

User Guide

End-User Recovery

Exchange

CE 24.3.1

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1 Preface

1.1 The Security of Regular Backups

Your company has selected CloudAlly for backing up your data. All your Microsoft 365 data is securely protected with easy recovery from data loss. CloudAlly comprehensively backs up your Microsoft 365 Exchange, OneDrive, SharePoint, OneNote, Teams & Groups data on industry-leading AWS S3 storage.

Your System Administrator has already set up your regular Microsoft Exchange backups for you, and they are safely tucked away in the cloud, should you ever need to access them.

1.2 Your Guide to Data Recovery

This guide picks up where your System Administrator left off: giving you the ability to restore or export your Microsoft Exchange data, from a single email, contact, or task, to an entire mailbox. Whether your data was accidentally deleted or corrupted, CloudAlly will ensure that you are back up and running again in no time.

Note: This feature is in beta. Feel free to try this early version, and send us your feedback and suggestions for improvement.



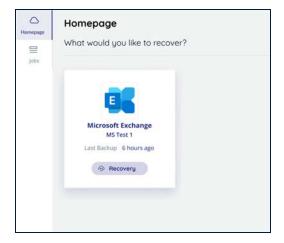
2.1 Signing In to your Account

The first step in recovering your backed up data is signing into your account.

- 1. Navigate to the CloudAlly sign-in page at https://app.cloudally.com/newapp/sign-in.
- 2. Sign in with your Microsoft credentials.

	Sign In to your Account	
	Don't have an account? Sign up	
		ത
avaat usur aarr	ning D	уw
orgot your pass	<u>Wordr</u>	
	Sign In	
	or	
G	Sign In with Google	
	Sign In with Microsoft	

If your Microsoft 365 data has been backed up, you will see the following screen:





Note: If you do not see a Microsoft Exchange tile with a Recovery button, let your System Administrator know.

2.2 Selective Recovery

This section describes how to use Selective Mailbox Recovery to choose the specific item(s) you would like to restore or export.

	_
Full Mailbox Recovery	
Recover a complete Exchange mailbox or only certain Sub Services. The selected sub services will be completely recovered.	
Selective Mailbox Recovery	
Browse & Search Exchange mailbox backups and select which items to recover.	

2.2.1 Browsing Your Most Recent Backed Up Data

Your screen displays the most recent backed up data, separated by sub-services. By default, Emails are displayed first, but you can click on any of the other tiles to see backed up Contacts, Tasks, Calendars or Notes.

Homepage	Browse Backup for "MS Exchange Backup Homepage > MS Exchange Backup > Bob Smith	*			
呈 jobs	User Name Bob Smith	Email bob.smith@ca4software.onmicrosoft.com	Last Backup 13 hours ago	Total Size 20.55 MB	Backup Status Succeeded
(G) Recovery	Mar 08, 2023 at 0430 AM				Advanced Search C Restore ± Expo
8 Activity	190 i Emails	°_22 i Contacts	€ 46 i Tasks	• 3156 Calendars	I 12 Notes
					and a second

- The number on the tile shows how many items (emails, contacts, tasks, events, or notes) were backed up.
- The colored status indicator lets you know whether the sub-service was successfully backed up, whether it was partially successful, or if it failed.



2.2.2 Choosing an Earlier Backup Date

If you'd like to restore data from an earlier backup, click the calendar icon.

rowse Backup for "Full MS E omepage > Full MS Exchange Bac	and the second	o"		
User Name	Nup - 505 Sinui	Email		
Bob Smith		bob.smith@ca4s	oftware.onmicrosoft.co	m
Jul 06, 2022 at 05:06 AM	•			
95	1	5	1	• 12
Emails		Contacts		Tasks

You will see the following screen. Once you click a particular date, a tile will open, indicating whether the backup was successful, partially successful, or if it failed. Select your desired date, and click **Confirm**.

