Veeam Backup for Microsoft Office 365 3.0
Release Notes

This document provides last-minute information about Veeam Backup for Microsoft Office 365 version 3.0, including system requirements, installation and upgrade procedure, as well as relevant information on technical support, documentation, online resources and more.

The release version of Veeam Backup for Microsoft Office 365 3.0 is available for download at: https://www.veeam.com/backup-microsoft-office-365-download.html starting from April 2, 2019.

See next:
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System Requirements

Unless otherwise stated, all 3rd party software must be at the latest update and/or patch level.

Veeam Backup for Microsoft Office 365 Server

Hardware

- **CPU**: any modern multi-core x64 processor, 4 cores minimum.
- **Memory**: 8 GB RAM minimum. Additional RAM and CPU resources improve backup, restore and search performance.
- **Disk Space**: 500 MB for product installation and additional free space for configuration database (depending on the amount of organizations, jobs and sessions) and product logs.

OS

Only 64-bit version of the following operating systems are supported:

- Microsoft Windows Server 2019
- Microsoft Windows Server 2016
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2012
- Microsoft Windows Server 2008 R2 SP1
- Microsoft Windows 10
- Microsoft Windows 8.x
- Microsoft Windows 7 SP1

Veeam Backup for Microsoft Office 365 server can be deployed on the following core editions:

- Microsoft Windows Server 2019
- Microsoft Windows Server 2016 LTSC, 1709
- Microsoft Windows Server 2012 R2

Software

- Mail backup is supported for Microsoft Office 365 Exchange Online and Microsoft Exchange 2019 (compatibility support), 2016 or 2013.
- SharePoint backup is supported for Microsoft Office 365 SharePoint Online and Microsoft SharePoint 2019 (compatibility support) or 2016.
- To use PowerShell cmdlets for backup and/or restore, Windows PowerShell 2.0 or later is required; Windows PowerShell 4.0 is recommended. When using Windows 2012 or 2012 R2, Windows PowerShell 2.0 Engine must be installed regardless of the current PowerShell version.
- Microsoft .NET Framework 4.7.2 or later.
- Windows C Runtime and Update (UCRT) in Windows. For more information, see this Microsoft article.
- (optional) If you plan to export folders and items as Personal Folder Files (.PST), it is necessary to have a 64-bit version of Microsoft Outlook 2019, Microsoft Outlook 2016, Microsoft Outlook 2013 or Microsoft Outlook 2010 installed on the machine where Veeam Explorer runs.
• (optional) Veeam Backup & Replication or Veeam Agent for Microsoft Windows for management server backup. Application-aware processing of Veeam Backup for Microsoft Office 365 server will be supported by Veeam Backup & Replication 9.5 Update 4 and later, and Veeam Agent for Microsoft Windows 3.0 and later.

Backup Proxy

Hardware

• **CPU:** any modern multi-core x64 processor, 4 cores minimum.
• **Memory:** 8 GB RAM minimum. Additional RAM and CPU resources improve backup, restore and search performance.
• **Disk space:** 300 MB for backup proxy installation and additional free space for configuration database (depending on the amount of organizations, jobs and sessions) and backup proxy logs.

OS

Only 64-bit version of the following operating systems are supported:

• Microsoft Windows Server 2019
• Microsoft Windows Server 2016
• Microsoft Windows Server 2012 R2
• Microsoft Windows Server 2012
• Microsoft Windows Server 2008 R2 SP1
• Microsoft Windows 10
• Microsoft Windows 8.x
• Microsoft Windows 7 SP1

Backup proxy servers can be deployed on the following core editions:

• Microsoft Windows Server 2019
• Microsoft Windows Server 2016 LTSC, 1709
• Microsoft Windows Server 2012 R2

Software

• Microsoft .NET Framework 4.7.2 or later
• Windows C Runtime and Update (UCRT) in Windows. For more information, see this Microsoft article.

**Important note:** Backup proxy servers and the Veeam Backup for Microsoft Office 365 server must be deployed within the same or trusted domain.

