscription is deleted

As long as the subscription remains active, Cloud Backup will not delete the backup of the mailbox, and the content will be retained for the duration of the retention period (as indicated in the Settings section of an Microsoft 365 Backup subscription). If the Microsoft 365 license has been removed (thus deleting the mailbox from Microsoft 365), this will trigger an alert titled: Backup [mailbox] not found. To address this alert you will need to disable the backup for the mailbox. Once the mailbox is disabled, you will no longer be charged for the mailbox and the alert will not pop up again.

In order to maintain the integrity of the mailbox, while removing the need to have it licensed, Microsoft's best practice is to convert the mailbox to a Shared Mailbox first, and then remove the license. By doing this, instead of simply removing the license and deleting the mailbox, no mailboxes will need to be created if the customer wants to restore the data. The backups can still be turned off for that mailbox, resulting in no further charges.

**Note:** Disabling the backup of a mailbox will not delete the protected data. Search and restore is available as long as the user / mailbox is protected and the subscription is active.

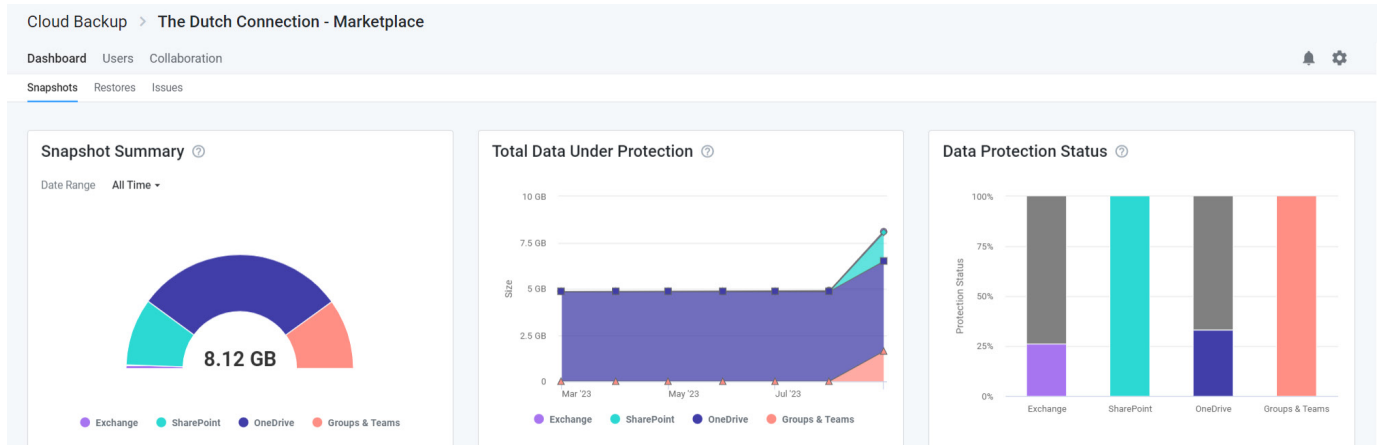


# 4. Restoring OneDrive for Business account data

## How to access OneDrive for Business data

If you need to restore data in OneDrive for Business:

1. Open the subscription
2. Select the Users tab



3. On the Users tab, click on the user whose data needs to be restored

The screenshot shows the 'Users' tab with a list of 45 items. The table below represents the visible data:

Name	Type	Protection
<input type="checkbox"/> Adele Vance AdeleV@M365x148274.OnMicrosoft.com	User	✓
<input type="checkbox"/> Alex Wilber Danny AlexW@M365x148274.OnMicrosoft.com	User	✓
<input type="checkbox"/> Allan Deyoung AllanD@M365x148274.OnMicrosoft.com	User	✓
<input type="checkbox"/> Automate Bot AutomateB@M365x148274.OnMicrosoft.com	User	✓

4. Select OneDrive for Business in the left navigation or click the OneDrive for Business icon.

The screenshot shows the 'Overview' page for user Adele Vance. The left navigation menu is expanded to show 'OneDrive'. The main content area displays four service cards, each with a 'Cloud Backup' status:

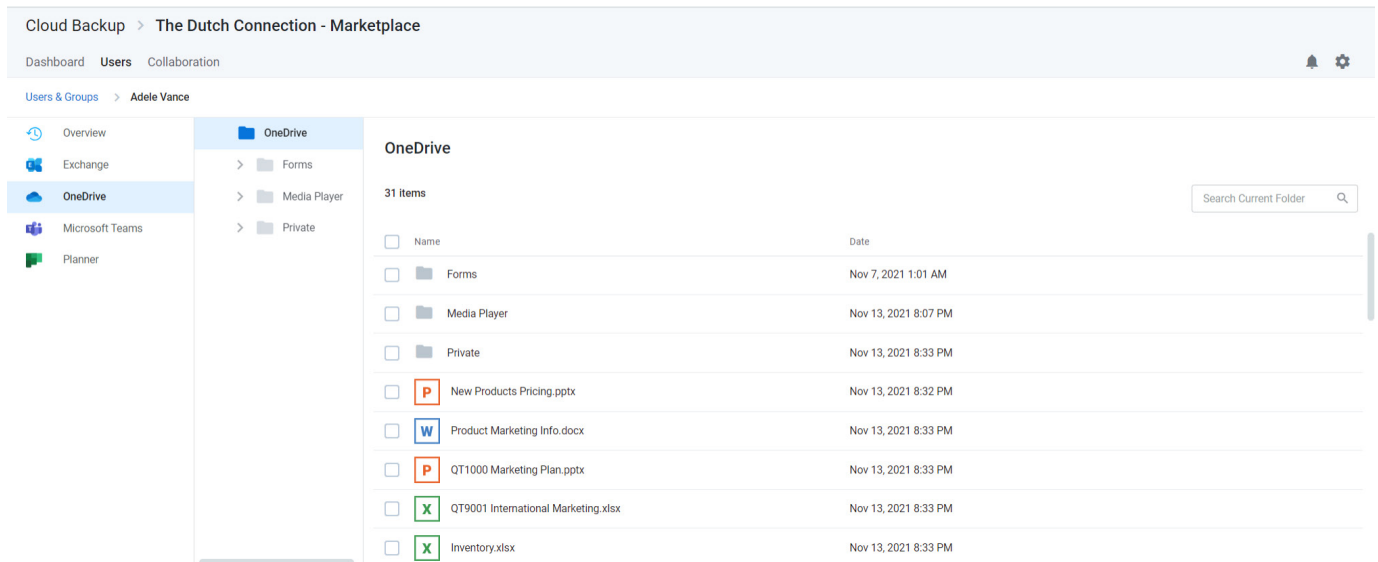
- Microsoft Exchange: Cloud Backup ✓
- OneDrive for Business: Cloud Backup ✓
- Microsoft Teams Chats: Cloud Backup ✓
- Microsoft Planner: Cloud Backup ✓



## Navigate to the data you need to restore

Upon selecting OneDrive for Business, the view includes the following navigation paths:

- A Viewport on the right shows a list of files and folders you can navigate through to find the data you need.
- A Tree view on the left can be used to find a specific folder directly. This Tree view will also adjust to match the actions taken in the Viewport



The screenshot shows the OneDrive interface for a user named Adele Vance. The left sidebar contains navigation options: Overview, Exchange, OneDrive (selected), Microsoft Teams, and Planner. The main area displays a list of 31 items in a table format. The table has columns for Name and Date. The items listed are:

Name	Date
Forms	Nov 7, 2021 1:01 AM
Media Player	Nov 13, 2021 8:07 PM
Private	Nov 13, 2021 8:33 PM
New Products Pricing.pptx	Nov 13, 2021 8:32 PM
Product Marketing Info.docx	Nov 13, 2021 8:33 PM
QT1000 Marketing Plan.pptx	Nov 13, 2021 8:33 PM
QT9001 International Marketing.xlsx	Nov 13, 2021 8:33 PM
Inventory.xlsx	Nov 13, 2021 8:33 PM

## Search for the data you need to restore

Instead of or in combination with navigation, the view also includes a search field which supports a variety of search capabilities.

Enter keywords in the folder or file name you are looking for. To ensure privacy, Cloud Backup does not search the content of files.

Cloud Backup also supports a variety of Advanced Search capabilities, including Elasticsearch, Wildcards, and RegEx.

If multiple items appear in your search, you can sort the items by name and date.

## How to restore individual folders and files

You can restore multiple items, including different item types (e.g. files and folders).

When needing to restore more than 200 individual items, it is best practice to perform a bulk restore (e.g. full mailbox, folder, list, etc.) or perform multiple batches of under 200 individual restores. Currently, extremely large batches of individual restores (e.g. over 200) may not complete.

If you restore a file into a folder where an existing file has the same name, the file name will be appended (e.g. filename (1)). This includes restoring items that were deleted, but still exist in the recycle bin.



Every OneDrive for Business restoration is a “new item” restore because Cloud Backup **does not** overwrite existing items. This means that if the item being restored already exists, Cloud Backup will **add** the restored item back to the site collection with its name appended with a number in parentheses. On the other hand, if the item does no longer exists, Cloud Backup will add the item without appending the name of the file.

## Restoring individual files to the latest snapshot or a previous version

To restore an individual file to the latest snapshot or previous version:

1. Select the file
2. Click the **Restore** button that will appear at the top of the list

Cloud Backup > The Dutch Connection - Marketplace

Dashboard Users Collaboration

Users & Groups > Adele Vance

Overview Exchange OneDrive Microsoft Teams Planner

OneDrive

- Forms
- Media Player
- Private

OneDrive

1 selected Restore

Search Current Folder

Name	Date
Forms	Nov 7, 2021 1:01 AM
Media Player	Nov 13, 2021 8:07 PM
Private	Nov 13, 2021 8:33 PM
New Products Pricing.pptx	Nov 13, 2021 8:32 PM
<b>W</b> Product Marketing Info.docx	Nov 13, 2021 8:33 PM
QT1000 Marketing Plan.pptx	Nov 13, 2021 8:33 PM
QT9001 International Marketing.xlsx	Nov 13, 2021 8:33 PM
Inventory.xlsx	Nov 13, 2021 8:33 PM

3. Select the version to restore and click **Validate**

Cloud Backup > The Dutch Connection - Marketplace

Dashboard Users Collaboration

Users & Groups > Adele Vance

Overview Exchange OneDrive Microsoft Teams Planner

OneDrive

- Forms
- Media Player
- Private

OneDrive

1 selected Restore

Search Current Folder

Name	Date
Forms	Nov 7, 2021 1:01 AM
Media Player	Nov 13, 2021 8:07 PM
Private	Nov 13, 2021 8:33 PM
New Products Pricing.pptx	Nov 13, 2021 8:32 PM
<b>W</b> Product Marketing Info.docx	Nov 13, 2021 8:33 PM
QT1000 Marketing Plan.pptx	Nov 13, 2021 8:33 PM
QT9001 International Marketing.xlsx	Nov 13, 2021 8:33 PM
Inventory.xlsx	Nov 13, 2021 8:33 PM

Restore OneDrive

Name  
Product Marketing Info.docx

Restore a specific version  
Restore this file to any version below. All other versions will be saved.

Version History

Last Modified	Modified By	Size
November 13, 2021	Adele Vance	758.37 KB

Validate Cancel



#### 4. Upon successful restore prechecks, click **Restore**

The screenshot shows the 'Restore OneDrive' dialog box with the following validation status:

- ✓ Backup integrity validated
- ✓ Restore request validated
- ✓ Tenant access validated

The background interface shows the OneDrive file list with the following items:

Name	Date
Forms	Nov 7, 2021 1:01 AM
Media Player	Nov 13, 2021 8:07 PM
Private	Nov 13, 2021 8:33 PM
New Products Pricing.pptx	Nov 13, 2021 8:32 PM
<b>W</b> Product Marketing Info.docx	Nov 13, 2021 8:33 PM
QT1000 Marketing Plan.pptx	Nov 13, 2021 8:33 PM
QT9001 International Marketing.xlsx	Nov 13, 2021 8:33 PM
Inventory.xlsx	Nov 13, 2021 8:33 PM

## Restoring multiple individual items and/or folders to the latest snapshot or a specific point in time

1. Select any number of items
2. Click **Restore**

The screenshot shows the OneDrive file list with the following items selected:

- Private
- New Products Pricing.pptx
- Product Marketing Info.docx

The interface also includes a search bar labeled 'Search Current Folder'.

If you want to restore to the latest snapshot, click **Validate** and skip to step 7

3. If you want to restore to a specific point in time, select **Restore to a specific point-in-time**
4. Select a date and time within the available restore range



## 5. Click **Validate**

The screenshot shows the 'Restore OneDrive' dialog box. On the left, the OneDrive file list is visible with three items selected: 'Private', 'New Products Pricing.pptx', and 'Product Marketing Info.docx'. The 'Restore' button is active. On the right, the dialog details are as follows:

- User Name:** Adele Vance
- Number of Items:** 3
- Restore from date:**
  - Restore to the latest snapshot
  - Restore to a specific point-in-time

At the bottom right, the **Validate** button is highlighted in blue, and the **Cancel** button is in grey.

This screenshot shows the 'Restore OneDrive' dialog box with the 'Restore to a specific point-in-time' option selected. The file list on the left remains the same. The dialog details on the right are updated:

- Restore from date:**
  - Restore to the latest snapshot
  - Restore to a specific point-in-time
- Date Selection:** A date picker shows '9/14/2023' and a time dropdown shows '3:00 PM'.
- Restore range available:** between Feb 18, 2022 12:57 PM and Sep 14, 2023 03:47 PM.

The **Validate** button is now in grey, and the **Cancel** button is in blue.

## 6. Upon successful restore prechecks, click **Restore**

This screenshot shows the 'Restore OneDrive' dialog box after successful validation. The file list on the left is the same. The dialog details on the right show the following validation results:

- Backup integrity validated
- Restore request validated
- Point-in-time date validated
- Tenant access validated

The **Restore** button is now in blue, and the **Cancel** button is in grey.



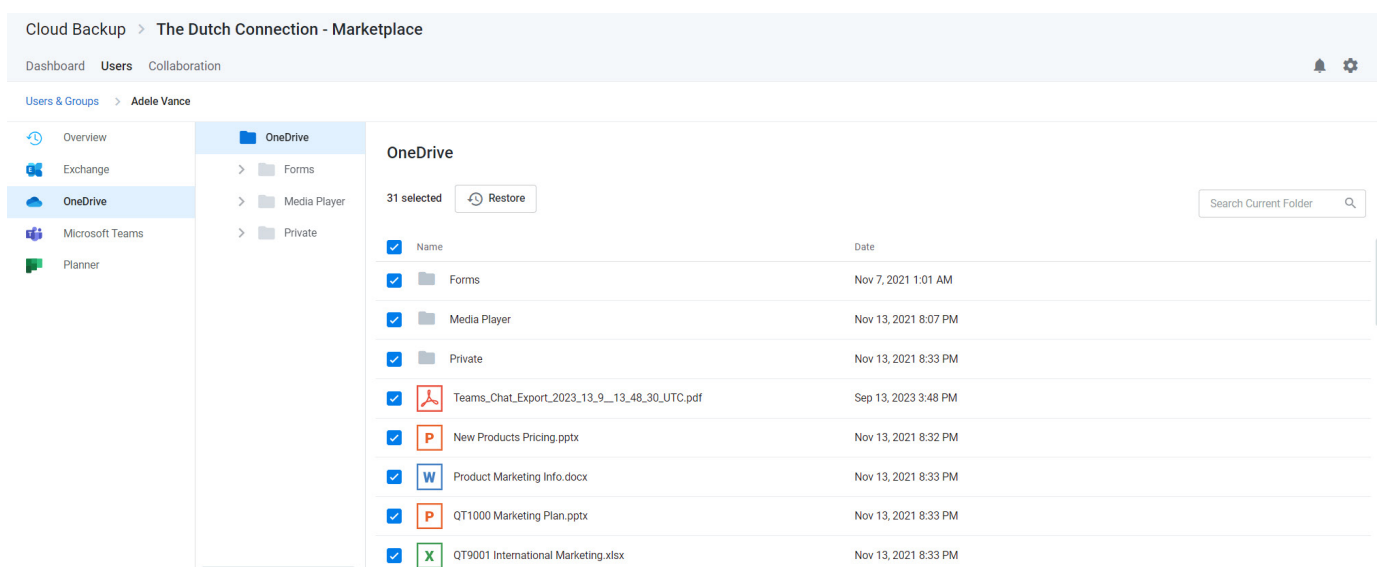
## Restoring a full OneDrive for Business account to the latest snapshot or a specific point in time

Cloud Backup also supports the restoration of an entire OneDrive for Business account to the latest snapshot or to a specific point in time.

