



Quest® On Demand Recovery for Teams

User Guide



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Legend

-  **CAUTION: A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.**
-  **IMPORTANT, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

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Welcome to On Demand Recovery for Teams

Quest On Demand Recovery for Teams is a Software as a Service (SaaS) recovery platform where you can automatically or manually back up your Microsoft Teams data in an Office 365 tenant, and restore your deleted teams from their most recent backup.

On Demand Recovery for Teams will:

- **Back up your teams.** On Demand Recovery for Teams supports the following backup methods:
 - **Schedule backup:** daily full backup of teams settings, membership and public channels at UTC-0, daily incremental backup of files at UTC-6, and hourly incremental backups of conversations.
 - **Create backup manually:** a full backup of teams settings, membership and public channels, and an incremental backup of files and conversations run whenever you want.
- **Restore deleted teams.** On Demand Recovery for Teams restores deleted teams from their most recent backup. This includes:
 - Teams permanently deleted and teams in the Azure recycle bin.
 - SharePoint files permanently deleted and SharePoint files in the SharePoint recycle bin.

Audience

This guide is intended for Active Directory administrators, Windows administrators, and personnel who have understood the following products or technologies:

- Microsoft Teams
- Office 365 SharePoint Online
- Azure Active Directory

Set up your On Demand environment

Set up and configure Quest On Demand to back up and restore your Microsoft Teams data.

To set up your On Demand environment

1. [Sign up for On Demand](#)
2. [Add an Azure Active Directory Office 365 tenant](#)
3. [Grant consent to Recovery for Teams](#)

Sign up for On Demand

To get access to Quest On Demand, you need to sign up for the On Demand service and create an organization. For that, go to [Quest On Demand](#) and use one of the following options:

- Sign in using your existing Quest account
- Create a new Quest account and sign up for Quest On Demand

For further assistance refer to the *On Demand Global Settings User Guide* section [Signing up for On Demand](#).

Add an Azure Active Directory Office 365 tenant

An Azure Active Directory (Azure AD) tenant is a dedicated instance of the Azure AD service that an organization receives and owns when it signs up for a Microsoft cloud service. Each Azure AD tenant is distinct and separate from other Azure AD tenants. A tenant houses the users in a company and the information about them - their passwords, user profile data, permissions, and so on. It also contains groups, applications, and other information pertaining to an organization and its security. For more information see this [Microsoft help page](#).

To add your first Azure AD tenant to On Demand click **Add Tenant** when you sign in. You will be redirected to the Azure sign in page. You must sign in as the Global administrator for the tenant.

The tenant may have already been added to your On Demand organization. To view the tenants currently added to your On Demand organization, click **Tenants** from the On Demand left navigation panel.

For more information, refer to the *On Demand Global Settings User Guide* section [Tenant Management](#) and page [Add an Azure AD tenant](#).

Grant consent to Recovery for Teams

On Demand Recovery for Teams requires admin consent for the tenant.

1. From the On Demand navigation panel click **Tenants**.
2. Locate the tenant on the Tenants page. Click **EDIT CONSENTS** for the tenant.
3. From the list of consents locate the **Recovery** module. In this module, **Teams** status should be **Granted**.
4. If **Teams** status is **Not granted**:
 - a. Click **Grant Consent**.
 - b. You are redirected to the Azure sign in page.
 - c. Enter **Azure AD Global Administrator credentials** for the tenant.
 - d. A page opens with the list of permissions settings you are granting.
 - e. Click **Accept** to return to the On Demand tenants page.