10056	e the	Back	up D	ate				
		Jul	202	2			Successful Backup 05:02 AM Jul 05 2022	Successful Backup 11:19 AM Jul 05 2022
Su	Mo	Tu	We	Th	Fr	Sa		
26	27	28	29		01	02		
03	04	05	06	07	08	09		
10	11	(12)	13	14	15	16		
17	18	19	20	21	22	23		
24	25	26	27	28	29	30		
31				04				
								Cancel Confirm

Legend: Meaning of Dots

Dot Color	Meaning
Green	Successful backup
Orange	Partially successful backup
Two dots	Multiple backups on that date



Choosing Items to Restore or Export

After you have selected the date of the backup, and the sub-service to recover, you need to choose which items to restore or export.

The Recovery folders are in the same familiar order as they are in Outlook, to make it easy for you to find the item you are looking for.

Folders
Inbox
Drafts
Sent Items
Deleted Items
Junk Email
Archive
Conversation History
Outbox
Recoverable Items
In-Place Archive
• 🗌 🗋 (Restored emails) - backup 2022-06-02 08:49
• 🗌 🗋 (Restored emails) - backup 2022-06-14 02:01

In addition to the usual folders, such as Inbox, Sent Items, and Deleted Items, at the bottom of the list you will find the Recoverable Items folder, and the In-Place Archive folder (if it has been activated) followed by CloudAlly Restored folders, indicated by "Restored emails" and the date of the restore.



2.2.2.1 Email

Select any folder, such as the Inbox, to see its contents.

	Homepage = Full MS Exchange Backup > Bob Smith					
	User Name Bob Smith	Email bob.smith@ca4software.onmicrosoft.com	Last Backup 6 days ago	Total Size 6.58 MB	Backup Status	
a sery	Jul 08, 2022 of 05:02 AM				Advanced Search O Perturn	± Export
k vey	Emails	5 1 12 Contacts Tasks	i 192 Calendars	i B 3	2	
0	C Folders	From	Subject		Date 1	
	D inbox	jacob Anderson	Candidate for office manager position		Jul 04, 2022 M 01 28 PM	×
	C C Drafts	[] jessica Miller	Problem with the pepperoni order		Jul 64, 2022 at 01:22 PM	÷
	• 🔲 🗁 Deleted items	jessica Miller	Accepted, Weekly staff meeting		jul 04, 2022 at 01:21 PM	÷
	🗇 🗁 Jurik Email	jessica Miller	Getting multiple requests for gluten-free pizza		jul 04, 2022 at 01 21 PM	v
	C Conversation History	Alex Duglas	Pecorino and Romano		34F DK, 2022 at D1:17 PM	×
	C Outles	Alex Duglas	Re: Mozzanita cheese order		Jul 04, 2022 M 01.15 PM	×
	• 🗇 🗇 Recoverable items	Alex Duglin	Mozzarella cheese order		Jul 04, 2022 at 01:13 PM	

You can choose one or more messages, or you can choose the entire Inbox.

- To restore everything, all of the folders and their contents, click **Folders**.
- Or, select the menu in the Email tile, and then **Select All**.

Browse Backup for "Full MS Homepage > Full MS Exchange Ba	
User Name Bob Smith	Email bob.smith@c
Jul 05, 2022 at 05:02 AM	Ë
95 Emails	5 Contacts
Folders	Clear Selected
🗌 🗀 Inbox	

 If you looking for a specific email, click the arrow of the email to see the first line of the message.



D Folders	C From	Subject	Date 1	
inbox	jacob Anderson	Candidate for office manager position	(sid OK, 2022 at 01/28 PM	~
C Drafts C Sent Items	🖸 Jessica Miler	Problem with the pepperors order	jul 04, 2022 M 01-22 PM	~
Deleted Items	🖂 🔄 jessica Miller	Accepted: Weekly staff meeting	juli (4, 2022 at 01:21 PM	
🖸 💟 Junk Email	jessica Miller	Getting multiple requests for gluter-line pizza	pul 04, 2022 at 01:21 PM	-
Conversation History Conversation History Conversation	Recipients: Bob Smith Alex Duplet Message:			
C C Recoverable Items		aware that we've been getting lots of requests for gluten-free pizza. How hard would it be		
In-Place Archive	Alex Duglas	Pecorino and Romano	Jul 04, 2022 at 01:17 PM	
• 📄 🎦 (Restored emails) - backup 2022-05-02 08-49	Alex Duglas	Re: Mozzarelia cheese order	juli 04, 2022 at 01:15 PM	

2.2.2.2 Contacts

When you select Contacts, you can see all of the details about the people in your list: Name, Email, Phone, Address, Job Title, and Company name.