When a full restore is done with Cloud Backup, it is merged with existing content. In other words, the data is de-duplicated before it is inserted into the account. Cloud Backup does not overwrite or delete data at any time. Therefore, if a file needs to be restored into a folder in which an existing file has the same name, it must be restored as part of an individual restore.

To restore an entire OneDrive for Business account to the latest snapshot or a specific point in time:

1. Select all items
2. Click **Restore**



Cloud Backup > The Dutch Connection - Marketplace

Dashboard Users Collaboration

Users & Groups > Adele Vance

Overview Exchange OneDrive Microsoft Teams Planner

OneDrive

- Forms
- Media Player
- Private

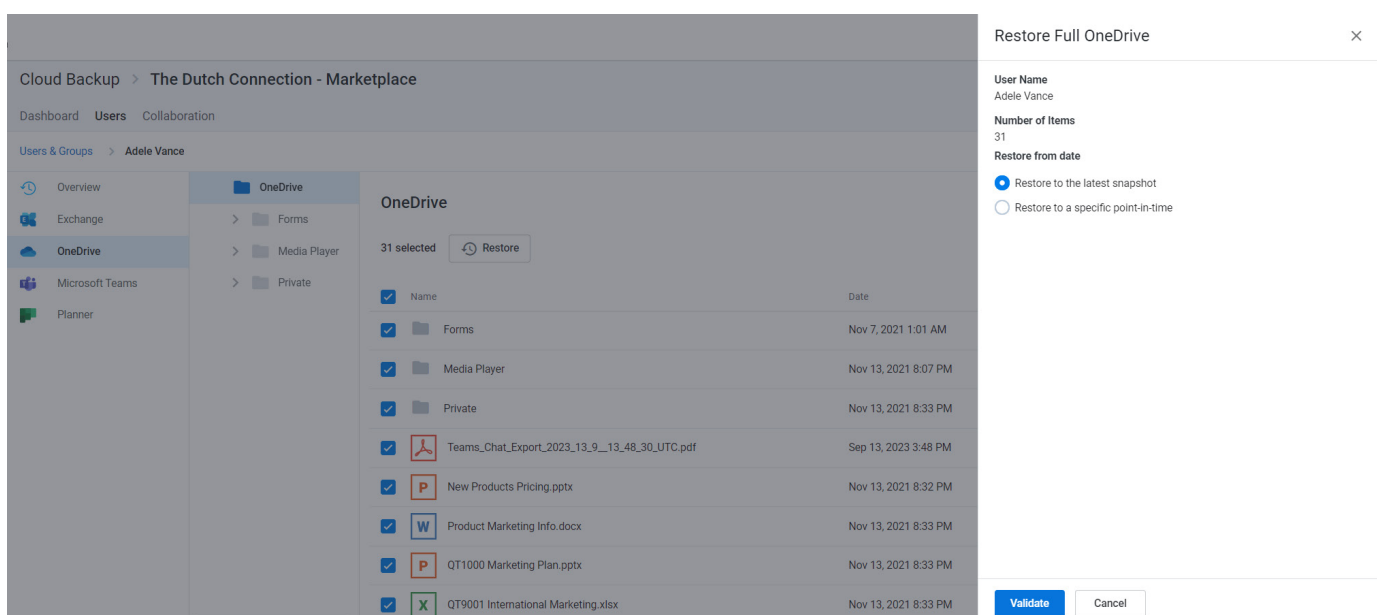
OneDrive

31 selected Restore

Search Current Folder

Name	Date
Forms	Nov 7, 2021 1:01 AM
Media Player	Nov 13, 2021 8:07 PM
Private	Nov 13, 2021 8:33 PM
Teams_Chat_Export_2023_13_9_13_48_30_UTC.pdf	Sep 13, 2023 3:48 PM
New Products Pricing.pptx	Nov 13, 2021 8:32 PM
Product Marketing Info.docx	Nov 13, 2021 8:33 PM
QT1000 Marketing Plan.pptx	Nov 13, 2021 8:33 PM
QT9001 International Marketing.xlsx	Nov 13, 2021 8:33 PM

3. If you want to restore to the latest snapshot, click **Validate** and skip to step 7



Cloud Backup > The Dutch Connection - Marketplace

Dashboard Users Collaboration

Users & Groups > Adele Vance

Overview Exchange OneDrive Microsoft Teams Planner

OneDrive

- Forms
- Media Player
- Private

OneDrive

31 selected Restore

Search Current Folder

Restore Full OneDrive

User Name  
Adele Vance

Number of Items  
31

Restore from date

Restore to the latest snapshot

Restore to a specific point-in-time

Validate Cancel

Name	Date
Forms	Nov 7, 2021 1:01 AM
Media Player	Nov 13, 2021 8:07 PM
Private	Nov 13, 2021 8:33 PM
Teams_Chat_Export_2023_13_9_13_48_30_UTC.pdf	Sep 13, 2023 3:48 PM
New Products Pricing.pptx	Nov 13, 2021 8:32 PM
Product Marketing Info.docx	Nov 13, 2021 8:33 PM
QT1000 Marketing Plan.pptx	Nov 13, 2021 8:33 PM
QT9001 International Marketing.xlsx	Nov 13, 2021 8:33 PM

4. If you want to restore to a specific point in time, select **Restore to a specific point in time**
5. Use the date and time fields to select the point in time





## 6. Click **Validate**

The screenshot shows the 'Restore Full OneDrive' dialog box. On the left, the OneDrive content is visible with 31 items selected. The right panel shows the restore configuration:

- User Name:** Adele Vance
- Number of Items:** 31
- Restore from date:**
  - Restore to the latest snapshot
  - Restore to a specific point-in-time
- Date:** 9/14/2023
- Time:** 3:00 PM
- Restore range available between:** Feb 18, 2022 12:57 PM and Sep 14, 2023 03:48 PM.

Buttons: **Validate** (highlighted), **Cancel**

## 7. Upon successful prechecks, click **Restore**

The screenshot shows the 'Restore Full OneDrive' dialog box after successful validation. The right panel displays the following validation results:

- Backup integrity validated
- Point-in-time date validated
- Restore request validated
- Tenant access validated

Buttons: **Restore** (highlighted), **Cancel**

## Restore Process

While the restore is initiated with a single click and Cloud Backup makes every effort to restore the content as quickly as possible, the time required to complete the restoration is based on a variety of external factors, including:

- The overall size of the data set being restored.
- Microsoft Office 365 throttling.
- Microsoft Azure throttling.
- The overall availability of Office 365.



## OneDrive for Business limitations that may impact Cloud Backup

Cloud Backup backs up data in Office 365. Due to restrictions and limitations when syncing SharePoint libraries to a computer through OneDrive for Business, there may be data that is not synced to Office 365, and therefore not backed up by Cloud Backup.

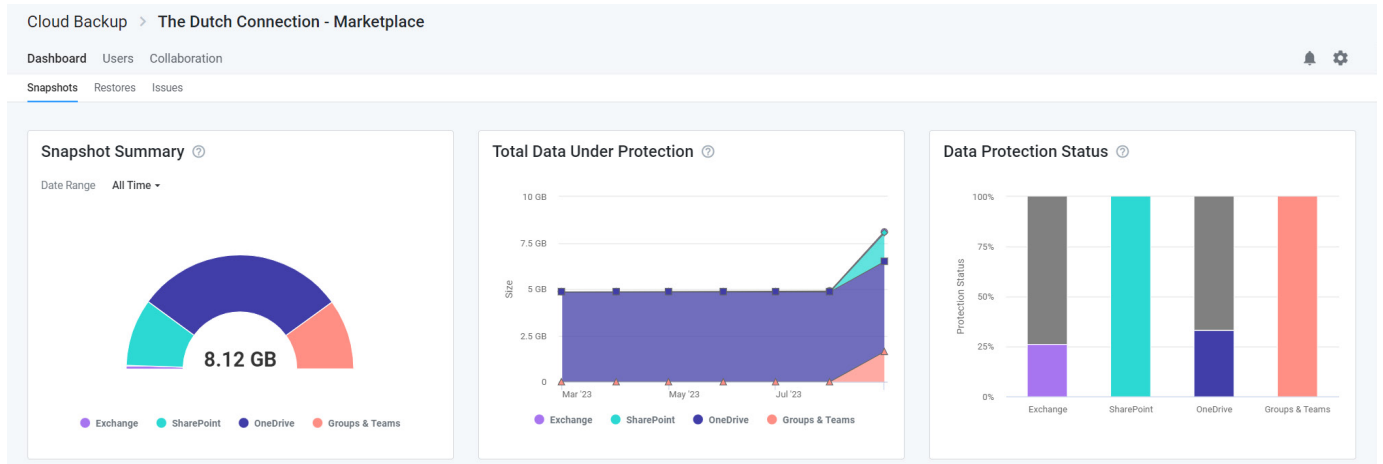
For more information, see [Restrictions and limitations when you sync SharePoint libraries to your computer through OneDrive for Business.](#)



# 5. Restoring Microsoft Teams chats

## How to access Microsoft Teams chats

1. Open the subscription
2. Select the **Users** tab



3. On the **Users** tab, click on the user whose data needs to be restored

The screenshot shows the 'Users' tab in the Cloud Backup dashboard. It displays a list of 45 items, with the following users visible:

Name	Type	Protection
Adele Vance AdeleV@M365x148274.OnMicrosoft.com	User	✓
Alex Wilber Danny AlexW@M365x148274.OnMicrosoft.com	User	✓
Allan Deyoung AllanD@M365x148274.OnMicrosoft.com	User	✓
Automate Bot AutomateB@M365x148274.OnMicrosoft.com	User	⊗

4. Select **Microsoft Teams** in the left navigation or click the **Microsoft Teams Chats** tile.

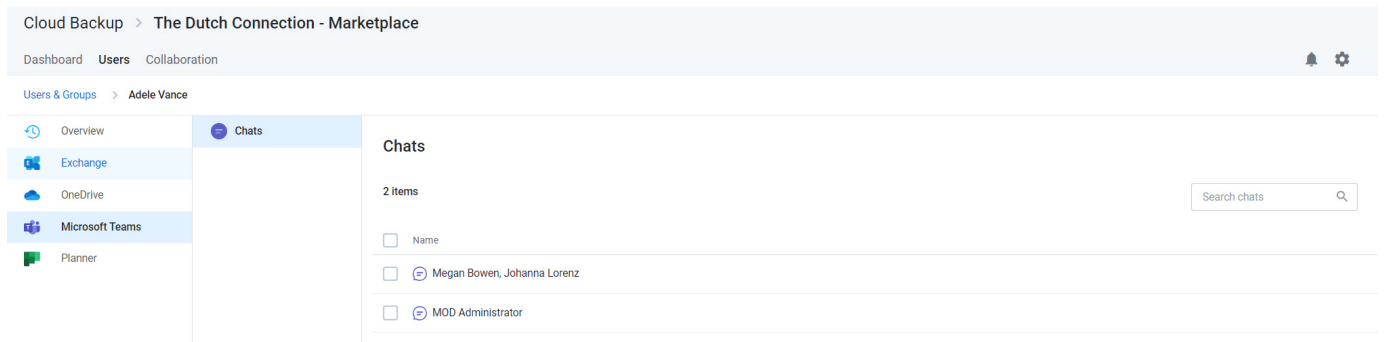
The screenshot shows the 'Users & Groups' view for 'Adele Vance'. The left navigation pane is open, and the 'Microsoft Teams Chats' tile is highlighted. The main area displays four service tiles, each with a 'Cloud Backup' status:

- Microsoft Exchange: Cloud Backup ✓
- OneDrive for Business: Cloud Backup ✓
- Microsoft Teams Chats: Cloud Backup ✓
- Microsoft Planner: Cloud Backup ✓



## How to restore Teams chats

Here, you can select any chat and click **Restore** to upload a PDF of the chat into the OneDrive for Business account of the user requesting the restore.



Cloud Backup > The Dutch Connection - Marketplace

Dashboard Users Collaboration

Users & Groups > Adele Vance

Overview Exchange OneDrive Microsoft Teams Planner

**Chats**

2 Items

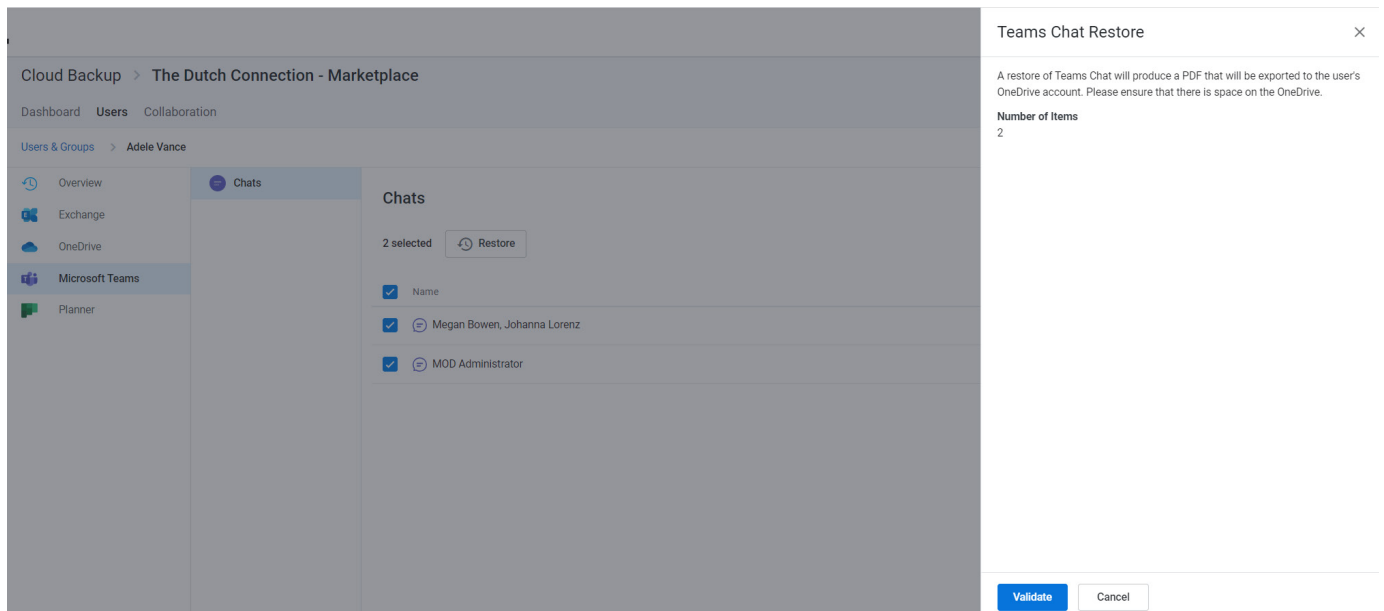
Search chats

Name

Megan Bowen, Johanna Lorenz

MOD Administrator

Click **Validate** to proceed.