Your subscription to Recovery for Teams

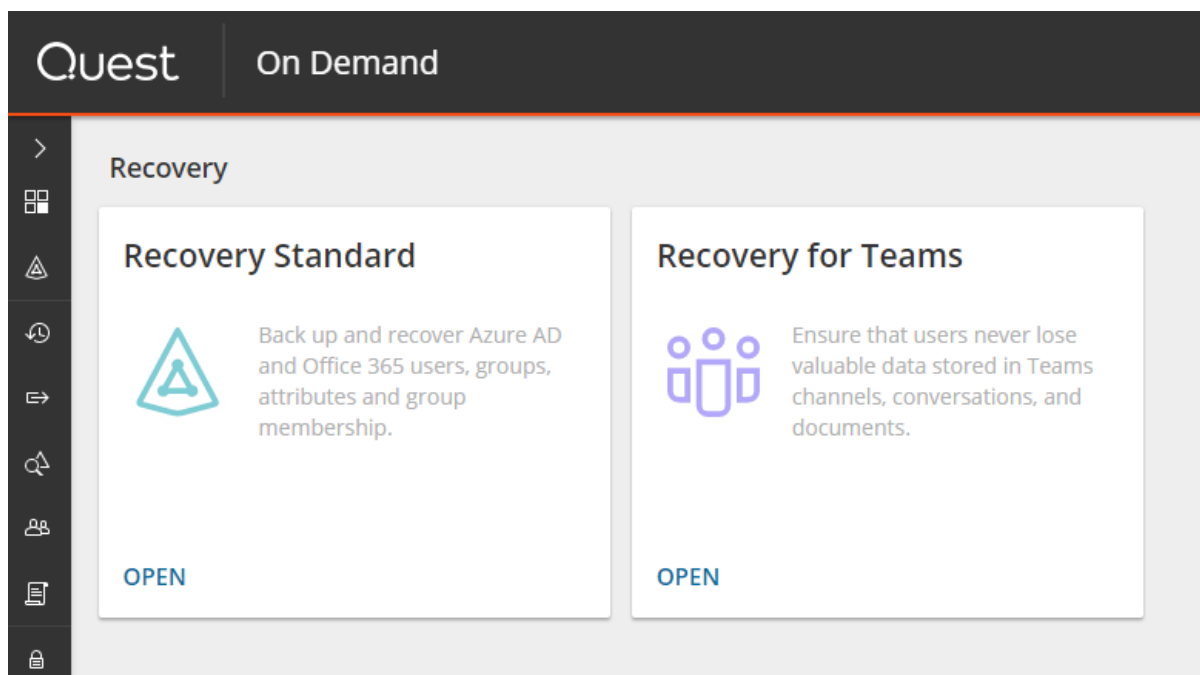
To see your subscription to On Demand Recovery for Teams click **Settings** from the On Demand left navigation panel. Click the **SUBSCRIPTIONS** tab.

Visit the [Quest On Demand Recovery products page](#) for general product subscription details and pricing as well as links to Quest sales support.

Launch On Demand Recovery for Teams

To launch the On Demand Recovery for Teams module

1. Click **Recovery** on the left pane.
2. Open the **Recovery for Teams** module.



Dashboard, Teams, Events and Tasks

The On Demand Recovery for Teams screen consists of 4 main tabs.

The first is the **Dashboard**. It is a source of general information. Use the toolbar to manage and create backups.

Open the **Teams** tab to restore deleted teams and list teams backups in progress and complete.

Open the **Events** tab to show errors and warnings that occur during backup and restore of teams.

Open the **Tasks** tab to manage backup and restore tasks and show their status.

Back up teams

Back up your Microsoft Teams data in a tenant.

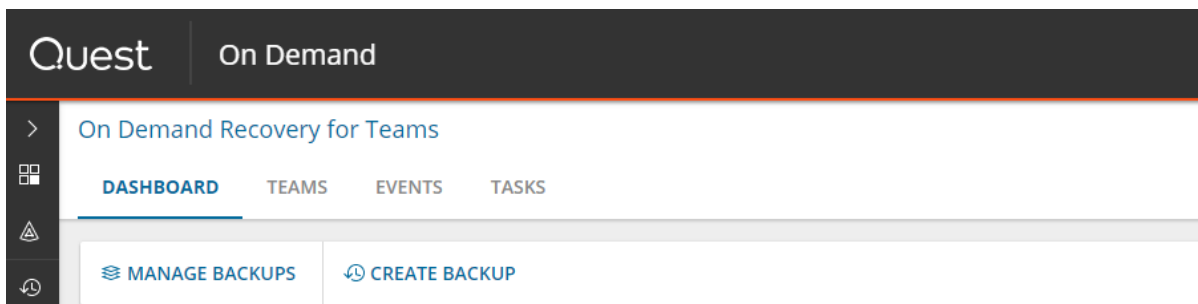
Scheduled backups run as follows: daily full backup of teams settings, membership and public channels at UTC-0, daily incremental backup of files at UTC-6, and hourly incremental backups of conversations.

- [Manage backups](#)
- [Create backup](#)
- [Show the backup task status](#)

Manage backups

Manage the backup settings for the Microsoft Teams data in a tenant.

From the On Demand Recovery for Teams module, **DASHBOARD** tab, click **MANAGE BACKUPS** to open the **Manage backups** dialog.