Backup Repositories

Backup can be performed to the following disk-based storage accessible from Veeam Backup for Microsoft Office 365 management server or backup proxy:

• Local folder on a backup proxy.
• Direct Attached Storage (DAS) connected to the management server or backup proxy, including external USB/eSATA drives and raw device mapping (RDM) volumes.
• Storage Area Network (SAN). Management server or backup proxy must be connected to the SAN fabric via hardware or virtual HBA, or software iSCSI initiator.
• SMB 3.0 share (experimental support). Management server’s or backup proxy’s computer account must
have Read/Write permissions to work with the network share.

Storage volumes hosting the backup repository must be formatted with NTFS or ReFS.

**Veeam Explorer for Microsoft Exchange**

Veeam Explorer for Microsoft Exchange requires Veeam Backup for Microsoft Office 365 3.0, Veeam Backup & Replication 9.5 Update 4 (or higher) or Veeam Backup & Replication Console 9.5 Update 4 (or higher).

To learn more about system requirements for Veeam Explorer for Microsoft Exchange, see the user guide.

**Veeam Explorer for Microsoft SharePoint**

Veeam Explorer for Microsoft SharePoint requires Veeam Backup for Microsoft Office 365 3.0, Veeam Backup & Replication 9.5 Update 4 (or higher) or Veeam Backup & Replication Console 9.5 Update 4 (or higher).

To learn more about system requirements for Veeam Explorer for Microsoft SharePoint, see the user guide.

**Veeam Explorer for Microsoft OneDrive for Business**

Veeam Explorer for Microsoft OneDrive for Business is distributed in one package with Veeam Explorer for Microsoft SharePoint. For system requirements, see the user guide.
Known Issues

The following is a list of issues known to exist at the time of the Veeam Backup for Microsoft Office 365 v3:

Infrastructure and Configuration

- System requirements and limitations for Microsoft Office 365 can be found in the System requirements for Office article. Note that, Exchange Online throttling policies are set to hard limits and cannot be changed by a tenant Office 365 organization. If you need to modify these settings, please contact Microsoft technical support.

- For Microsoft Outlook, the preliminary releases, like Insider releases, or releases provided through Monthly Channel Updates are not supported; Veeam supports only RTM/GA versions of this product. For more information, see this Microsoft article.

- Current version does not support automatic firewall rules creation and ports opening. If any of the required ports is closed, you should open it manually.

- In case of distributed architecture - Veeam Backup for Microsoft Office 365 console and management server running on different machines - a backup proxy can be added only if the management server is trusted for delegation. For more information, see this Microsoft article.

- Symbolic link set as a mapped drive is not supported as a repository target in this version.

- If any of the machines hosting any of Veeam Backup for Microsoft Office 365 components was renamed or its FQDN was changed or it was joined to a different domain, the components would become unable to access each other. If the described changes occurred on a machine hosting a backup proxy, such proxy will have the Offline status displayed in the management console. To work around, in the management console remove this proxy from the infrastructure configuration, then configure this proxy anew, targeting at the machine with its new name. Associated repositories will be preserved.

- If the ProxyDB folder containing a backup proxy configuration database is deleted from a proxy server, this proxy cannot obtain information about its associated repositories any longer. Thus, backup jobs targeted at those repositories will fail with the following error message: “Error: Repository does not exist.” To work around, you need to re-create this proxy.

- A repository initially associated with a certain backup proxy can only be used by a proxy running the same or higher version of Windows OS. If you try to associate such repository with a backup proxy running an earlier Windows version (for example, after downgrading the proxy server OS due to maintenance reasons), Veeam Backup for Microsoft Office 365 will not be able to access the repository data. The following error message will be issued: "Error: JetError -514, JET_errBadLogVersion, Version of log file is not compatible with Jet version". The reason is that Jet engine (ESE) differs for different versions of Windows OS. To be able to work with the data backed up by a proxy prior to such maintenance, make sure that the proxy has the same OS version before and after maintenance.

- IPv6 addressing is not supported for Microsoft Azure China region.

- Multi-factor authentication is not supported for Microsoft Azure China region.

- Notifications on job results may not work properly for Microsoft Azure China and Germany regions. For more information, see KB 2692.

