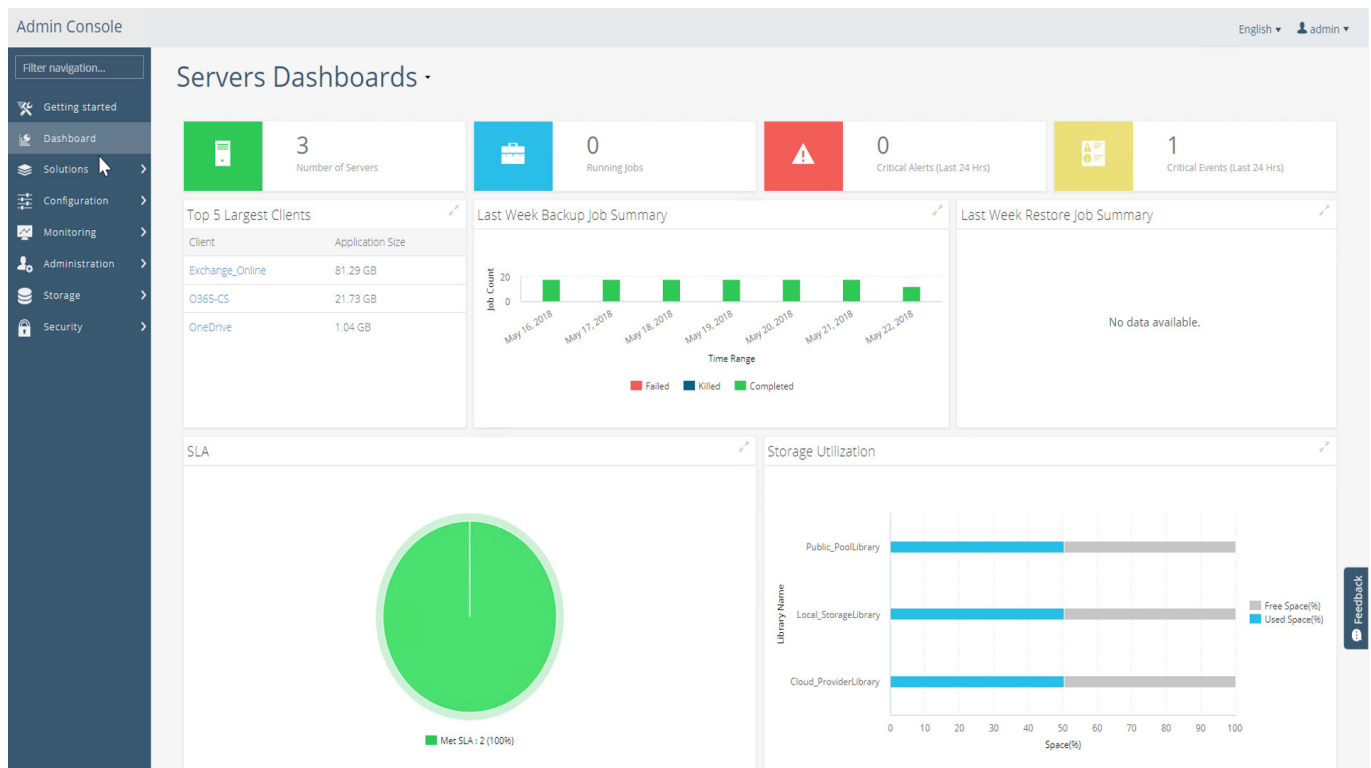# COMMVAULT®

Commvault for Office 365 Demo Script Guide

INTRODUCTION

This document walks Commvault and Partner Solution Engineers through the corresponding Commvault for Office 365 Demo Recording. It covers the Commvault Admin Console dashboard, and how to view and restore Office 365 data from Exchange Online, SharePoint Online and OneDrive for business. This document is to be used as a learning tool, and as a guide when delivering this demo to existing customers and prospects. You are encouraged to use your own words and delivery style when presenting the demo.

COMMVAULT FOR OFFICE 365 DEMO SCRIPT

Thank you for choosing to view this Commvault for Office 365 demo. In it, you will see how easy it is to navigate the Commvault Admin Console to view the contents of your Office 365 backups, and recover Exchange Online mailboxes, OneDrive for Business files, and SharePoint Online sites. Throughout this video, the terms backup and archive are used interchangeably.