Cloud Backup > The Dutch Connection - Marketplace

Dashboard Users Collaboration

Users & Groups > Adele Vance

Overview Exchange OneDrive Microsoft Teams Planner

**Chats**

2 selected Restore

Name

Megan Bowen, Johanna Lorenz

MOD Administrator

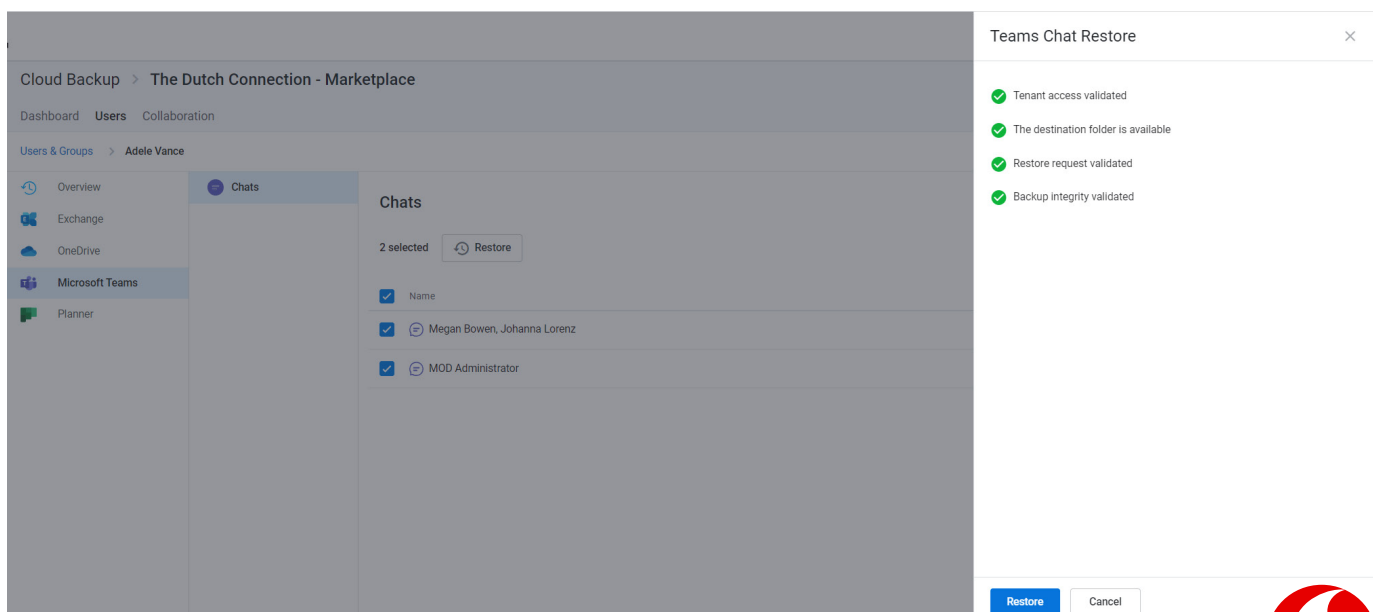
**Teams Chat Restore**

A restore of Teams Chat will produce a PDF that will be exported to the user's OneDrive account. Please ensure that there is space on the OneDrive.

Number of Items  
2

Validate Cancel

Click **Restore**



Cloud Backup > The Dutch Connection - Marketplace

Dashboard Users Collaboration

Users & Groups > Adele Vance

Overview Exchange OneDrive Microsoft Teams Planner

**Chats**

2 selected Restore

Name

Megan Bowen, Johanna Lorenz

MOD Administrator

**Teams Chat Restore**

- ✓ Tenant access validated
- ✓ The destination folder is available
- ✓ Restore request validated
- ✓ Backup integrity validated

Restore Cancel



## Where to find the restored Teams chat

The PDF file of the restored chat will be in the OneDrive for Business account of the user for whom the restore was performed. E.g., because the restore above was performed on behalf of Adele Vance, the PDF was exported to her OneDrive for Business account with a file name including a timestamp (as shown below). If Alex Wilber requested a restore of the same chat, a PDF would be exported to his OneDrive for Business account.

The screenshot shows the OneDrive interface for Alex Wilber. The 'My files' section is active, displaying a table of files. The file 'Teams\_Chat\_Export\_2022\_27\_12\_\_19\_14\_28...' is highlighted, showing it was modified on Tuesday at 11:14 AM by the SharePoint App, with a file size of 76.2 KB and is set to Private sharing.

Name	Modified	Modified By	File size	Sharing	Activity
Private	April 14	Alex Wilber	1 item	Private	
Teams_Chat_Export_2022_27_12__19_14_28...	Tuesday at 11:14 AM	SharePoint App	76.2 KB	Private	
ZT6006 Major Selling Points.docx	April 14	Alex Wilber	24.7 KB	Shared	

This PDF will include:

- The date and time of the export
- The participants
- The entire history of the chat between the specific participants with timestamps and rich text support
- Other supported chat content, including tables, links, emojis, GIFs, stickers, important tags, and more

Note: If there is a video in the chat, the PDF will include the URL for the video.

The screenshot shows a chat export PDF with the following content:

Export generated on Thu, 22 Dec 2022 16:41:19 GMT

Users:

Message: Adele Vance Thu, 22 Dec 2022 00:11:43 GMT

Thanks guys! I hope so!

Message: Adele Vance Wed, 21 Dec 2022 23:58:52 GMT

Hi Alex and Allan, can one of you point me to the 2020 budget document?

Message: Alex Wilber Thu, 22 Dec 2022 00:02:25 GMT

Hi Adele, here it is:

[[https://m365x07620440-my.sharepoint.com/personal/alexw\\_m365x07620440\\_onmicrosoft\\_com/Documents/Microsoft Teams Chat Files/2020 Budget.docx](https://m365x07620440-my.sharepoint.com/personal/alexw_m365x07620440_onmicrosoft_com/Documents/Microsoft%20Teams%20Chat%20Files/2020%20Budget.docx)](2020 Budget.docx)

Message: Alex Wilber Thu, 22 Dec 2022 00:03:40 GMT

Good luck getting through this busy season!

<https://media4.giphy.com/media/26DN5Tg92B2jmyVG0/giphy.gif?cid=de9bf95etlcbt9nw7499pk2jbwvjbtgfk2325uuv1jr5xtb6&rid=giphy.gif&ct=g>

&nbsp;

Message: Allan Deyoung Thu, 22 Dec 2022 00:08:03 GMT

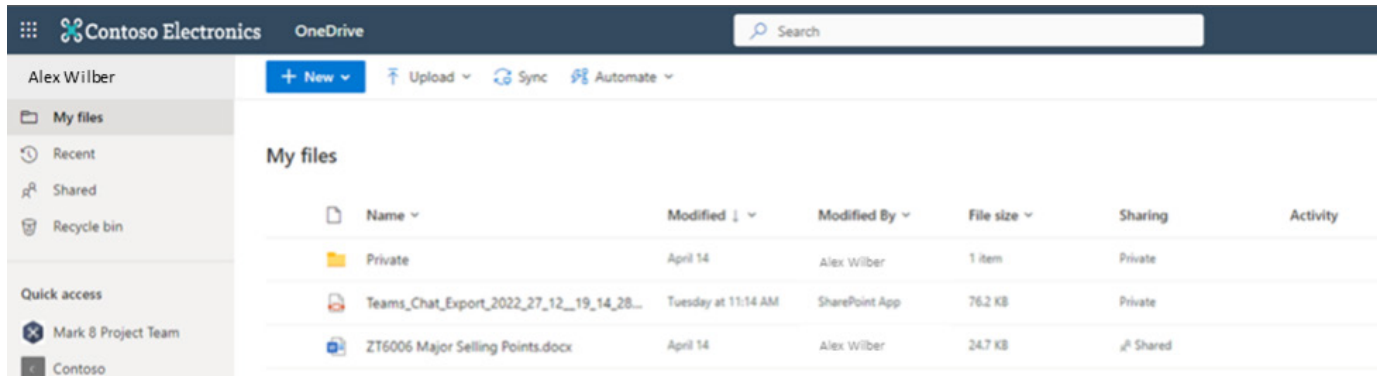
Hopefully the budget numbers will be much larger this year!





## How to restore files shared within a Teams chat

If a chat is deleted, it is likely that the files shared within the chat still exist as they are stored in the user's OneDrive for Business account.



The screenshot shows the OneDrive interface for Alex Wilber. The left sidebar includes 'My files', 'Recent', 'Shared', 'Recycle bin', and 'Quick access' (Mark 8 Project Team, Contoso). The main area displays a table of files under 'My files'.

Name	Modified	Modified By	File size	Sharing	Activity
Private	April 14	Alex Wilber	1 item	Private	
Teams_Chat_Export_2022_27_12_19_14_28...	Tuesday at 11:14 AM	SharePoint App	76.2 KB	Private	
ZT6006 Major Selling Points.docx	April 14	Alex Wilber	24.7 KB	Shared	

If they no longer exist in the OneDrive for Business account, you can restore them there. For more information, see [Restoring OneDrive for Business account data](#).



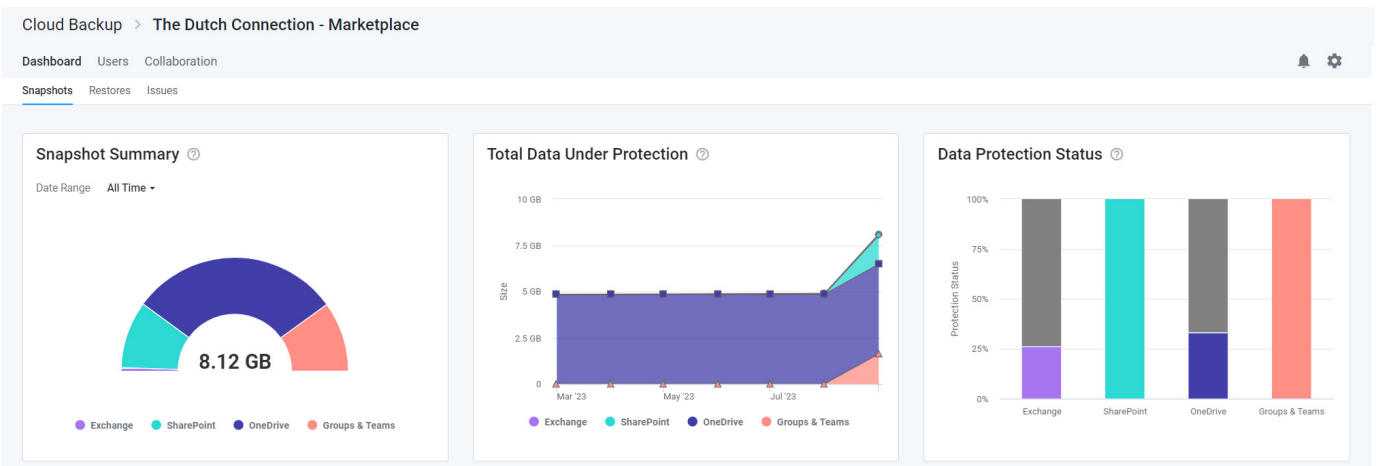
# 6. Restoring Microsoft Planner user tasks

Microsoft Planner includes both user data which includes individual user tasks and group data which includes group plans, buckets, and tasks. If you need to restore one or more user tasks, follow the steps below.

If you need to restore group plans, buckets, or tasks, see [Restoring Microsoft Planner collaboration data](#).

## How to access Microsoft Planner user tasks

1. Open the subscription
2. Select the Users tab



3. On the Users tab, click on the user whose data needs to be restored

The screenshot shows the 'Users' page with 45 items. A message indicates that 0 of 10 licenses are available. Below is a table of users:

Name	Type	Protection
Adele Vance AdeleV@M365x148274.OnMicrosoft.com	User	✓
Alex Wilber Danny AlexW@M365x148274.OnMicrosoft.com	User	✓
Allan Deyoung AllanD@M365x148274.OnMicrosoft.com	User	✓
Automate Bot AutomateB@M365x148274.OnMicrosoft.com	User	✓

4. Select Planner in the left navigation or click the Microsoft Planner tile.

The screenshot shows the user interface for 'Adele Vance'. The left navigation menu includes Overview, Exchange, OneDrive, Microsoft Teams, and Planner. The main area displays four tiles for Microsoft Exchange, OneDrive for Business, Microsoft Teams Chats, and Microsoft Planner, each with a 'Cloud Backup' status and a green checkmark.





**This view includes:**

- A Viewport on the right through which you can navigate through the Plans to find the task you need to restore.
- A search field to search for the task within Planner, and
- A navigational tree on the left that can be used to find the specific location directly. This navigation will expand to match actions in the Viewport

## Navigate to the data you need to restore

1. Open the plan to which the user task needs to be restored

2. Open the bucket to which the user task needs to be restored



3. Select any number of tasks and click the **Restore** button at the top of the list

The screenshot shows the Microsoft Planner interface for 'The Dutch Connection - Marketplace'. The left sidebar shows navigation options like Overview, Exchange, OneDrive, Microsoft Teams, and Planner. The main area displays a list of tasks under the 'Press' category. Three tasks are selected: 'OnSite Press Kit', 'Schedule Post Event Press Interviews', and 'Web Media Kit'. A 'Restore' button is located at the top of the task list. A search bar labeled 'Search in Bucket' is also visible.

4. This will initiate a process to validate the restore request. Click the **Restore** button to proceed

The screenshot shows the same Microsoft Planner interface as above, but with a 'Restore Planner Items' dialog box overlaid on the right side. The dialog box contains a list of four validation messages, each with a green checkmark: 'Restore request validated', 'Tenant access validated', 'The group validated', and 'Backup integrity validated'. At the bottom of the dialog, there are two buttons: 'Restore' (highlighted in blue) and 'Cancel'.



## 7. Restoring Microsoft 365 collaboration data

Collaboration data in Microsoft 365 is also found in multiple applications. For instructions on restoring specific collaboration data, see:

- [Restoring Exchange Public Folder data](#)
- [Restoring SharePoint data](#)
- [Restoring Microsoft 365 groups and Microsoft Teams collaboration data](#)
- [Restoring Microsoft Planner collaboration data](#)

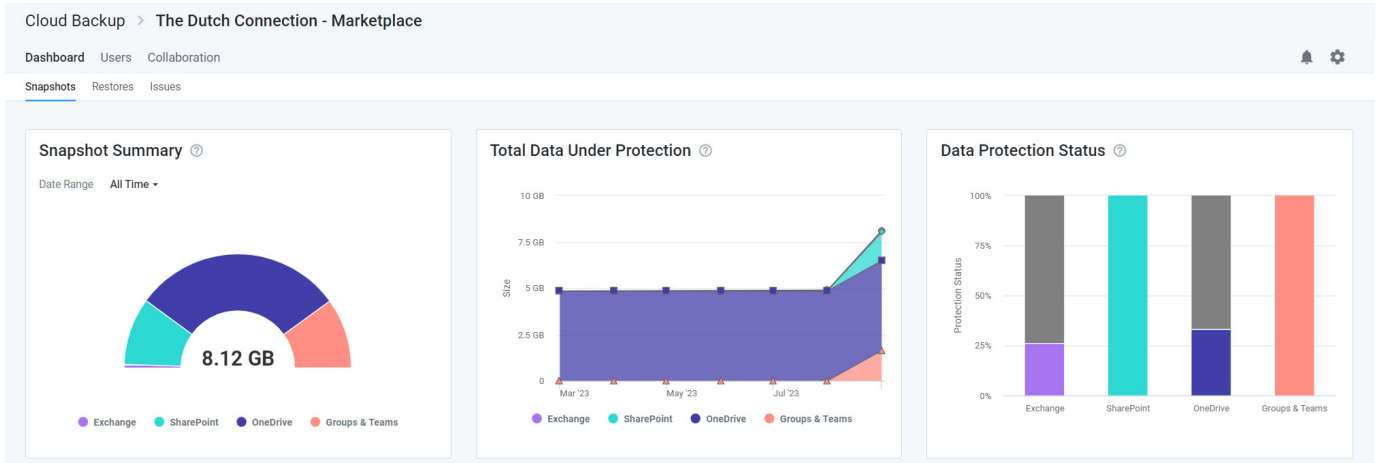
**Note:** While Shared Mailboxes are collaboration data, due to Microsoft APIs, Cloud Backup lists them within user data. For restoring Shared Mailboxes, see [Restoring Exchange mailbox data](#).