Manage backups dialog

The manage backups dialog tables the tenants with each of their properties. Use this dialog to confirm the backup properties of the tenant.

Tenant property	Description
Schedule	<p>The schedule runs as follows:</p> <ul style="list-style-type: none"> When Schedule is Enabled there are daily full backup of teams settings, membership and public channels at UTC-0, daily incremental backup of files at UTC-6, and hourly incremental backups of conversations. When Schedule is Disabled backups run only when you manually Create backup. <p>To change the schedule, click on the name of the tenant to open the Configure backup dialog.</p>
Consent Granted	Red indicates consent is not granted. See Grant consent to Recovery for Teams .
Credentials	Red indicates an issue with the credentials. Click on the name of the tenant to open the Configure backup dialog .
Teams License	Red indicates this tenant is not licensed to use On Demand Recovery for Teams.

Configure backup dialog

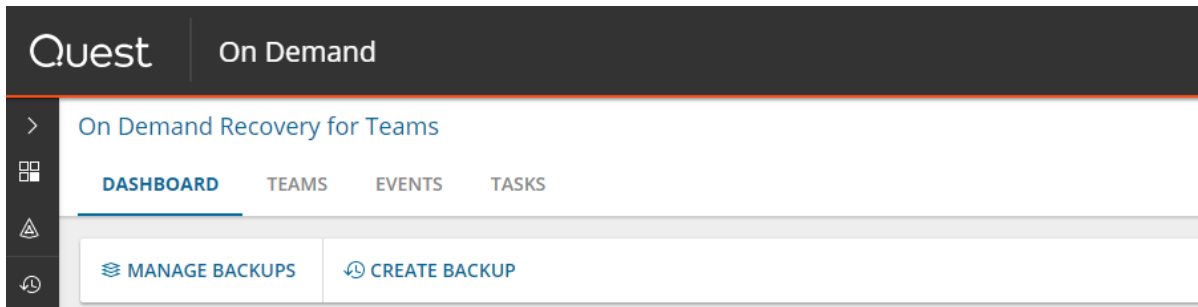
Use this dialog to change for the given tenant the schedule property and the credentials to use to restore the SharePoint site from the recycle bin.

Setting	Description
Schedule	The backup schedule runs as described in the table for the Manage backups dialog .
Credentials	Enter the credentials to use to restore the SharePoint site from the recycle bin. If you enter or change the credentials click Test connection to verify those credentials are correct.

Create backup

Initiate a backup of your Microsoft Teams data in a tenant whenever you want. This will run a full backup of teams settings, membership and public channels, and an incremental backup of files and conversations.

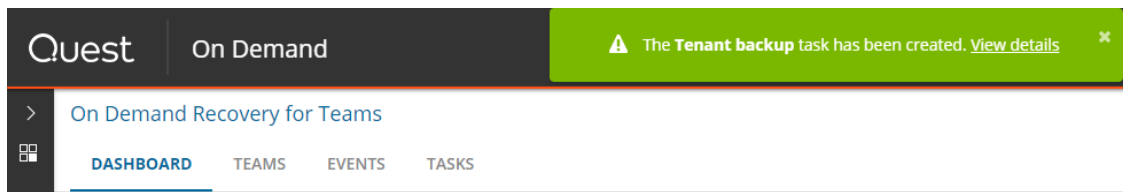
From the On Demand Recovery for Teams module, **DASHBOARD** tab, click **CREATE BACKUP** to open the **Create backup** dialog.



Create backup dialog

The create backup dialog tables each of the tenants.

1. Select the tenant where your Microsoft Teams data resides.
2. Verify the **Consent Granted** and **Teams License** properties are green and ready to go for the tenant. If there is a problem with the consent granted, see [Grant consent to Recovery for Teams](#).
3. Click **Create** to initiate the backup process. Once begun, the backup process cannot be canceled.
4. A pop up at the top of the screen confirms that the backup process has begun. Click **View details** in the pop up to open the **TASKS** tab.



Show the backup task status

Open the On Demand Recovery for Teams module, **TASKS** tab. Select the backup task.

- While the job is executing you can track its progress via the progress bar in the **Status** column. When the job has completed the status column will read **Completed**.
- A details pane opens to the right of the window when you click on the task row to highlight it. To open the **EVENTS** tab filtered to this task, click on **Events** in this details pane. See also [Show events during backup, restore, refresh tasks](#) for more information.