When you first login to the Commvault Admin Console, you will be taken to the Servers Dashboards view, where you find a high-level summary of your Commvault environment, such as the number of servers, number of running jobs, and any alerts or critical events that you need to be aware of. The tiles in the Servers Dashboards view are customizable to show information that is important to you like Job Summaries, Storage Utilization, SLAs and more.

The first thing we are going to look at is the contents of a backed-up Exchange Online mailbox. To do this, we go to the left-hand menu pane, expanding Solutions, then Apps, and selecting Exchange, where you will find and click on our Exchange Online server. Here you will see general information about the server; Activity Control settings which enable or disable backup, restore, and data aging jobs; Security Settings for when you're working with a Managed Service Provider or Application Owner; and your list of installed agents. Under the Agents section, click on the Exchange Mailbox to see the details of that agent, such as the backup sets for User, Journal and ContentStore Mailboxes. To see a list of actions for each backup set, click on the ellipses – or dots – for that particular set. Actions include data restore, archive, cleanup and more. Above that, you can see which Exchange service account was used to perform the backup.

If we click on the User Mailbox Backup Set and select a particular subclient or user mailbox, like Bill Gates, you'll see we can perform tasks such as Archive, Cleanup, Delete and more for individual users or groups. You also have archive and restore controls for individual users, so you can back them up ad-hoc without everyone else.

Let's do a quick restore of Bill Gates' mailbox by selecting restore from the drop-down menu. This will take you to the Backup content screen where you will see the mailbox structure of everything that's been backed up. You can restore the entire mailbox, specific folders, or individual messages. Here, we're going to look at Bill's Inbox and restore a message from 2006 that had been migrated to Office 365 Exchange Online, and which Commvault had backed up. We'll select the message and click on the restore button, which will open the Restore Options window.

When we perform a restore, we can restore it to a mailbox, PST, or disk. If you select disk, it will restore to a .eml file, and if you select PST you will need to have Outlook installed. If you restore to a mailbox, you can restore to any user's mailbox, or any folder within that mailbox. Here, we are just going to restore the mailbox in-place to the original folder, select Overwrite unconditionally because we know the message exists, and submit. A notification will pop up to let us know that the restore job started successfully.

If we want to backup or restore OneDrive for Business data, we click on Cloud apps in the left-hand pane. You will find Google Drive, Gmail, and Salesforce here as well. When we click on OneDrive, we will see similar Activity control to what we saw in Exchange, Content Indexing control, and our subclient called default. Click on the ellipses to bring up an activity menu for that subclient. We want to recover data, so we are going to select Restore which, like when we restored the Exchange message, will display the Backup content window.

If we look for something to restore under Bill Nye, we see that he hasn't been doing much work, but if we look at Andy's backup folder, we'll see he's been quite busy. Let's select this document, click on Restore, and the Restore Options window will pop up. We can restore the file back to OneDrive, or to disk, which restores back to the cloud connector server. Here, we are going to restore back to OneDrive, where you can restore in- and out-of-place, meaning you can restore to the original user and/or folder, or to any other user or folder. We're going to restore this file to its original folder, and check overwrite since we know the file already exists. Click submit, and we will get a similar notification of the restore job starting.

Finally, let's look at SharePoint, which was added to the Admin Console in Service Pack 11. We'll select the SharePoint server agent, O365-CS, to open the SharePoint Server information screen. Under the Timer Service Account, this will be your SharePoint Timer Service if you're on-prem. If you're off-prem, using SharePoint Online, this will be an Admin account that can log into the proxy and execute Commvault services.

Let's click on O365 under Content and look at the Office 365 subclient which shows our tenant details. We can perform backups and restores and look at our backup history. Let's click on restore to look at the Backup content and select a SharePoint site to restore. Our Restore Options allow you to restore the site back to its original folder, or select a different place in SharePoint to restore to, like a different Site Collection or Site. We can also restore to disk as native backup files or as original files, so if you need to pull out docs or Excel files, you would do that here. Additionally, if permissions get messed up in SharePoint, you can restore ACLs for permissions only.

We are just going to restore the Site in place, unconditionally overwrite it, and click restore.

That's all there is to it! As you've seen, it's very easy to perform restores of Office 365 data.

Thank you for taking the time to view this Commvault for Office 365 demonstration. Please speak with your Commvault sales rep to receive a quote or visit commvault.com/office-365 for additional information.

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