Emoils	5 Contac	Is	12 Tosks	I	Ē	392 Calendars	I	Notes	1
Folders		Name		Email				Updated At 💈	
Contacts		Paulina Parmesan		paulina@parmesancheese.com	n			Jul 04, 2022 at 01:40 PM	v
ExternalContacts ExternalContacts ExternalContacts ExternalContacts		joe Framagio		joe framagio@gmail.com				Jul 04, 2022 at 01:40 PM	^
		Email(s): joe.framagio@gmail.com Phone(s): 054-214-9032 02-999-3204				Company: pizza perfecto Job Title: store manager			
	i CI	Sofia Mozarella		sofia.mozarella@hotmail.com				Jul 04, 2022 at 01:40 PM	×
	α	Arturo Romano		aromano@supplychain.com				Jul 04, 2022 at 01:40 PM	×

2.2.2.3 Tasks

When you select the Tasks sub-service, you can see the Subject, Status and Due date.

* 95 I * 5 Emoils Contocts	1 12 1 Tosks	* 292 Colendors	I B Notes	1
Folders	Subject	Status	Due Date	Updated Ar 1
C: Tasks	Meet with other pizza restaurant owners to review current trends.	Not Started	Jul 15, 2022 at 12:00 AM	Jul 04, 2022 at 01.40 PM
C Tasks - (Restored) - 2022-06-27 02:01	Talk to joe about demand for thin-crust pizza vs. thick-crust pizza	Not Started	Jul 04, 2022 at 12:00 AM	Jul 04, 2022 at 01.40 PM
	Monthly order of all supplies	Not Started	Jul 05. 2022 at 12:00 AM	Jul 04. 2022 at 01:40 PM
	Visit to the bank	Completed	Jun 20, 2022 at 12:00 AM	Jul 04, 2022 at 01:40 PM
	C Monthly order of all supplies	Completed	Jul 05. 2022 at 12:00 AM	jul 04. 2022 al 01.40 PM



2.2.2.4 Calendar

When you select a Calendar event, you can see the start and end dates, and if you select it, you can see the description.

* 95 Emails Contocts	12 12 10 202 Tosks Colendors	i B Notes	I	
Folders	fvent	Start	End	
Calendar	Store managers meeting	jul 07, 2022 at 09:00 AM	34 07, 2022 at 10:00 AM	~
United Kingdom holidays United Kingdom holidays - (Restored) - 2022-06-14 02:01	weekly staff meeting	jul 05. 2022 at 09:00 AM	34 05. 2022 at 09:30 AM	×.
📋 United Kingdum holidays - (Nestored) - 2022-06-29 08:09	Visit the downtown pizza store	jul 05. 2022 at 03:00 PM	Jul 05, 2022 at 04:30 PM	^
United Kingdom holidays - (Restored) - 2022 66 29 13:00	Description: do we need more tables and chars? devek mentioned that it's been crowded.			
	Market research on pizza toppings - what's new?	jul 06. 2022 at 08:00 AM	jul 06, 2022 at 10:00 AM	×

2.2.2.5 Notes

When you choose a note, you can preview its contents.

95 Emails	*2 5 i 12 i 392 i Contacts Tasks Calendars	Notes
Folders	Subject	Updated At 0
🖬 🖿 Notes	Find a new mushroom supplier - the latest deliveries have been terrible quality!	Jul 04, 2022 at 01:40 PM
	Need to do more market research - should our tomato sauce be more savory or sweet?	Jul 04, 2022 at 01:40 PM 🗸 🗸
	Check out gluten-free pizza option	Jul 04, 2022 at 01:40 PM

2.2.3 Restoring or Exporting

Once you select one or more items, the **Restore** and **Export** buttons become active. When you click either **Restore** or **Export**, you will see all of the sub-services that you selected. You can turn off any of the sub-services you don't want to recover.