- Veeam Backup for Microsoft Office 365 3.0 and its components cannot be installed on a machine hosting a remote Veeam Backup for Microsoft Office 365 backup proxy.

Upgrade

- Upgrade from the beta version of the application is not supported.

- After upgrading from version 1.5 or 2.0 to 3.0, the nearest scheduled job run is displayed in the console.
as performing a Full sync, though actually it performs Incremental sync. The amount of transferred data, however, will show that only changes are being synchronized during that job session.

- If you have edited the Config.xml file for Veeam Backup for Microsoft Office 365 manually, these modifications will not be preserved after the upgrade. You may need to make new custom settings (if necessary).

**Backup**

- Backup of In-Place Hold Items is not supported for on-premises Microsoft Exchange 2013 due to EWS limitations.

- When creating public folders backups, only the primary hierarchy mailbox will be selectable for the backup.

- If you modify the retention policy tag for a folder in Exchange Server, Veeam Backup for Microsoft Office 365 will perform full synchronization of that folder during the next job run. The reason is that any change to retention policy makes changes to all items in the folder (modifies tag, updates last modification time). Such changes are treated by synchronization mechanism as the new item version, which, in turn, automatically initiates a full sync. For more information, see [this Microsoft article](#).

- SharePoint Online and OneDrive personal site backup will fail, if the site has reached its storage space quota and if your service account is not granted with the Site Collection Administrator permissions for the corresponding sites.

- Groups objects selection is not supported for on-premises Microsoft SharePoint organizations.

- Publishing pages Web Parts backup is not supported for on-premises Microsoft SharePoint organizations older than SharePoint Server 2016 security update KB 4018381.

- Office 365 Group owner data backup is not supported, if the Group owner is not a member of the Group.

- To back up and restore SharePoint Sites with certain specific templates, such as Business Intelligence Center, Product Catalog and Visio Process Repository, an organization must have a valid SharePoint license.

- Backup of a SharePoint site created within the last 24 hours before the backup job run may be performed with an error because of the time required for its configuration update.

- For Microsoft SharePoint .aspx web pages, version history backup is not supported due to the API limitations.

- SharePoint App Store applications data backup is supported with limitations.

- When an existing SharePoint Online backup job is reconfigured to work with a different repository, Change API mechanism cannot be supported on the next job run. A full synchronization will be performed, but only changed data will be transferred during this session.

**Restore**

- Bulk restore (restore of multiple objects) is not supported for public folders. Use usual (per-object) restore instead.

- If you want to restore In-Place Hold Items or Litigation Hold Items to the original location (that is, original mailbox system folders), consider the limitations that exist for this kind of restore:
  
  a. Restore of In-Place Hold Items is not supported for on-premises Exchange Server 2013 due to EWS limitations.

  b. To restore In-Place Hold Items of Exchange 2016 mailboxes, these mailboxes must have In-Place Hold enabled and applied at least once, with DiscoveryHolds system folder creation.
Otherwise, restore of In-Place Hold Items will fail with an error: "Failed to restore In-Place Hold Items. Restore of In-Place Hold Items into Exchange 2013 is not supported". For information on enabling In-Place Hold and Litigation Hold, see this Microsoft article.

c. Currently, Veeam Explorer for Microsoft Exchange does not support browsing and restoring items from the Versions subfolder of the Recoverable Items folder used by In-Place Hold and Litigation Hold to preserve items.

- SharePoint team site restore does not preserve team site owner, nor Office 365 Group members are restored.
- SharePoint root Site node restore is not supported, but the node is displayed and accessible for restore in the UI. The restore will finish with a new web part created and a warning that no master page is available for this web part.
- 1-Click Restore is not supported for the following scenarios: Exchange Online archive mailbox restore to an on-premises Exchange archive mailbox and Exchange Online mailbox restore to on-premises Exchange mailbox.
- For users migrated from Office 365 to on-premises Exchange, mailbox restore to its original location is supported via the restore wizard only until a new backup after the migration is performed.
- SharePoint App Store applications restore is not supported.