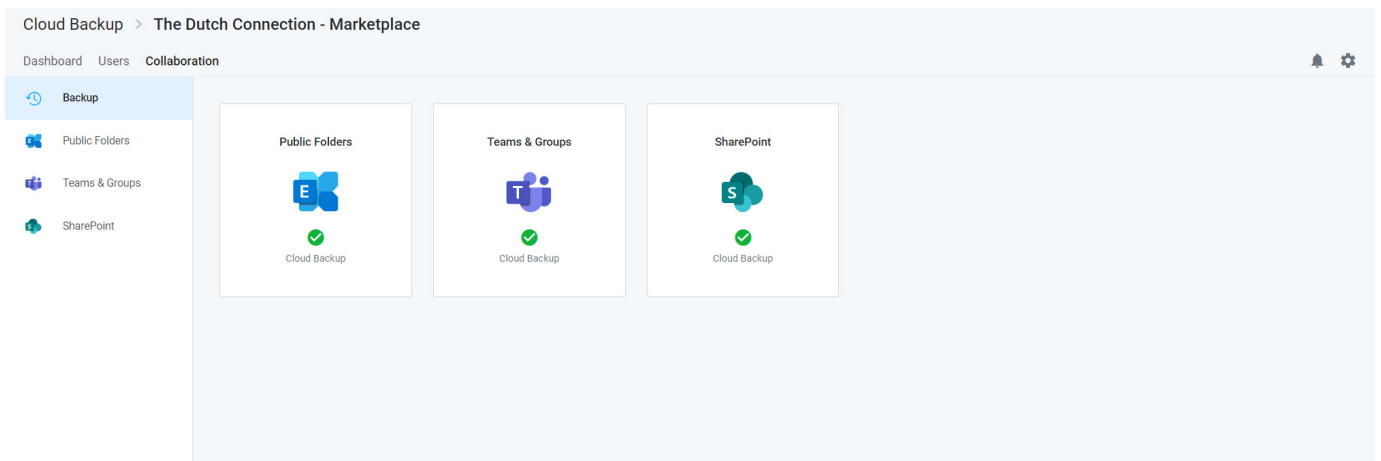
# 8. Restoring Exchange Public Folder data

## How to access Public Folder data

1. Open the subscription
2. Select the Collaboration tab in the top navigation



3. Select Public Folder in the left navigation or click the Public Folder icon



This will open a list of Public Folders. To restore a Public Folder or folders or files within a Public Folder, click on the Public Folder.

The screenshot shows a list of public folders under the 'Public Folders' section. The table below summarizes the data shown in the interface:

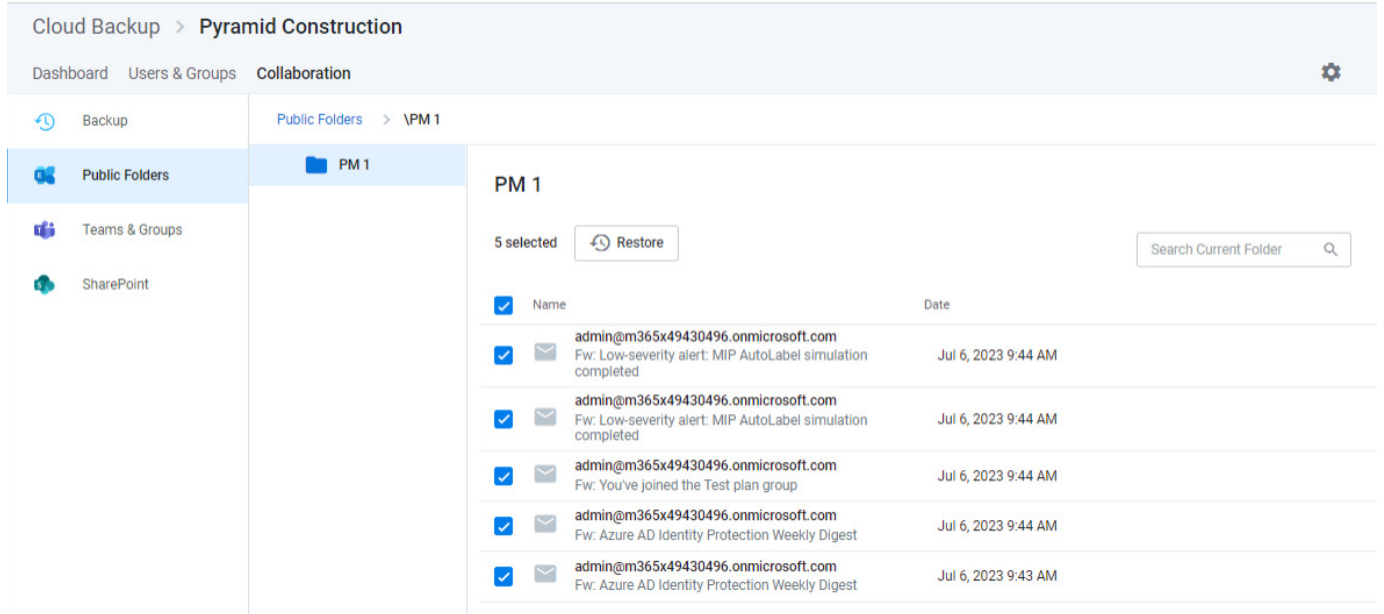
Name	Protection Status
\PM 1	Protected (Green Checkmark)
\PM 2	Protected (Green Checkmark)
\PM 3	Protected (Green Checkmark)



## Full Public Folder restore to the latest snapshot or a specific point in time

To restore an entire Public Folder to the latest snapshot or a specific point in time:

1. Select all items and click **Restore**

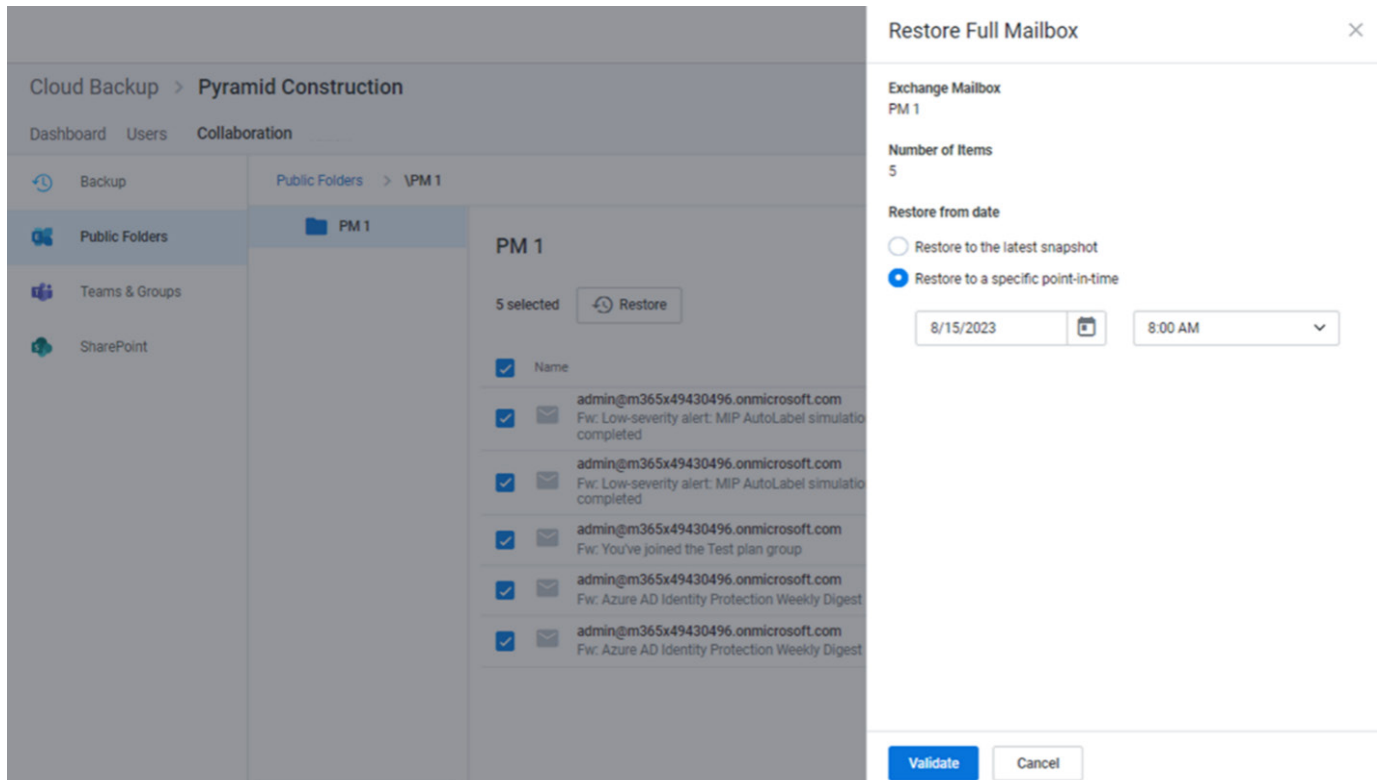


The screenshot shows the 'Cloud Backup > Pyramid Construction' interface. The left sidebar has 'Public Folders' selected. The main area shows 'Public Folders > \PM 1'. A table of 5 selected items is displayed, each with a checked checkbox and a 'Restore' button. The items are:

Name	Date
admin@m365x49430496.onmicrosoft.com Fw: Low-severity alert: MIP AutoLabel simulation completed	Jul 6, 2023 9:44 AM
admin@m365x49430496.onmicrosoft.com Fw: Low-severity alert: MIP AutoLabel simulation completed	Jul 6, 2023 9:44 AM
admin@m365x49430496.onmicrosoft.com Fw: You've joined the Test plan group	Jul 6, 2023 9:44 AM
admin@m365x49430496.onmicrosoft.com Fw: Azure AD Identity Protection Weekly Digest	Jul 6, 2023 9:44 AM
admin@m365x49430496.onmicrosoft.com Fw: Azure AD Identity Protection Weekly Digest	Jul 6, 2023 9:43 AM

2. To restore to the latest snapshot, select Restore to the latest snapshot and click **Validate**

3. To restore to a specific point in time, select Restore to a specific point-in-time, select a date and time and click **Validate**



The screenshot shows the 'Restore Full Mailbox' dialog box. The background is dimmed, showing the same interface as the previous screenshot. The dialog box has the following options:

- Exchange Mailbox:** PM 1
- Number of Items:** 5
- Restore from date:**
  - Restore to the latest snapshot
  - Restore to a specific point-in-time
- Date and Time:** 8/15/2023 (calendar icon) 8:00 AM (dropdown arrow)
- Buttons:** Validate (blue), Cancel (white)





#### 4. Upon successful restore prechecks, click **Restore**

**Restore Full Mailbox**

- ✓ Restore request validated
- ✓ Backup integrity validated
- ✓ Tenant access validated
- ✓ The mailbox checked

**Restore** **Cancel**

## Individual item restore

To restore individual items within a Public Folder:

1. Click on the Public Folder
2. Select any number of items
3. Click the Restore button

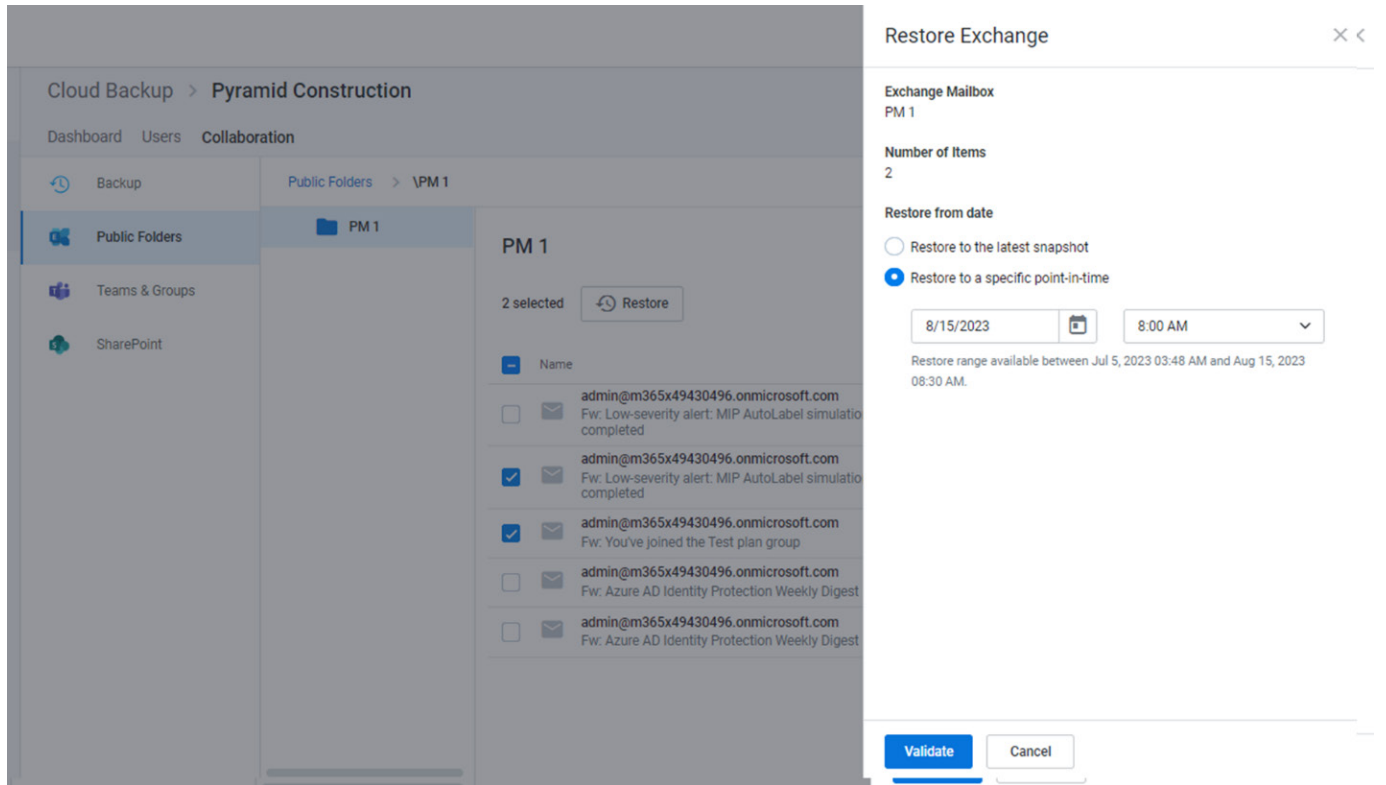
**PM 1**

2 selected **Restore**

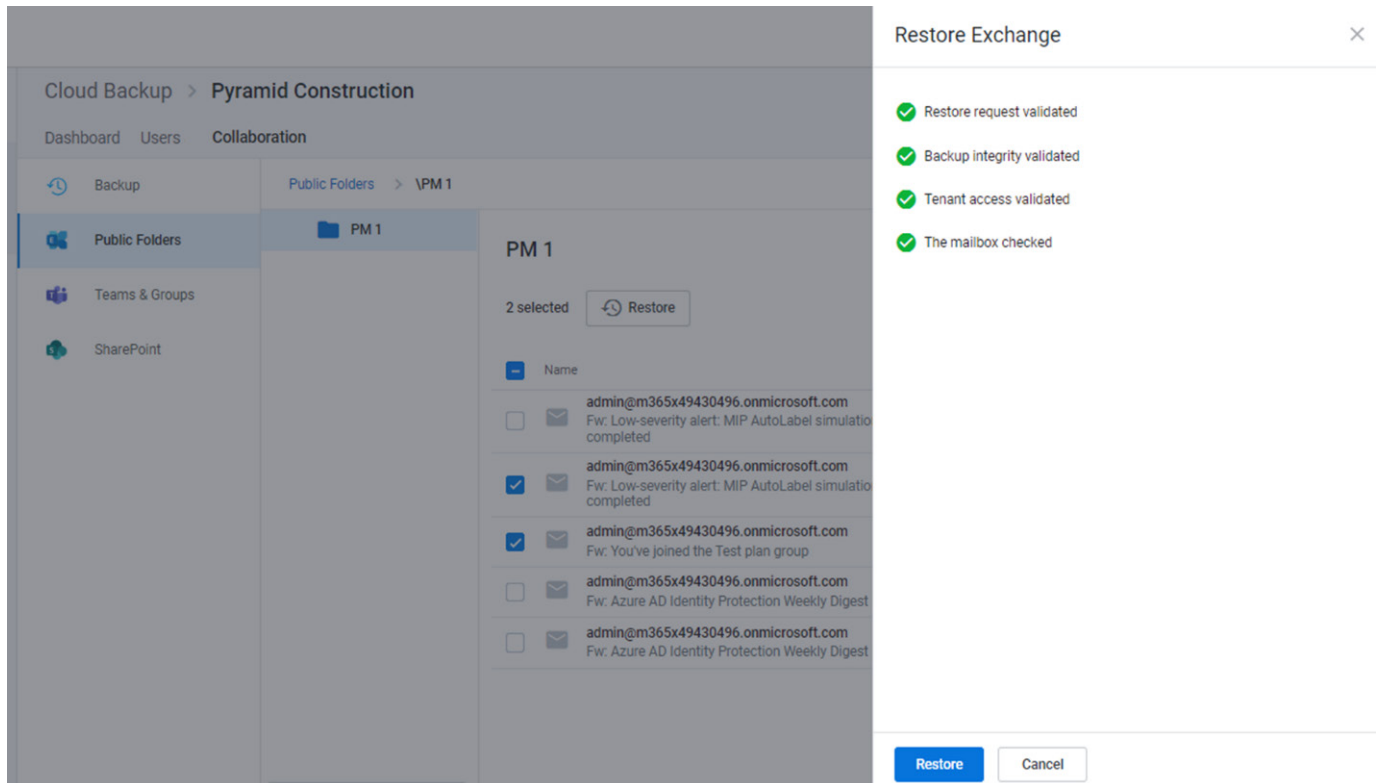
<input checked="" type="checkbox"/>	Name	Date
<input type="checkbox"/>	admin@m365x49430496.onmicrosoft.com Fw: Low-severity alert: MIP AutoLabel simulation completed	Jul 6, 2023 9:44 AM
<input checked="" type="checkbox"/>	admin@m365x49430496.onmicrosoft.com Fw: You've joined the Test plan group	Jul 6, 2023 9:44 AM
<input checked="" type="checkbox"/>	admin@m365x49430496.onmicrosoft.com Fw: Azure AD Identity Protection Weekly Digest	Jul 6, 2023 9:43 AM
<input type="checkbox"/>	admin@m365x49430496.onmicrosoft.com Fw: Azure AD Identity Protection Weekly Digest	Jul 6, 2023 9:43 AM
<input type="checkbox"/>	admin@m365x49430496.onmicrosoft.com Fw: Low-severity alert: MIP AutoLabel simulation completed	Jul 6, 2023 9:44 AM