D	8	Emails	Restore Type
			Non-destructive restore
D	Be	Contacts	Existing data will remain as-is, and the restored data will be in a dedicated folder, preserving the original folder
D	0	Tasks	Use this option: to keep restored data separate, enabling manual drag & drop
D		Calendars	of items to relevant folders.
D		Notes	

2.2.4 Restore Options: Choosing the Restore Type

Choose one of the following:

- Non-destructive restore:
 - Existing data will remain as-is
 - Deleted items and folders will be restored from the snapshot to a new, dedicated folder with the name [Restored] *name*. The original folder structure will be preserved.
 - Use this option: to keep restored data separate, enabling manual drag & drop of items to relevant folders

Replace restore

- The restored items will be located in the same place as the existing items, not in a separate folder, which is created when you choose non-destructive restore.
- Deleted items and folders will be restored from the snapshot.
- Existing items will be overwritten with the snapshot version.
- Use this option: to restore or repair deleted / modified items.



Bypass Restore

- The restored items will be located in the same place as the existing items.
- Deleted items and folders will be restored from the snapshot.
- Existing items will be skipped.
- Use this option: to restore deleted data.

2.2.5 Export Options

When you choose to export your backed up data, there are other options on the screen.

- Click the gear-shaped settings icon. The following option is available:
 - Use 20 GB chunks: By default, 5 GB files are exported, But if the mailbox is very large, you can choose to generate 20 GB files instead, saving you time and effort.



 Select the export ZIP destination, such as direct download, Amazon S3, Azure Blob, Box, Dropbox, AWS S3 Compatible or Google Cloud Platform. Depending on which option you choose, there will be other data to complete (e.g., Bucket Name, Access Key and Secret Key for Amazon S3).

Note: The default "for download" option exports the file to your local storage device.

2.2.6 Completing the Selective Restore or Export

 Review the information on the confirmation screen. If the information is correct, click Next and then Restore or Export to begin the recovery task.



C Selective Mailbo	ox Restore for bob.smith@ca4software.onmicrosoft.com	• 0
Please Confirm		
The Restore Request for:	🖂 Emails 😤 Contacts 😨 Tasks 💼 Calendars 📄 Notes	
Backup Date:	05:21 AM Jul 14 2024	
Restore from archive of:	bob.smith@ca4software.onmicrosoft.com	G
Restore to:	bob.smith@ca4software.onmicrosoft.com	
Restore type:	Bypass	
A notification Email will be se When Restore will be activate	ent to you upon completion. ed, you can check the status on the jobs page	
← Back		Cancel Restore

- You can check the *Jobs* page to see the status of your job. See <u>Tracking</u> <u>Recovery Tasks on the Jobs Page</u> for details.
- When the restore or export is complete, you will receive a notification email.
- If you chose to export, click **Download Results** on the *Jobs* page.

Microsoft Exchan bob.smith@ca4softw	ge are annicrosoft.com	Export			Succeede
Started at:	Backup Date:	Initiator:	Destination:	Total Items:	Size
Aug 23 2022 at 05:20 PM	Jul 06 2022 at 05:06 AM	bob.smith@ca4software.onmicrosoft	Direct Download	95	2.25 MB

A new page will open which will enable you to download your data file.

← →	C Q a spp. doudally.com/newapp/obs/downloadreport?account-bob.smithHaltcatsoftware.onmicrosoft.com	Q. 22 \$	I (85)
(cro	UDALLY		bob.smith_cs4software.onmicrosoft.com_Ex change_20231031040918_1 zip 1931/570 MB - Opening in Timinite
номерадя	Jobs Jobs = Download Fleto		
joba	MS Exchange Backup bos smith@cskothane annicrosoft.com		
	Rie Narse	(\$5. 5 86	a Actions
	bob.smt8_ca45oftware.commicrosoft.com_Exchange_30231031040918_1.sp	569.71 MB	0
	bob.smth_ca4software.onmicrosoft.com_Eschange_202211031040918_0.5(p	1.49 G8	0



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2.3 Granular Search by Keyword or Name

To perform a granular, keyword search, on the backup page click **Advanced Search**.

					oob.smith@ca4software.onmicrosoft.com Bob Smith	
rowse Backup for "Full MS Exchange	Backup"					
omepage > Full MS Exchange Backup > Bo	b Smith					
User Name	Email		Last Backup	Total Size	Backup Status	
Bob Smith	bob.smith@ca4software.onmicroso	t.com	48 days ago	6.58 MB		
Jul 06, 2022 at 05 06 AM					Advanced Search C Restore:	± Export
95 Emelia	5 5 Contacto	: D 12	sks	* 392 Colendors	i i Notes	

You will see the following screen:

d choice for restore	
	name. To search for an exact phrase, including an email address, use double-quotes (
b	m" or "Important update".