On Demand Recovery for Teams

DASHBOARD TEAMS EVENTS **TASKS**

Status: Any Type: Any Task name: Tenant backup

1 task Search Search

Task	Status	Type	Created	Operation
Tenant backup	Completed	Backup	Today at 3:05 PM	Total: 1 team(s); Success: 1 team(s); Failure: 0 team(s);...

Tenant backup

Type Backup

Created Thursday, November 19, 2020 3:05 PM

Modified Thursday, November 19, 2020 3:13 PM

Status Completed

Last Operation Total: 1 team(s); Success: 1 team(s); Failure: 0 team(s); Skipped: 0 team(s)

Schedule Now

Events (4) 4

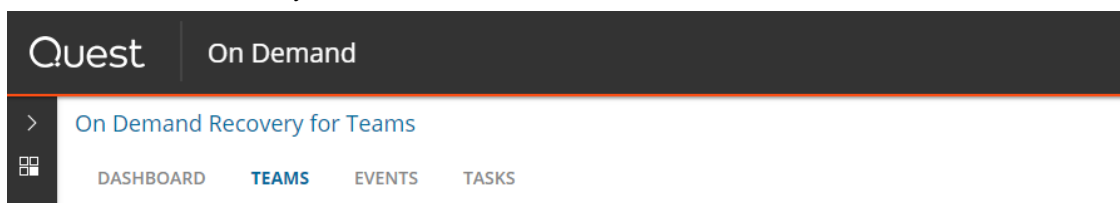
Restore deleted teams

On Demand Recovery for Teams restores deleted teams from their most recent backup. This includes teams permanently deleted, and teams in the Azure recycle bin, and SharePoint files permanently deleted, and SharePoint files in the SharePoint recycle bin.

- [Steps to restore deleted teams](#)
- [Steps to refresh the team status list \(live/deleted\)](#)

Steps to restore deleted teams

1. Open the On Demand Recovery for Teams module, **TEAMS** tab.



2. From the list of teams on this screen, check the teams to restore and click the **RESTORE** button.

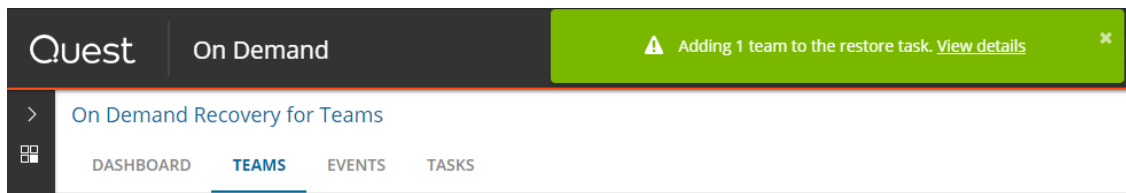
<input checked="" type="checkbox"/> RESTORE		<input type="checkbox"/> REFRESH		100 teams, 1 selected		
<input type="checkbox"/>	Team	Description	Tenant	Created ▾	Last Backup	Status
<input type="checkbox"/>	recovery	recovery-team	Contoso	Last Tuesday at 8:0...	Today at 11:02 AM	Live
<input checked="" type="checkbox"/>	newteam2	newteam2	Contoso	Last Friday at 9:40 P...	Last Monday at 11:0...	Deleted
<input type="checkbox"/>	newteam2	newteam2	Contoso	Last Friday at 9:18 P...	-	Deleted

i **TIP:** The **RESTORE** button is disabled while no teams are checked . You can filter the list of teams by tenant and status. You can click on a team for more detail.

3. You will be asked to confirm your intention to restore from the **Restore teams** dialog. Click **Restore** to confirm. Once begun, the restore process cannot be canceled.