**Reporting**

- Reports can only include the historical data since the date of Veeam Backup for Microsoft Office 365 version 3.0 installation or since an upgrade to this version. Historical data is not available for earlier periods.
- Mailbox Protection report generated for the root Organizations node will fail if any issues occur when connecting to one of the organizations in the scope.

**PowerShell**

- After installing Veeam Backup for Microsoft Office 365 on Windows Core OS, corresponding PowerShell modules may not be imported automatically. To work around, restart CMD via Task Manager, or log off the operating system and log back on.
Installing Veeam Backup for Microsoft Office 365 3.0

If you have participated in the public beta testing program for Veeam Backup for Microsoft Office 365 3.0, before running the setup be sure to:

- Remove all remote backup proxies.
- Uninstall the pre-release versions of Veeam Backup for Microsoft Office 365, Veeam Explorer for Microsoft Exchange and Veeam Explorer for Microsoft SharePoint.
- Delete the content of the archive repository folder.
- Delete the content of \ProgramData\Veeam\Backup365 directory.

Download the ZIP archive with the latest version of Veeam Backup for Microsoft Office 365 from: https://www.veeam.com/backup-microsoft-office-365-download.html.

This archive contains three versioned installers:

- VeeamBackupOffice365_3.0.0.422.msi for Veeam Backup for Microsoft Office 365.
- VeeamExplorerExchange_9.6.5.422.msi for Veeam Explorer for Microsoft Exchange.
- VeeamExplorerSharePoint_9.6.5.422.msi for Veeam Explorer for Microsoft SharePoint and Veeam Explorer for Microsoft OneDrive for Business.

Veeam Backup for Microsoft Office 365

To install Veeam Backup for Microsoft Office 365:

1. Run the VeeamBackupOffice365_3.0.0.422.msi from the downloaded archive.
2. Read and accept the terms of the license agreement.
3. Select which component(s) you want to install. The following components can be installed on the same or different servers: management server, user interface console and PowerShell extension module.
4. Change the default installation directory if needed.
5. Click Install to begin the installation.

Veeam Explorer for Microsoft Exchange

To install Veeam Explorer for Microsoft Exchange:

1. Run the VeeamExplorerExchange_9.6.5.422.msi from the downloaded ZIP archive.
2. Read and accept the terms of the license agreement.
3. Change the default installation directory if needed.
4. Click Install to begin the installation.

Veeam Explorer for Microsoft SharePoint

To install Veeam Explorer for Microsoft SharePoint:

1. Run the VeeamExplorerSharePoint_9.6.5.422.msi from the downloaded ZIP archive.
2. Read and accept the terms of the license agreement.
3. Change the default installation directory if needed.
4. Click Install to begin the installation.
Veeam Explorer for Microsoft OneDrive for Business

Veeam Explorer for Microsoft OneDrive for Business is distributed in one package with Veeam Explorer for Microsoft SharePoint and installed automatically.
Uninstalling Veeam Backup for Microsoft Office 365

To uninstall Veeam Backup for Microsoft Office 365:

1. Stop and disable all backup jobs.
2. Close all restore sessions in Veeam Explorer for Microsoft Exchange, Veeam Explorer for Microsoft SharePoint, and Veeam Explorer for Microsoft OneDrive for Business.
3. Open Veeam Backup for Microsoft Office 365, go to Backup Infrastructure > Backup Proxies and remove all remote backup proxies.
4. Open Control Panel > Programs and Features select Veeam Backup for Microsoft Office 365 and click Uninstall.

Note that repository data in the target locations will not be affected when uninstalling Veeam Backup for Microsoft Office 365.

To uninstall Veeam Explorers:

1. Open Control Panel > Programs and Features select Veeam Backup & Replication (this display name appears here for Veeam Explorers) and click Uninstall.
Upgrading Veeam Backup for Microsoft Office 365

Veeam Backup for Microsoft Office 365 3.0 supports upgrade from version 2.0 (builds 2.0.0.567, 2.0.0.594 and 2.0.0.814) and version 1.5 (builds 1.5.0.1099, 1.5.0.1309 and 1.5.0.1318).