Enter your search criteria for any of these sub-services:

- Email Enter a keyword in the Search for field. For advanced search options, click the down-arrow and provide the following details in the drop-down form:
 - From: Enter a name or email address from which the email was received.
 - To: Enter a name or email address to which the email was sent.
 - **Subject**: Enter a keyword that matches any text in the email subject.
 - Date from / Date to: Enter the date range of the emails you would like to restore.
- **Contacts**: Enter a name in the Search for field.
- **Tasks**: Enter a keyword in the Search for field.



- Calendars: Enter a keyword in the Search for field. For advanced search options, click the downward-facing arrow, and provide the following details in the drop-down form:
 - **Description**: Enter all or part of the event description.
 - **Owner**: Enter the user name or the email address
 - Date from / Date to: Enter the date range of the calendar you would like to restore.

2.4 Performing a Full Mailbox Recovery

Full Mailbox Red	covery
	e Exchange mailbox or only certain Sub Services. The selected sub npletely recovered.
Choose Recovery	Options:
Export	O Restore 📵

- 1. Click **Export** to download a zip file of your backed up data, or **Restore** to copy the files back to your mailbox.
- 2. Choose the backup you want to recover.
 - a. First option: restore the Last Backup.
 - b. Second option: click Specific Backup Date and select a backup date from the calendar with a backup status indication. (See "Choosing an Earlier Backup Date" on page 6.)
- 3. Select which sub-services to export or restore. The default is all sub-services, but you can turn off any of the individual sub-services.

2.4.1 Export Options

1. If you click the gear-shaped icon on the Emails tile, you will see the extra option of **Use 20 GB chunks**. If the mailbox is very large, this option has the benefit of generating fewer files that are each 20 GB, rather than the default size of 5 GB.



2. Select the export ZIP destination, such as direct download, Amazon S3, Azure Blob, Box, Dropbox, AWS S3 Compatible or Google Cloud Platform. Depending on which option you choose, there will be other data to complete (e.g., Bucket Name, Access Key and Secret Key for Amazon S3).

2.4.2 Restore Options

See "Restore Options: Choosing the Restore Type" on page 11.

2.4.3 Completing the Full Recovery

The rest of the full recovery flow and monitoring the recovery results on the Jobs page, are similar to what is described in "Completing the Selective Restore or Export" on page 12.

2.5 Tracking Recovery Tasks on the Jobs Page

The *Jobs* page provides you with the status of your restore and export jobs over the last seven days. From the Navigation pane, click **Jobs**.

- The top portion of the screen summarizes how many jobs are in progress, successfully completed, or failed to complete successfully. If you click on any of these statuses, the screen will filter on the status.
- The bottom portion of the screen display the status of each individual job.
- For Export jobs, click **Download Result**s to access the requested file.

Note: If your recovery job was not successful, please contact your System Administrator for assistance.



• In Progress		Successfully Completed		A Failed / Partially Succeeded	
(Activity >) (Service >) (Status V			Q Search by To	ask 👻 Order by
24.2.1_Exchange Microsoft Exchange	Alam	Rest	ore		Succ
Started at: Jul 09 2024 at 06:27 PM	Backup Date: Jun 03 2024 at 09/02 AM	Initiator; boli anti	@calumetes.ormerosoft.com	Destination: Bolt anithilitia-teensors previouslation	Total items 3922
Cantel					
24.2.1_Exchange Microsoft Exchange bid untificulturies untimicro	Alem	Exp	ort		Sam
Started at: bil 09 2024 at 05/23 PM	Backup Date; sur 03 2024 at 09/02 AM	Initiator: bob prith@calbanites.printiproioh.com	Destination: Direct Download	Total Items: 3963	5ipe 477.49 MB