- To restore to the latest snapshot, select **Restore** to the latest snapshot and click **Validate**
- To restore to a specific point in time, select **Restore** to a specific point-in-time, select a date and time and click **Validate**



- Upon successful restore prechecks, click **Restore**

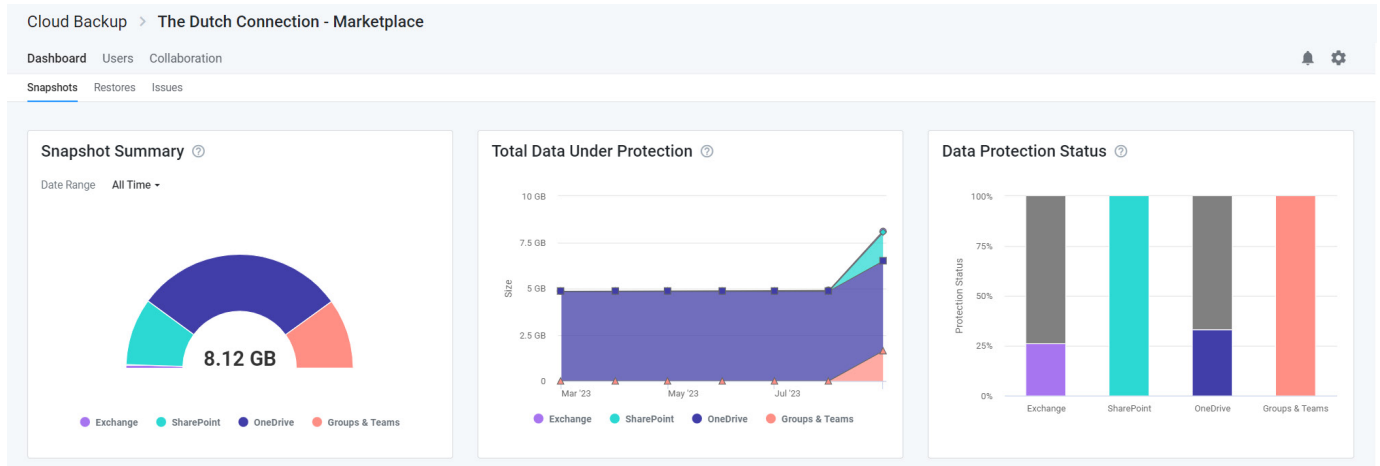




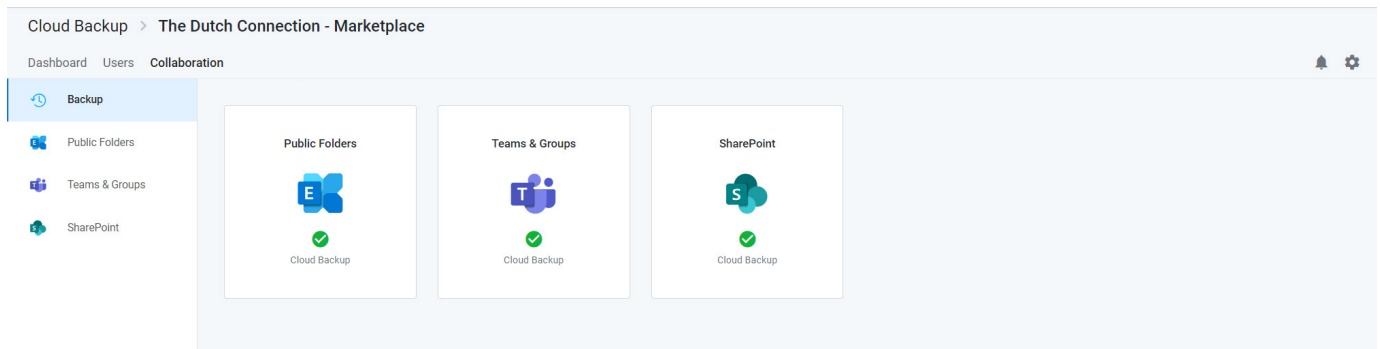
# 9. Restoring SharePoint data

## How to access SharePoint data

1. Open the subscription
2. Select the **Collaboration** tab in the top navigation



3. Select **SharePoint** in the left navigation or click the **SharePoint** tile



This will open a list of sites. To restore the site, or the folders and files within a site, click the site. You can also use the search field to find the site that contains the data that needs to be restored.

The screenshot shows a list of 17 SharePoint sites. The 'SharePoint' option is selected in the left navigation. A search field is visible at the top right of the list. The list contains the following items:

Name	Protection
Benefits https://m365x148274.sharepoint.com/sites/benefits	✓
Contoso Brand https://m365x148274.sharepoint.com/sites/contosobrand	✓
Contoso News https://m365x148274.sharepoint.com/sites/contosonews	✓
Contoso Works https://m365x148274.sharepoint.com/sites/contosoworks	✓
Discover me now https://m365x148274.sharepoint.com/sites/discovermenow	✓
Drone workshop https://m365x148274.sharepoint.com/sites/droneproducttraining	✓
Fly Safe Conference https://m365x148274.sharepoint.com/sites/flysafekonference	✓
Give https://m365x148274.sharepoint.com/sites/give	✓



From here, you can navigate to the data or select a SharePoint site and use the search field to find the data you need to restore.

The screenshot shows the Vodafone Cloud Backup interface for a SharePoint site named 'Benefits'. The breadcrumb path is 'Cloud Backup > The Dutch Connection - Marketplace'. The left sidebar shows navigation options: Backup, Public Folders, Teams & Groups, and SharePoint (selected). The main content area shows the 'Benefits' site structure with a search field and a list of 6 items:

<input type="checkbox"/>	Name	Date
<input type="checkbox"/>	Lists	Nov 7, 2021 12:36 AM
<input type="checkbox"/>	images	Nov 7, 2021 12:36 AM
<input type="checkbox"/>	Documents	Nov 7, 2021 12:36 AM
<input type="checkbox"/>	Style Library	Nov 7, 2021 12:36 AM
<input type="checkbox"/>	Site Assets	Nov 14, 2021 9:18 AM
<input type="checkbox"/>	Site Pages	Nov 7, 2021 12:36 AM

## Search for data

Once inside a SharePoint site, you can use the search field and a variety of advanced search capabilities to find the data you need to restore.

### Smart Search

Cloud Backup supports a variety of Smart Search queries. To narrow your search to subsites or a specific list type, you can enter the following Smart Search terms.

- `subsite:[subsite name]` (e.g. `subsite:marketing`)
- `folder:[folder name]`
- `file:[file name]`
- `announcement:[announcement name]`
- `contact:[contact last name]`

### Advanced Search

Cloud Backup also supports a variety of Advanced Search capabilities, including Elasticsearch, Wildcards, and RegEx.

Note: Currently, the Cloud Backup UI has a search result limit of 500 items. Workarounds for this include the use of browsing to narrow the search within a specific folder.

## How to restore a full SharePoint site

You can restore a full SharePoint site to the latest snapshot or to a specific point in time.

When a bulk restore is done with Cloud Backup, it is merged with existing content. In other words, the data is de-duplicated before it is inserted into the account. Cloud Backup does not overwrite or delete data at any time. Therefore, if a file needs to be restored into a folder in which an existing file has the same name, it must be restored as part of an individual restore.

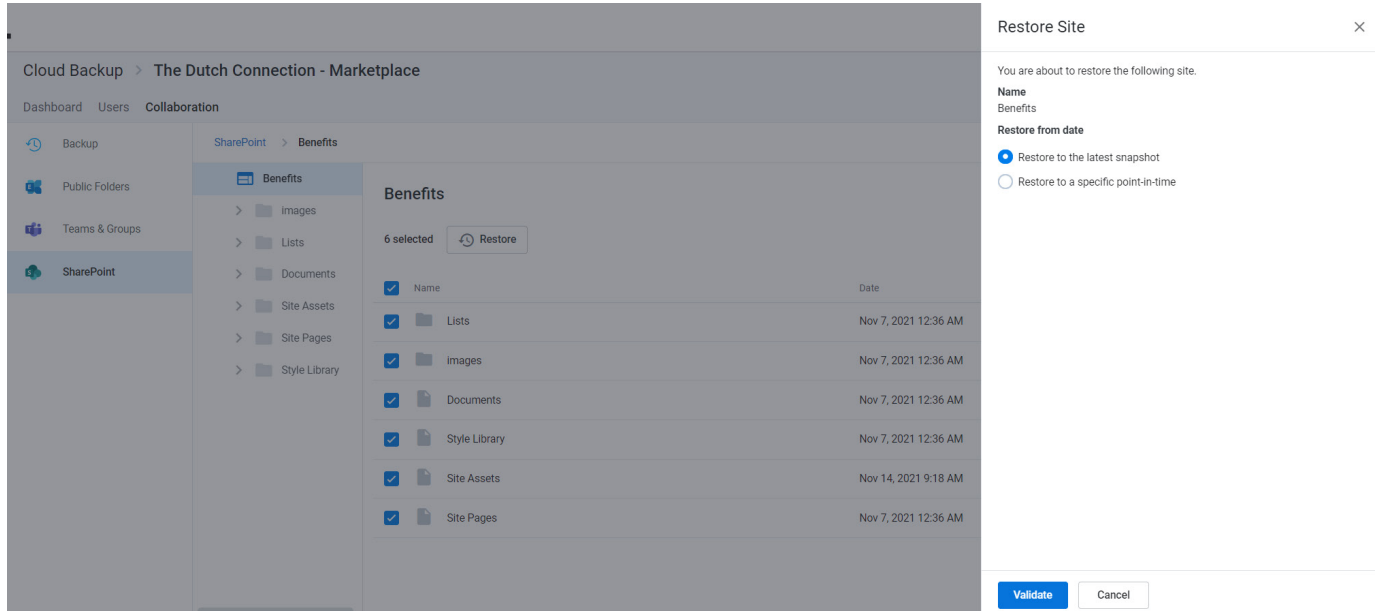
Restoring a subsite will restore all the missing items below the subsite.



## Restoring a full SharePoint site to the latest snapshot or a specific point in time

To restore the entire site to the latest snapshot:

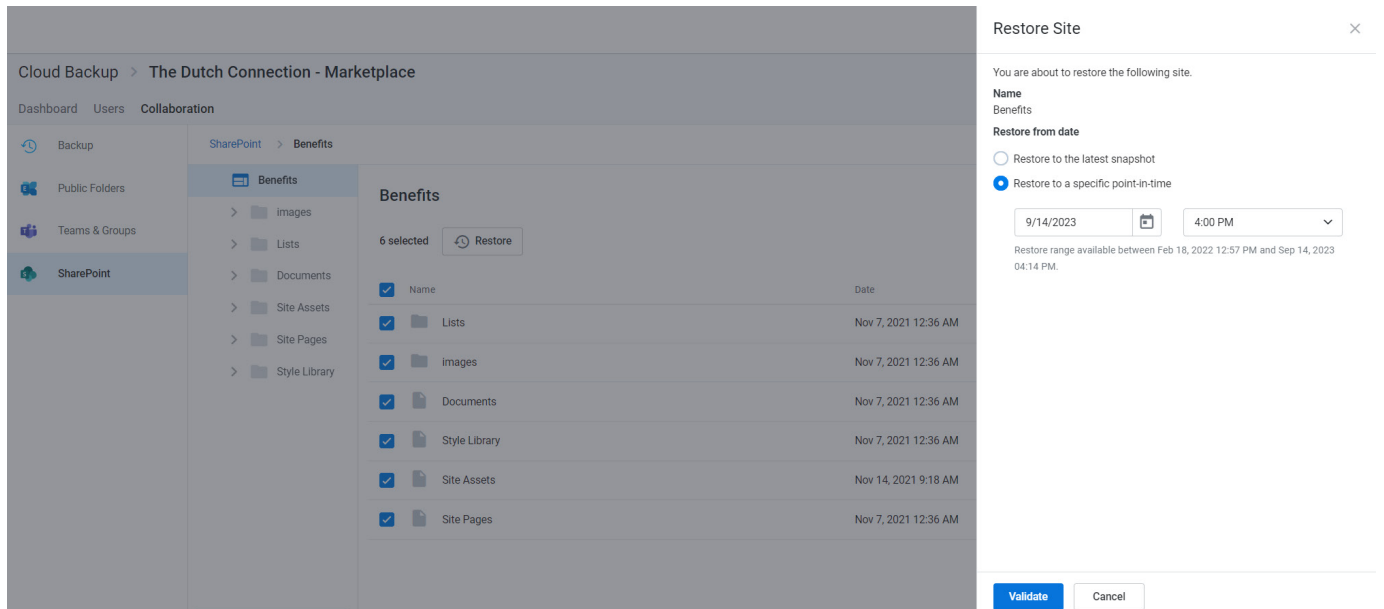
1. Select all items
2. Click the **Restore** button that will appear at the top of the list
3. To restore to the latest snapshot, click **Validate** and skip to step 7



The screenshot shows the 'Restore Site' dialog box in the Vodafone Cloud Backup interface. The background displays the SharePoint site 'Benefits' with 6 items selected: Name, Lists, images, Documents, Style Library, Site Assets, and Site Pages. The 'Restore from date' section has 'Restore to the latest snapshot' selected.

Name	Date
Lists	Nov 7, 2021 12:36 AM
images	Nov 7, 2021 12:36 AM
Documents	Nov 7, 2021 12:36 AM
Style Library	Nov 7, 2021 12:36 AM
Site Assets	Nov 14, 2021 9:18 AM
Site Pages	Nov 7, 2021 12:36 AM

4. To restore to a specific point in time, select **Restore** to a specific point-in-time
5. Select the date and time
6. Click **Validate**



The screenshot shows the 'Restore Site' dialog box in the Vodafone Cloud Backup interface. The background displays the SharePoint site 'Benefits' with 6 items selected. The 'Restore from date' section has 'Restore to a specific point-in-time' selected, with the date set to 9/14/2023 and the time set to 4:00 PM. The restore range is available between Feb 18, 2022 12:57 PM and Sep 14, 2023 04:14 PM.