**Note:** Upgrade from the beta version Veeam Backup for Microsoft Office 365 3.0 is not supported.

Consider the following when planning for upgrade to 3.0:

- Backup jobs settings and global configuration options (including notifications, file exclusions, and so on) will be preserved.
- All modifications that have been made in the Config.xml file manually will be lost.
- All backup jobs, including those running on schedule will be stopped during the upgrade process.

Before attempting to install the GA version of Veeam Backup for Microsoft Office 365 3.0 (build 3.0.0.422) on a machine with the 3.0 beta version, do the following:

1. Remove all remote backup proxies.
2. Uninstall the pre-release version along with Veeam Explorers.
3. Manually remove default repository folders and other files from the corresponding target location. Note that the 3.0 release version is not compatible with the pre-release repository.
4. Manually delete the content of the following directory: C:\ProgramData\Veeam\Backup365 directory.

To upgrade Veeam Backup for Microsoft Office 365 to version 3.0:

2. Run the VeeamBackupOffice365_3.0.0.422.msi from the downloaded archive and follow the wizard steps to install Veeam Backup for Microsoft Office 365.
3. Run the VeeamExplorerExchange_9.6.5.422.msi from the downloaded archive and follow the wizard steps to install Veeam Explorer for Microsoft Exchange.
4. Run the VeeamExplorerSharePoint_9.6.5.422.msi from the downloaded archive and follow the wizard steps to install Veeam Explorer for Microsoft SharePoint. Note that Veeam Explorer for Microsoft OneDrive for Business is distributed in one package with Veeam Explorer for Microsoft SharePoint and will be installed automatically.

After Veeam Backup for Microsoft Office 365 3.0 is installed all backup repositories, backup proxies and backup jobs will be marked as Out of Date. You need to upgrade these components manually from the Veeam Backup for Microsoft Office 365 UI.

**Important note:** Due to many underlying changes introduced for SharePoint Online processing and data storage, it may take time to upgrade repositories containing SharePoint data. The upgrade process requires an additional 15% of free space of the current repository size.
Licensing

Veeam Backup for Microsoft Office 365 is licensed per Office 365 user in all organizations.

After you install Veeam Backup for Microsoft Office 365 and its components, you will have a Community Edition mode that allows you to process up to 10 user accounts in all organizations including 1 TB of Microsoft SharePoint data. Such mode suggests using a Community license, which is not limited in time, nor implies any limitations in terms of program functionality.

To install your paid, fully-functional product license, do the following:

- Start the program and open the main menu (the upper left of the console).
- Select License, click Install License and specify the path to your license file.

For more information on licenses and how to retrieve them, see the FAQ. To renew your contract, please contact Veeam at: renewals@veeam.com.
Technical Documentation References

If you have any questions about Veeam Backup for Microsoft Office 365, you may use the following resources:

- User guides: https://www.veeam.com/documentation-guides-datasheets.html
- Community forums: https://forums.veeam.com/

To view the product help, press the F1 key or select Help > Online Help from the main menu.

Technical Support

We offer email and phone technical support for customers on maintenance and during the official evaluation period. For better experience, please provide the following when contacting our technical support:

- Version information for the product and all infrastructure components.
- Error message and/or accurate description of the problem you are having.
- Log files. To export the log files, select Help > Support Information from the main menu, and follow the wizard to export the relevant set of log files.

To submit your support ticket or obtain additional information please visit https://www.veeam.com/support.html.

TIP: BEFORE CONTACTING TECHNICAL SUPPORT, CONSIDER SEARCHING FOR A RESOLUTION ON VEEAM COMMUNITY FORUMS AT www.veeam.com/forums.
Contacting Veeam Software

At Veeam Software we pay close attention to the feedback from our customers. It is important to us not only to quickly help you with your technical support issues — we make it our mission to listen to your input, and to build our products with your suggestions in mind.

Should you have a Customer Support issue or question, please feel free to contact us. We have qualified technical and customer support staff available 24 hours a day, 7 days a week who will help you with any inquiry that you may have.

Customer Support

For the most up to date information about our support practices, business hours and contact details, please visit https://www.veeam.com/support.html. You can also use this page to submit a support ticket and download the support policy guide.

Company Contacts

For the most up to date information about company contacts and offices location, please visit www.veeam.com/contacts.