4. The restore process begins.

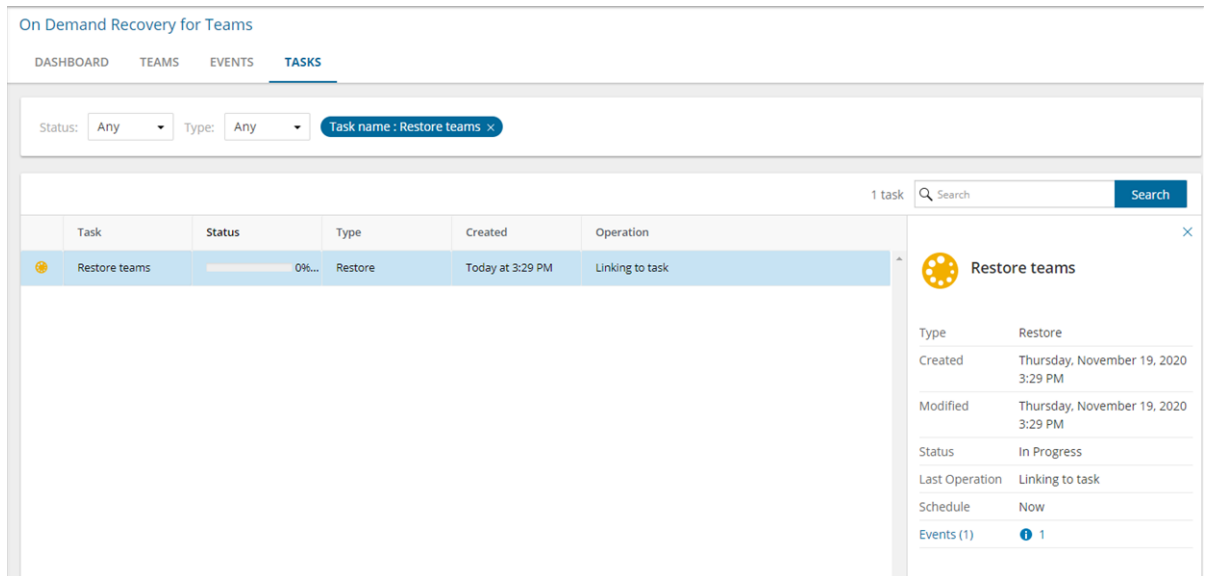
A pop up at the top of the screen confirms this. Click **View details** in the pop up to open the **TASKS** tab.



5. The **TASKS** tab shows the status of the restore task

While the job is executing you can track its progress via a progress bar in the **Status** column. When the job has completed the status column will read **Completed**.

A details pane opens to the right of the window when you click on the task row to highlight it. To open the **EVENTS** tab filtered to this task, click on **Events** in this details pane. See also [Show events during backup, restore, refresh tasks](#) for more information.

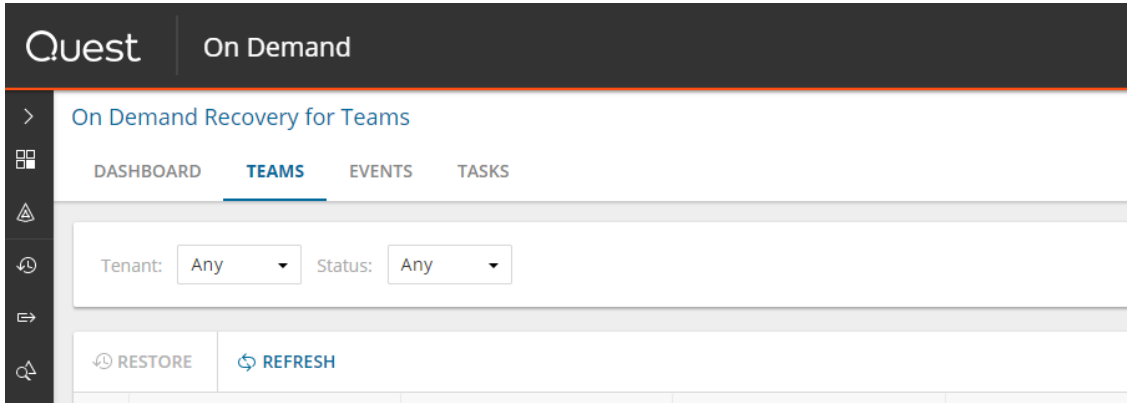


6. Teams are restored.

You may notice some differences in the display of teams after they are restored. If you would like more information on this see the Release Notes, [Known issues once the restore task is complete](#).

Steps to refresh the team status list (live/deleted)

1. From the On Demand Recovery for Teams module, **TEAMS** tab, click **REFRESH** to open the **Refresh Teams** dialog.

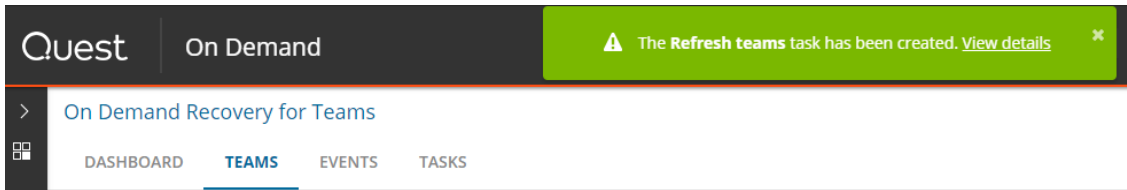


2. You will be asked to confirm your intention to refresh from the **Refresh teams** dialog.

Click **Refresh** to confirm.