Name	Date
Lists	Nov 7, 2021 12:36 AM
images	Nov 7, 2021 12:36 AM
Documents	Nov 7, 2021 12:36 AM
Style Library	Nov 7, 2021 12:36 AM
Site Assets	Nov 14, 2021 9:18 AM
Site Pages	Nov 7, 2021 12:36 AM



## 7. Upon successful restore prechecks, click Restore

The screenshot shows the 'Restore Site' dialog box with the following pre-checks:

- Backup integrity validated
- Restore request validated
- Point-in-time date validated
- Tenant access validated

The main window shows a list of 6 selected items for restoration:

Name	Date
Lists	Nov 7, 2021 12:36 AM
images	Nov 7, 2021 12:36 AM
Documents	Nov 7, 2021 12:36 AM
Style Library	Nov 7, 2021 12:36 AM
Site Assets	Nov 14, 2021 9:18 AM
Site Pages	Nov 7, 2021 12:36 AM

## How to restore individual items or folders

You can restore multiple items, including different item types (e.g. subsites, lists, folders, and files) to the latest snapshot or to a specific point in time.

Every SharePoint restoration is a “new item” restore because Cloud Backup does not overwrite existing items. This means that if the item being restored already exists, Cloud Backup will add the restored item back to the site collection with its name appended with a number in parentheses. This includes restoring items, including versions, that were deleted, but still exist in the recycle bin.

On the other hand, if the item does no longer exists, Cloud Backup will add the item without appending the name of the file.

When needing to restore more than 200 individual items, it is best practice to perform a bulk restore (e.g. full mailbox, folder, list, etc.) or perform multiple batches of under 200 individual restores. Currently, extremely large batches of individual restores (e.g. over 200) may not complete.



## Restoring an individual file to the latest snapshot or a previous version

To restore an individual file to the latest snapshot or a previous version:

1. Select the file
2. Click **Restore**
3. Select the version
4. Click **Validate**

The screenshot shows the 'Restore Files' dialog box in the Vodafone Cloud Backup interface. The main window displays a list of documents in a SharePoint site. One file, 'Hotel.pdf', is selected. The 'Restore' button is visible at the top of the list. The dialog box on the right contains the following information:

**Restore Files** [Close]

You are about to restore the following file.

**Name**  
Hotel.pdf

**Restore a specific version**  
Restore this file to any version below. All other versions will be saved

**Version History**

Last Modified	Modified By	Size
<input checked="" type="radio"/> November 14, 2021	Nestor Wilke	27.64 KB
<input type="radio"/> November 14, 2021	Diego Siciliani	27.64 KB

**Validate** **Cancel**

## Restoring multiple items or folders to the latest snapshot or a specific point in time

1. Select any number of items
2. Click the **Restore** button that will appear at the top of the list
3. To restore to the latest snapshot, click **Validate** and skip to step 7

The screenshot shows the 'Restore Files' dialog box in the Vodafone Cloud Backup interface. The main window displays a list of documents in a SharePoint site. Four items are selected: 'Forms', 'Cloud Backup Technical Readiness.mp4', 'Employee Sentiment Analysis (1).xlsx', and 'Hotel.pdf'. The 'Restore' button is visible at the top of the list. The dialog box on the right contains the following information:

**Restore Files** [Close]

You are about to restore the following site.

**Number of Items**  
4

**Restore from date**

Restore to the latest snapshot  
 Restore to a specific point-in-time

**Validate** **Cancel**



4. To restore to a specific point in time, select **Restore to a specific point-in-time**
5. Select a date and time within the available restore range
6. Click **Validate**

Cloud Backup > The Dutch Connection - Marketplace

Dashboard Users Collaboration

Backup SharePoint > Benefits

Public Folders Teams & Groups SharePoint

Benefits images Lists Documents Forms Site Assets Site Pages Style Library

Documents

4 selected Restore

Name	Date
Forms	Nov 7, 2021 12:36 AM
Cloud Backup Technical Readiness.mp4	Sep 12, 2023 1:10 PM
Employee Sentiment Analysis (1).xlsx	Feb 22, 2023 11:43 AM
Employee Sentiment Analysis.xlsx	Nov 14, 2021 9:24 AM
Hotel (1).pdf	Feb 22, 2023 11:43 AM
Hotel (2).pdf	Aug 30, 2023 10:41 AM
Hotel.pdf	Nov 14, 2021 9:24 AM
Local Resource Guide.docx	Nov 14, 2021 9:24 AM

Restore Files

You are about to restore the following site.

Number of Items  
4

Restore from date

Restore to the latest snapshot

Restore to a specific point-in-time

9/14/2023 4:00 PM

Restore range available between Feb 18, 2022 12:57 PM and Sep 14, 2023 04:16 PM.

Validate Cancel

7. Upon successful restore prechecks, click **Restore**

Cloud Backup > The Dutch Connection - Marketplace

Dashboard Users Collaboration

Backup SharePoint > Benefits

Public Folders Teams & Groups SharePoint

Benefits images Lists Documents Forms Site Assets Site Pages Style Library

Documents

4 selected Restore

Name	Date
Forms	Nov 7, 2021 12:36 AM
Cloud Backup Technical Readiness.mp4	Sep 12, 2023 1:10 PM
Employee Sentiment Analysis (1).xlsx	Feb 22, 2023 11:43 AM
Employee Sentiment Analysis.xlsx	Nov 14, 2021 9:24 AM
Hotel (1).pdf	Feb 22, 2023 11:43 AM
Hotel (2).pdf	Aug 30, 2023 10:41 AM
Hotel.pdf	Nov 14, 2021 9:24 AM
Local Resource Guide.docx	Nov 14, 2021 9:24 AM

Restore Files

Restore request validated

Point-in-time date validated

Backup integrity validated

Tenant access validated

Restore Cancel

## Restore process

Clicking **Restore** for any restore scenario will initiate a validation process. Upon completion, click **Restore** to proceed.

While the restore is initiated with a single click and Cloud Backup makes every effort to restore the content as quickly as possible, the time required to complete the restoration is based on a variety of external factors, including:

- The overall size of the data set being restored.
- Microsoft 365 throttling.
- Microsoft Azure throttling.
- The overall availability of Microsoft 365.



## Additional details and exceptions

### Restoring hyperlinks in a SharePoint list

Currently, the [Microsoft Graph API does not support a hyperlink column type](#). Therefore, when restoring a SharePoint list, instead of restoring hyperlinks, Cloud Backup will restore each component of the hyperlink (description and URL) separately within each cell.

### SharePoint Site Collection in Recycle Bin

SharePoint only supports a single instance of a Site Collection URL. If Cloud Backup detects that a Site Collection exists in the SharePoint Recycle Bin, the following Error message will appear.

Error ✕

The requested restore operation cannot be performed because the Site Collection <https://midlandstransportation.sharepoint.com/sites/AppCatalog> has been moved to the SharePoint Recycle Bin. The Site Collection must be deleted from SharePoint before a restore can successfully be started. [Learn more](#)

[Confirm](#)

If deleting the Site Collection from the Recycle Bin is not an option, there are two additional ways to resolve this error.

- Restore the Site Collection from the SharePoint Recycle Bin, then perform a merge restore with Cloud Backup
- Wait until the SharePoint Recycle Bin retention period has expired (30 days)

**Note:** SharePoint Online does not allow some Site Collections, including the root SharePoint Site Collection (e.g. [midlandstransportation.sharepoint.com](https://midlandstransportation.sharepoint.com)), to be removed from the Recycle Bin. For more information, contact [Microsoft Support](#).

### Customizations not supported

Cloud Backup currently does not back up SharePoint customization including, but not limited to third-party web parts, workflows, permissions, and list columns. Vodafone regularly reviews partner feedback to inform product development, and will keep partners informed of new features as they are released.





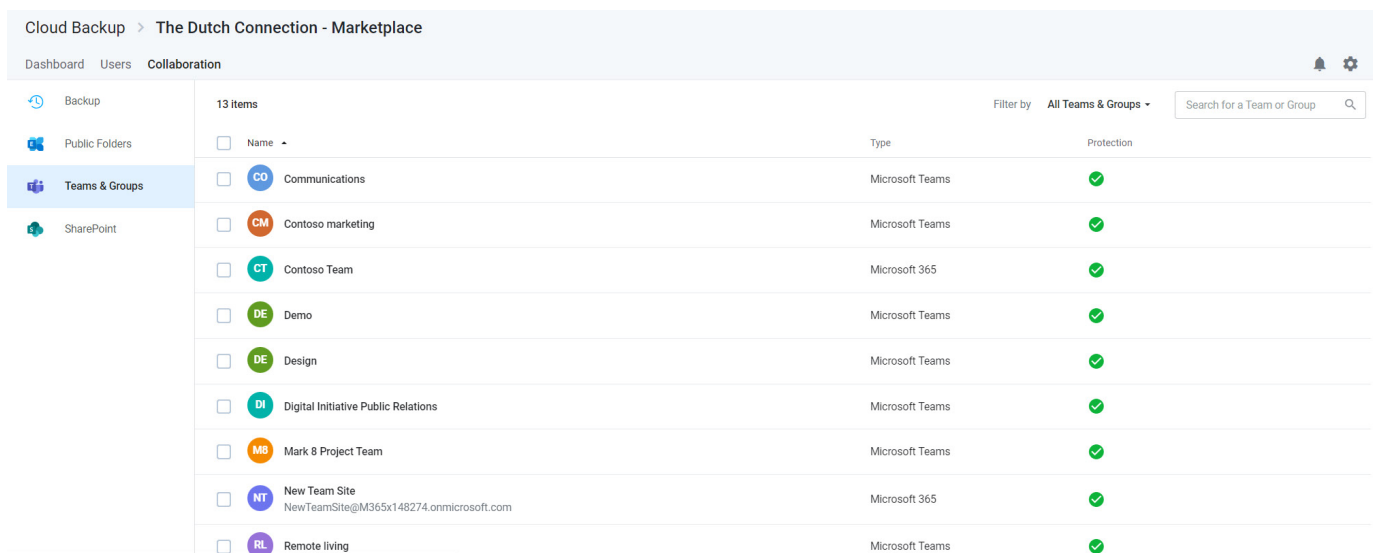
# 10. Restoring Microsoft 365 groups and Microsoft Teams collaboration data

**Note:** Because Microsoft Teams chats are user data, to restore chats, see [Restoring Microsoft Teams chats](#).

## How to access to Microsoft 365 groups and Microsoft Teams collaboration data

There are two ways to access Microsoft Teams and Microsoft 365 group data in Cloud Backup.

One route is to select the Collaboration tab in the top navigation and Teams & Groups in the left navigation. Here, you can filter by types of Groups and can perform a search for the specific Team or Group.



The screenshot shows the 'Cloud Backup' interface for 'The Dutch Connection - Marketplace'. The 'Collaboration' tab is active, and the 'Teams & Groups' section is selected in the left navigation. The main area displays a list of 13 items, each with a checkbox, a name, a type, and a protection status (indicated by a green checkmark).

Name	Type	Protection
Communications	Microsoft Teams	✓
Contoso marketing	Microsoft Teams	✓
Contoso Team	Microsoft 365	✓
Demo	Microsoft Teams	✓
Design	Microsoft Teams	✓
Digital Initiative Public Relations	Microsoft Teams	✓
Mark 8 Project Team	Microsoft Teams	✓
New Team Site NewTeamSite@M365x148274.onmicrosoft.com	Microsoft 365	✓
Remote living	Microsoft Teams	✓

If you select a Microsoft Team, you will see a list of data which includes:

- Channels
- Files
- Communications (Group mailbox)
- Calendar (Group calendar)
- Notebook
- Site
- Planner
- Members

**Note:** Cloud Backup currently supports the protection and restore of Teams standard and private channels. Support for [shared channels](#) is coming soon.



The screenshot shows the 'Cloud Backup' interface for 'The Dutch Connection - Marketplace'. The left sidebar includes 'Backup', 'Public Folders', 'Teams & Groups', and 'SharePoint'. Under 'Teams & Groups', 'Contoso marketing' is selected. The main area displays 'Contoso marketing' with '6 items' listed: Name, Channels, Conversations, Calendar, Notebook, Site, and Planner. A search bar is visible in the top right of the list area.

**Note:** Any Microsoft 365 group that is not a Microsoft Team will include the same list of data with the exception of channels.

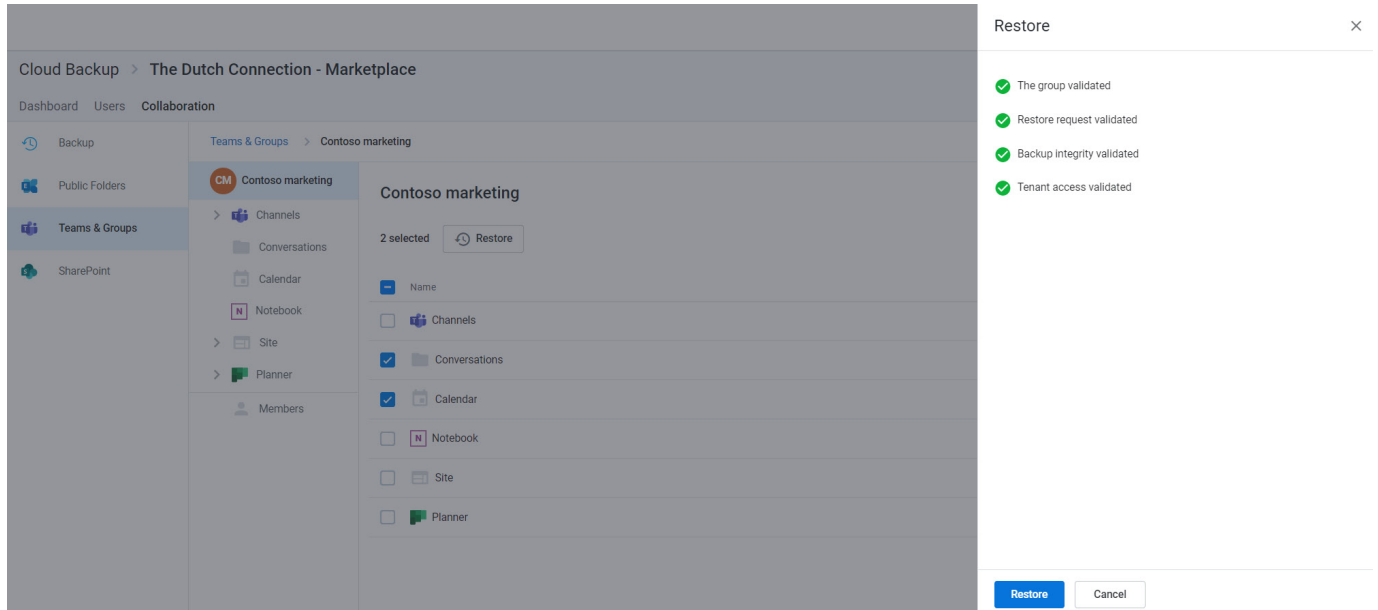
## Perform a full restore by data type

If you need to perform a full restore of all data by type (e.g. all channels and files), select any number of rows and click the **Restore** button that will appear above the list.

This screenshot is similar to the previous one but shows the 'Restore' process. The '2 selected' indicator and the 'Restore' button are now visible above the list. The 'Conversations' and 'Calendar' items are selected with blue checkmarks.



This will initiate a set of validation steps. Upon completion, click **Restore** to proceed.



Cloud Backup > The Dutch Connection - Marketplace

Dashboard Users Collaboration

Backup

Public Folders

Teams & Groups

SharePoint

Teams & Groups > Contoso marketing

Contoso marketing

2 selected Restore

Name

Channels

Conversations

Calendar

Notebook

Site

Planner

Members

Restore

Cancel

Restore

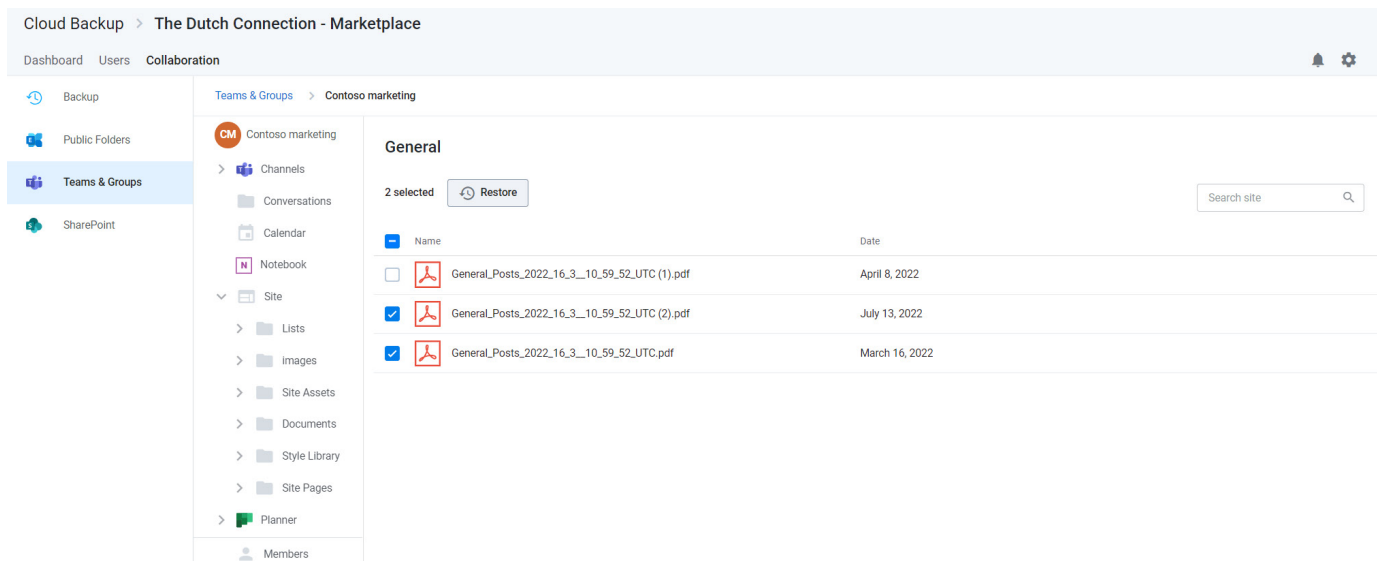
- ✓ The group validated
- ✓ Restore request validated
- ✓ Backup integrity validated
- ✓ Tenant access validated

## Perform individual item restores

If you want to restore one or more items within one of the data types in the list, use the tree view on the left to navigate into the Channel, folder, Notebook, Site, or Planner.

For example, to restore documents:

1. Open the **Site**
2. Open the **Documents** folder
3. Select the files to restore
4. Click the **Restore** button



Cloud Backup > The Dutch Connection - Marketplace

Dashboard Users Collaboration

Backup

Public Folders

Teams & Groups

SharePoint

Teams & Groups > Contoso marketing

Contoso marketing

General

2 selected Restore

Name Date

<input type="checkbox"/>	General_Posts_2022_16_3_10_59_52_UTC (1).pdf	April 8, 2022
<input checked="" type="checkbox"/>	General_Posts_2022_16_3_10_59_52_UTC (2).pdf	July 13, 2022
<input checked="" type="checkbox"/>	General_Posts_2022_16_3_10_59_52_UTC.pdf	March 16, 2022

Search site

Channels

Conversations

Calendar

Notebook

Site

- Lists
- Images
- Site Assets
- Documents
- Style Library
- Site Pages

Planner

Members



This will initiate a set of validation steps as described above. Upon completion, click **Restore** to proceed.

The screenshot shows the 'Restore Files' dialog box in the Microsoft 365 backup interface. The dialog lists the following validation steps:

- Tenant access validated
- The restore algorithm validated
- Restore request validated
- The team validated
- Backup integrity validated

The background interface shows the 'Contoso marketing' team with 2 files selected for restoration:

Name	Date
<input type="checkbox"/> General_Posts_2022_16_3_10_59_52.UTC (1).pdf	April 8, 2022
<input checked="" type="checkbox"/> General_Posts_2022_16_3_10_59_52.UTC (2).pdf	July 13, 2022
<input checked="" type="checkbox"/> General_Posts_2022_16_3_10_59_52.UTC.pdf	March 16, 2022

Buttons for 'Restore' and 'Cancel' are visible at the bottom of the dialog.

## Perform a full restore of a Microsoft Team or Microsoft 365 group

If you want to restore the entire Microsoft 365 Group, select all top-level folders and items and click the **Restore** button.

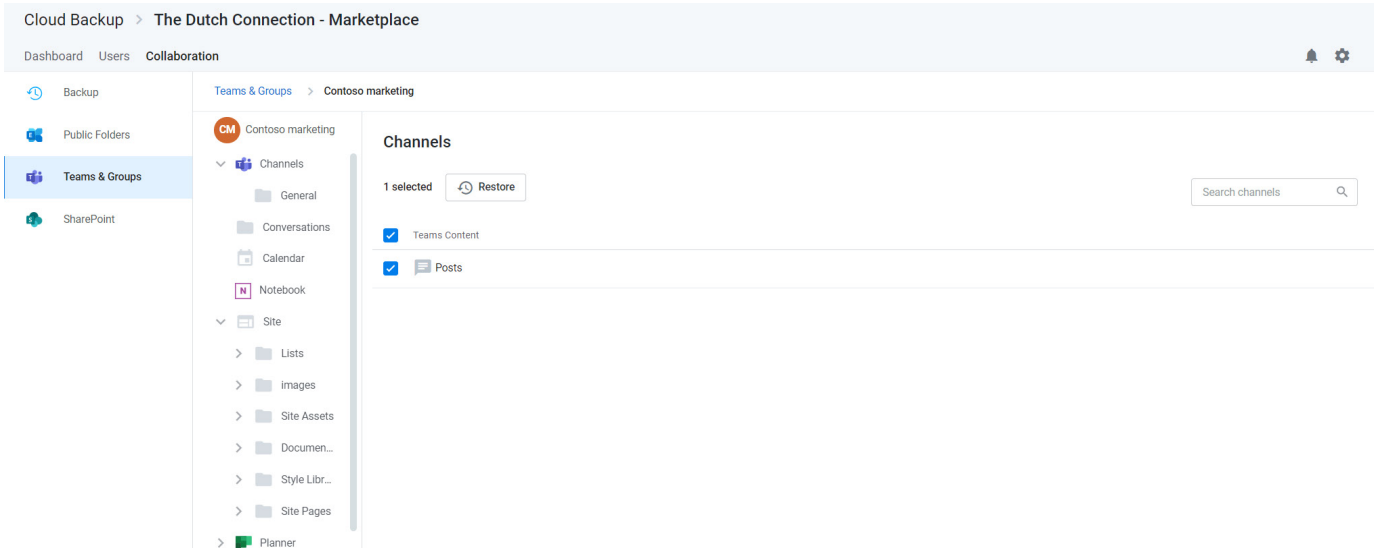
The screenshot shows the 'Contoso marketing' team with 6 items selected for restoration:

- Name
- Channels
- Conversations
- Calendar
- Notebook
- Site
- Planner

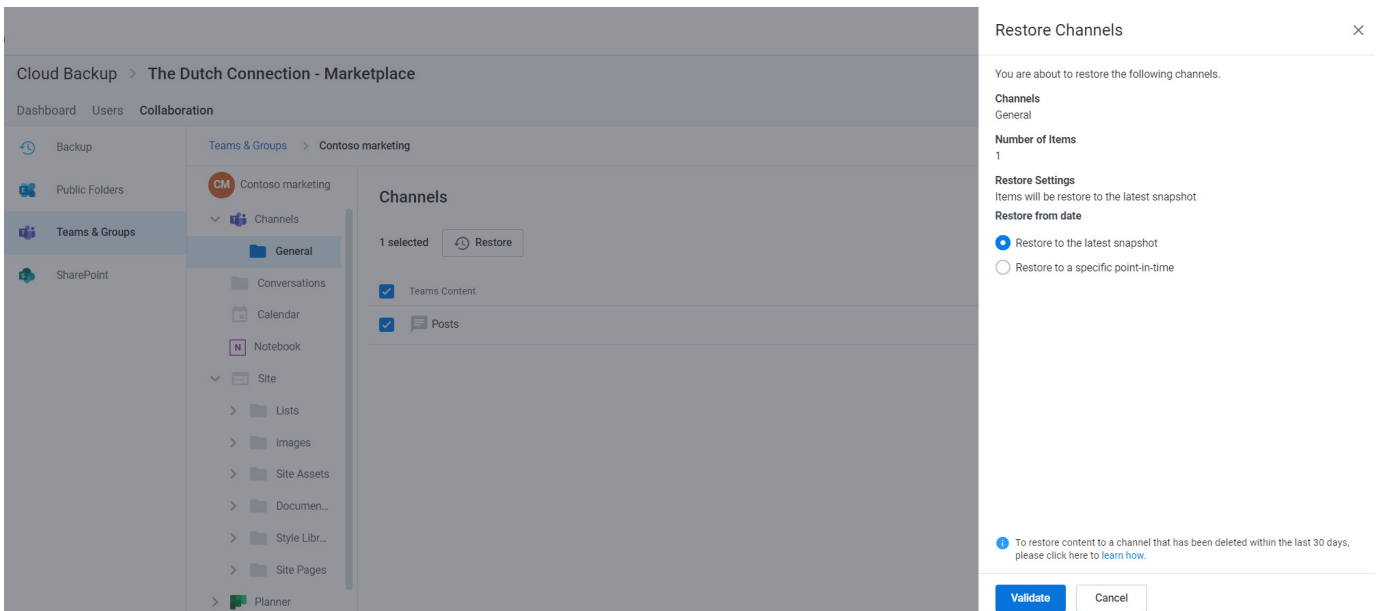
The 'Restore' button is visible at the top of the list.



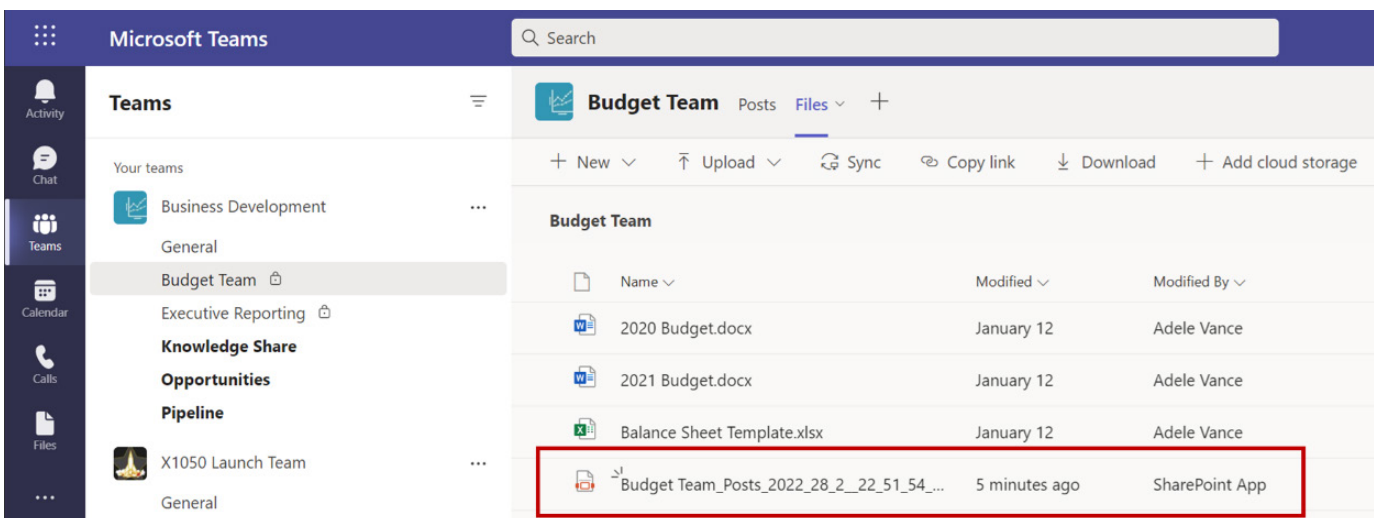




Upon successful completion of restore prechecks, click **Restore**.



This will initiate the process of creating and exporting a PDF file of the backed-up channel data to the **Files** tab of the channel.



This PDF includes:

- The date and time of the export
- The Team and channel name
- The entire history of posts and replies in the channel with timestamps and rich text support
- Other supported channel post content, including tables, links, emojis, GIFs, stickers, important tags, and more

Export generated on Mon, 28 Feb 2022 22:51:54 GMT

Team: Business Development  
Channel: Budget Team

---

Post: Emily Braun Tue, 22 Feb 2022 18:26:29 GMT

Hi

@Adele Vance

. I look forward to working on the Budget Team with you

[https://statics.teams.cdn.office.net/evergreen-assets/personal-expressions/v1/assets/emojicons/smiley/default/20\\_f.png?etag=v73](https://statics.teams.cdn.office.net/evergreen-assets/personal-expressions/v1/assets/emojicons/smiley/default/20_f.png?etag=v73)

Reply: Emily Braun Tue, 22 Feb 2022 18:28:14 GMT

Reaction: like, From: 0f3015d8-48c7-4b07-bcfc-e553a094c386, On: Tue, 22 Feb 2022 18:30:32 GMT

Have you had a chance to review the Employee Travel spreadsheet?

[https://m365b350150-my.sharepoint.com/personal/emilyb\\_m365b350150\\_onmicrosoft\\_com/Documents/Employee Travel - Q1.xlsx](https://m365b350150-my.sharepoint.com/personal/emilyb_m365b350150_onmicrosoft_com/Documents/Employee%20Travel%20-%20Q1.xlsx)(Employee Travel - Q1.xlsx)

Reply: Adele Vance Tue, 22 Feb 2022 18:31:28 GMT

Yes, it looks awesome!

<https://media2.giphy.com/media/mXnO9lIWwarkl/giphy.gif?cid=de9bf95engu20m1rxkbe5rdb3jjeeh6b6biu54muniuacqk&rid=giphy.gif&ct=g>

---

Post: Emily Braun Tue, 22 Feb 2022 18:37:42 GMT

edited:Tue, 22 Feb 2022 19:43:15 GMT

Hey, let's meet at Starbucks to go over next year's numbers.

<https://www.starbucks.com/store-locator/store/1006177/university-village-south-2617-ne-46th-st-seattle-wa-981055041-us>(<https://www.starbucks.com/store-locator/store/1006177/university-village-south-2617-ne-46th-st-seattle-wa-981055041-us>)

Reply: Adele Vance Tue, 22 Feb 2022 18:41:56 GMT

When complete an email notification will be sent and an associated alert will be generated in the Notifications bell.

## Additional details for uncommon scenarios

### Protection of files in a SharePoint document library but not under channel Files

The files that appear under Files in a channel are contained in a folder of the channel's SharePoint document library (see below). This folder and all files within it are supported for backup and restore. However, there may be other files in that same document library that are not in that folder and therefore do not appear in the Files of the channel or under the channel files in Cloud Backup.

Such files contained in the SharePoint site of a standard channel are backed up and can be restored as part of a full restore of the SharePoint site. However, currently, the restore of private channel files is





limited to the files listed in the Files in the private channel.

The screenshot shows the SharePoint interface for a document library. The top navigation bar is blue with the 'SharePoint' logo and a search box labeled 'Search this library'. Below the navigation bar, the page title is 'BD Business Development - Budget Team'. A left-hand navigation pane shows options like Home, Pages, Documents (selected), Parent Team, Site contents, Recycle bin, and Edit. The main content area is titled 'Documents' and contains a table with columns for Name, Modified, and Modified By. The table lists two items: a spreadsheet uploaded directly to the site and a folder named 'Budget Team'.

Name	Modified	Modified By
Spreadsheet uploaded to SharePoint Site directly ...	A few seconds ago	Adele Vance
Budget Team	January 12	Adele Vance

### Restoring a channel within 30 days of deletion

When a Teams channel (standard or private) is deleted, it is retained in a recycle bin for 30 days. During this time a new channel cannot be created with the same name as the deleted channel. Therefore, if you need to restore a channel that was deleted within the last 30 days, you must first restore the channel from within Teams.

### Restoring private channels

To restore a private channel, at least one user who was an owner of the channel when last backed up must be active on the tenant. In the event this is not the case, the private channel cannot be restored.

**Known Issue:** Cloud Backup will still attempt to restore the private channel and may falsely report a successful restore but nothing will be restored.

### Known issue restoring certain Teams channels

There is currently a restore scenario that Cloud Backup does not support. When a channel has been deleted for more than 30 days and then a new one is created with the same name, Microsoft will create a new URL for it. While the new channel may have the same “friendly name” as the original channel, on the backend, Microsoft amends the URL and permanently removes the availability of the URL of the original channel.

Cloud Backup will back up all such channels. However, because Cloud Backup restores data to the last location from which it was backed up, this permanent removal of the URL associated with the original channel blocks Cloud Backup from restoring the data.



## Unsupported Teams Data

The following Teams data is not supported.

### Microsoft Teams (free) and Microsoft Teams Essentials

Cloud Backup uses an Azure AD Application for secure access to Microsoft data. Microsoft currently does not allow the installation of third-party Azure AD Applications for access to [Microsoft Teams \(free\) or Microsoft Teams Essentials](#). Therefore, until this policy changes, Cloud Backup cannot back up data in these versions of Microsoft Teams.

### Microsoft Teams Break Out Rooms

There are currently no APIs available for access to data within [Microsoft Teams Break Out Rooms](#). When APIs become available, we will add backup of this data to our product roadmap.



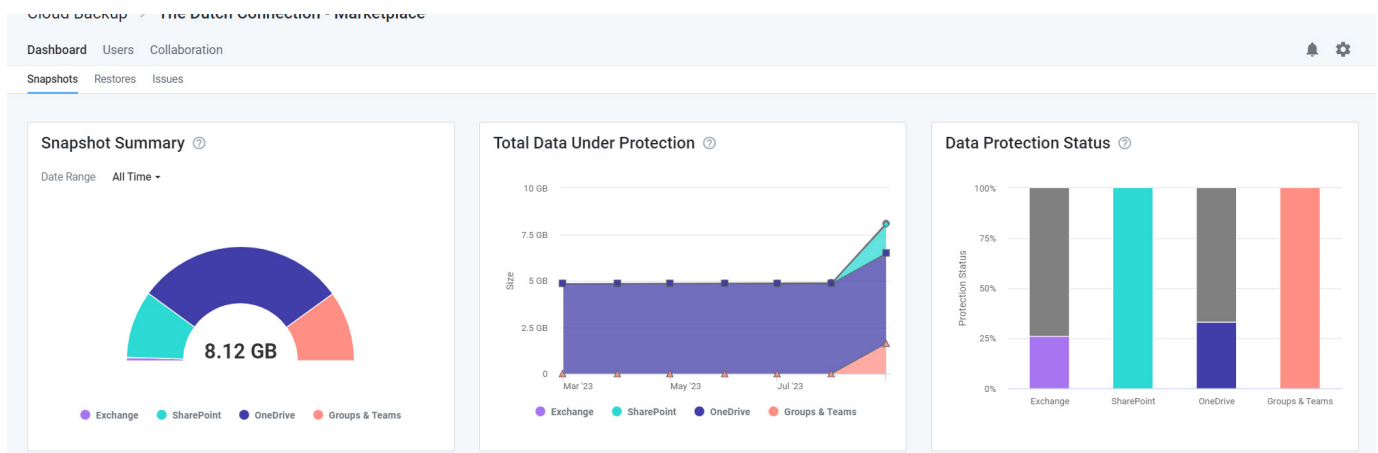
# 11. Restoring Microsoft Planner collaboration data

Microsoft Planner includes both user data comprised of individual user tasks and group data comprised of group plans, buckets, and tasks. For instructions on restoring user tasks, see [Restoring Microsoft Planner user tasks](#).

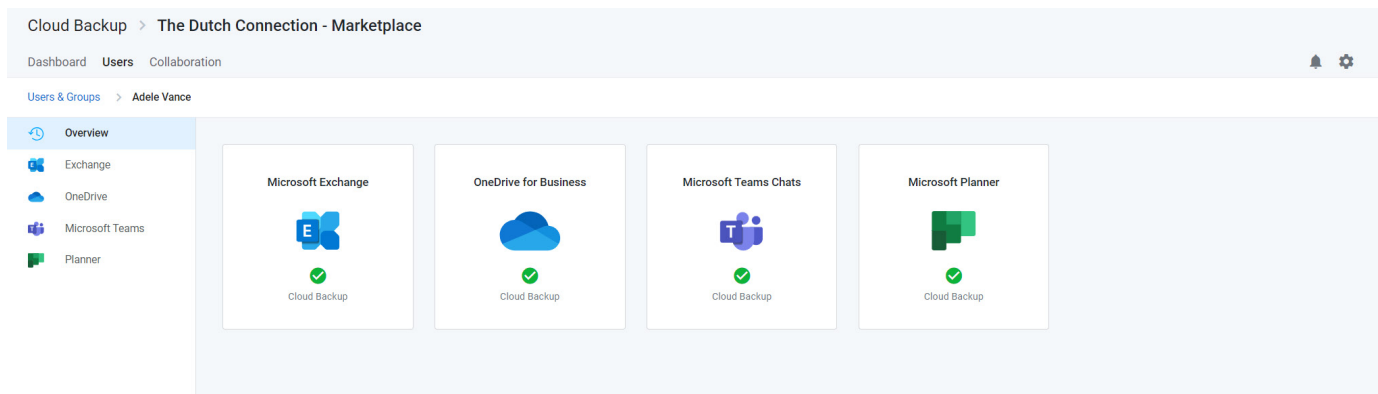
## How to access Microsoft Planner collaboration data

If you need to restore Microsoft Planner group data:

1. Open the subscription
2. Select the Collaboration tab in the top navigation



3. Select Teams & Groups in the left navigation



### 3. Select Teams & Groups in the left navigation

The screenshot shows the 'Cloud Backup' interface for 'The Dutch Connection - Marketplace'. The left navigation pane is open to 'Teams & Groups'. The main area displays a list of 13 items with columns for Name, Type, and Protection. A search box is visible at the top right of the list area.

Name	Type	Protection
Communications	Microsoft Teams	✓
Contoso marketing	Microsoft Teams	✓
Contoso Team	Microsoft 365	✓
Demo	Microsoft Teams	✓
Design	Microsoft Teams	✓
Digital Initiative Public Relations	Microsoft Teams	✓
Mark 8 Project Team	Microsoft Teams	✓
New Team Site NewTeamSite@M365x148274.onmicrosoft.com	Microsoft 365	✓
Remote living	Microsoft Teams	✓

This will open a page where you can search for or navigate to the data you need to restore.

- In the Viewport on the right, you can navigate to and into the plans to find and restore the data you need
- You can use the search box to search across Planner for the data you need to restore, or
- You can use the navigational tree on the left to find the specific data.

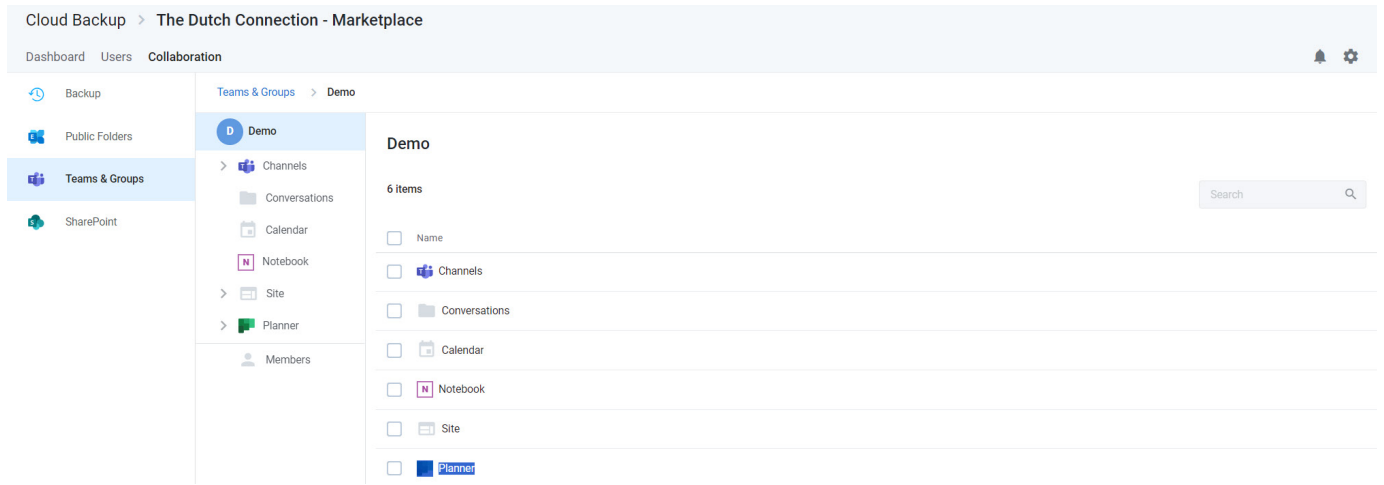
The screenshot shows the 'Cloud Backup' interface with the 'Demo' team selected in the left navigation pane. The main area displays a list of 6 items under the 'Demo' team, with columns for Name and a search box.

Name	Item Type
Channels	Channels
Conversations	Conversations
Calendar	Calendar
Notebook	Notebook
Site	Site
Planner	Planner

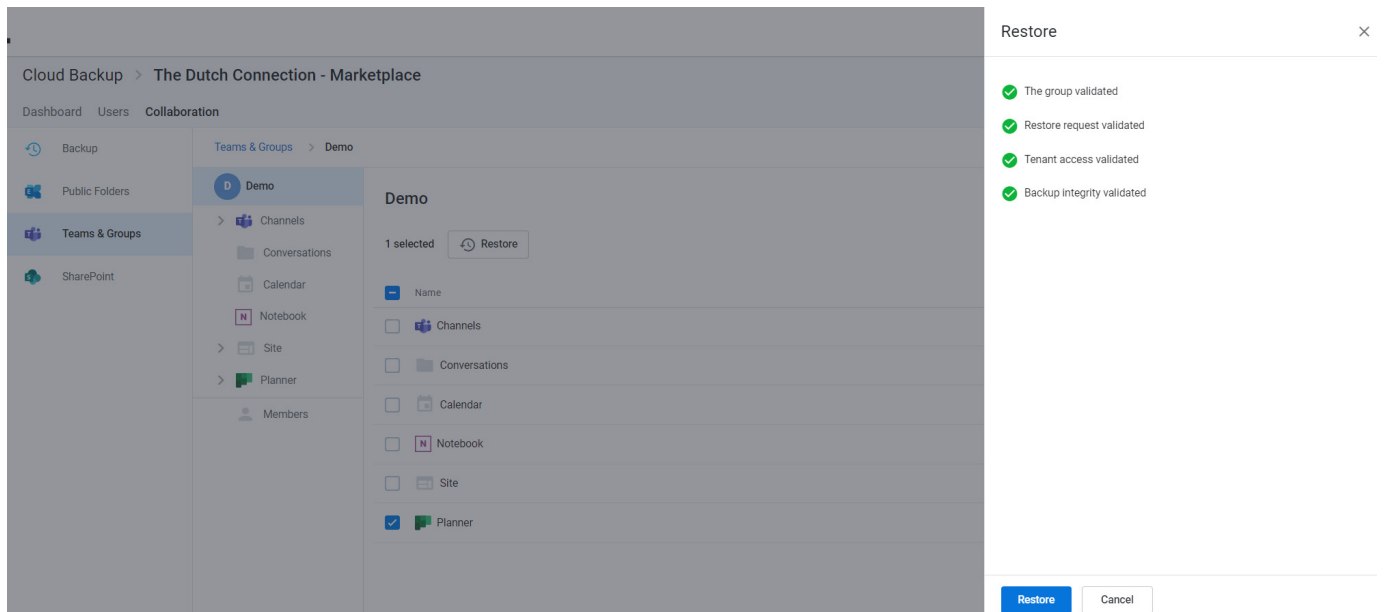


## Restore all Planner collaboration data for a group

To restore all Planner collaboration data select **Planner** in the Viewport and click the Restore button at the top of the list of collaboration data.



This will initiate a process to validate the restore request. Click the **Restore** button to proceed.



## Restore one or more plans

To restore one or more plans,

1. Click **Planner** in the Viewport or open Planner in the navigational tree
2. Select one or more plans you want to restore
3. Click the **Restore** button

Cloud Backup > The Dutch Connection - Marketplace

Dashboard Users Collaboration

Teams & Groups > Mark 8 Project Team

Planner

1 selected Restore

Search in Planner

Plans	Tasks
<input checked="" type="checkbox"/> Mark8 project tracking	13
<input type="checkbox"/> Mark 8 Project Plan	8
<input type="checkbox"/> Event Plan	15
<input type="checkbox"/> Pattif Logistics	6

This will initiate the same validation process and Restore button as shown above.

## Restore one or more buckets

If you only need to restore one or more buckets of tasks within a plan:

1. Select the plan in the left navigation
2. Select any number of buckets
3. Click the Restore button

Cloud Backup > The Dutch Connection - Marketplace

Dashboard Users Collaboration

Teams & Groups > Mark 8 Project Team

Mark8 project tracking

2 selected Restore

Search in Plan

Buckets

- After party
- Messaging & Brand
- To do
- Launch events

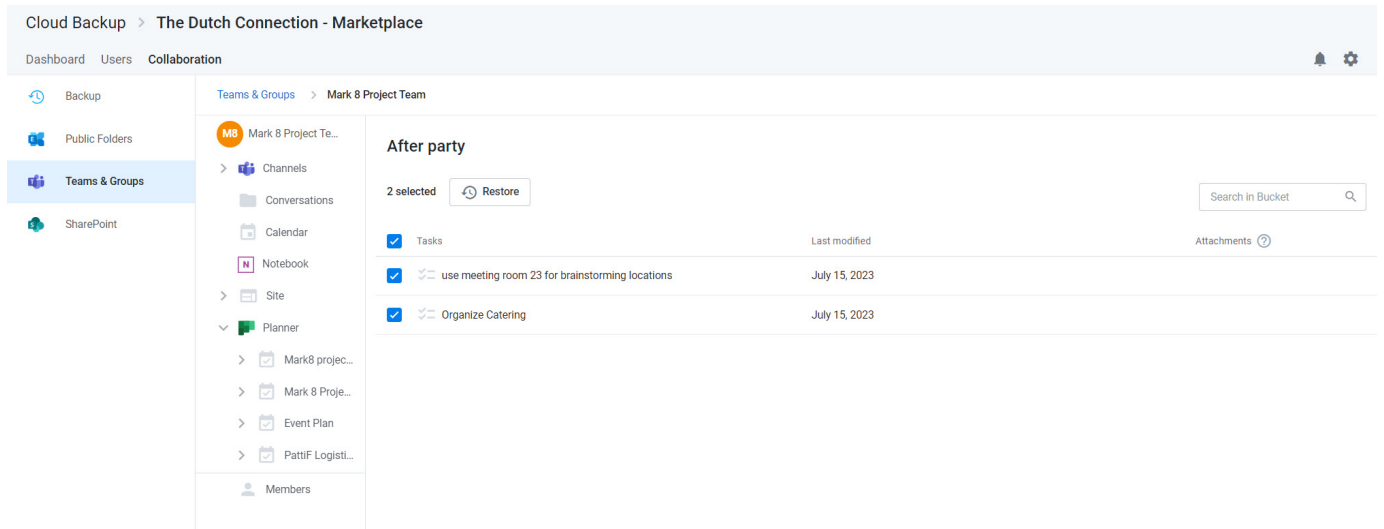
This will initiate the same validation process and Restore button as shown above.



## Restore one or more group tasks

If you only need to restore one or more tasks within a bucket:

1. Click on the bucket
2. Select any number of tasks
3. Click the Restore button



The screenshot displays the Vodafone Cloud Backup interface for Microsoft 365. The breadcrumb path is 'Cloud Backup > The Dutch Connection - Marketplace'. The main navigation includes 'Dashboard', 'Users', and 'Collaboration'. The left sidebar shows 'Teams & Groups' selected. The main content area shows the 'Mark 8 Project Team' bucket with a search bar and a 'Restore' button. A table of tasks is displayed with two tasks selected:

Tasks	Last modified	Attachments
<input checked="" type="checkbox"/> use meeting room 23 for brainstorming locations	July 15, 2023	
<input checked="" type="checkbox"/> Organize Catering	July 15, 2023	

This will initiate the same validation process and Restore button as shown above.