3. The refresh process begins.

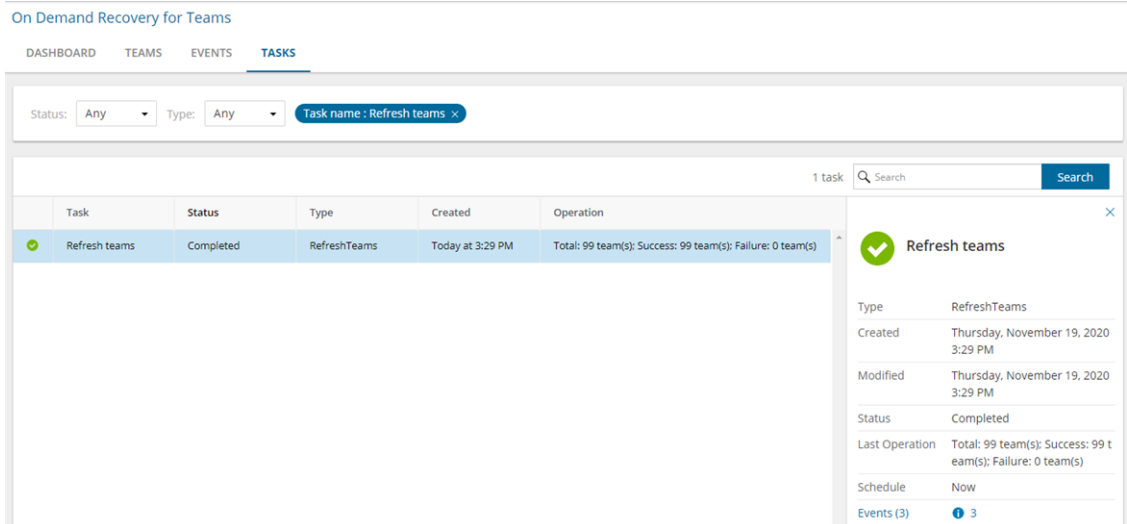
A pop up at the top of the screen confirms this. Click **View details** in the pop up to open the **TASKS** tab.



4. The **TASKS** tab shows the status of the refresh task

While the job is executing you can track its progress via a progress bar in the **Status** column. When the job has completed the status column will read **Completed**.

A details pane opens to the right of the window when you click on the task row to highlight it. To open the **EVENTS** tab filtered to this task, click on **Events** in this details pane. See also [Show events during backup, restore, refresh tasks](#) for more information.



Show events during backup, restore, refresh tasks

Open the On Demand Recovery for Teams module, **EVENTS** tab.

- The list of events include information, error, and warning messages as they occur during task operations.
- The list of events can be filtered by status and time.
- To hide events that are not actual any more: check those events and click the **Acknowledge** button. Acknowledged events change status from 'Current' to 'Obsolete'. To view obsolete events use **Relevance** to select **Obsolete**.

What we backup and restore

- [Team objects](#)
- [Team settings](#)
- [SharePoint](#)

Team objects

These are the objects On Demand Recovery for Teams can restore for a team.

Team objects	Supported
Owners and members	Yes
Public channels	Yes
Private channels	No
Conversations	Yes
Associated SharePoint document libraries (Files)	Yes
Team picture	No
Guest accounts and conversations	Yes
Planner	No
Chats	No
Applications	No
Wiki sections and pages	No
Bots	No
Applications including Shifts for schedule management	No
Calendars	No

Team objects	Supported
Mails	No
Formatted texts	Yes
Authorship The message authorship will be restored as a string with author name and creation date.	Partially
Link preview of public sties	Yes
User mentions Precondition: No changes are made to Active Directory user data during the period between team backup and restore.	Yes
Mentions of Teams and channels Mention of the channel is restored as raw text without the associated link.	Partially
Images posted inline from buffer	Yes
Emoji, Teams GIFs, memes	Yes
Link preview of public images	Yes
Attached images, media files, documents	Yes
E-mail attachments	No
Code snippets	No
Meeting conversations	No
Meeting recordings	No
Files uploaded from mobile application	No
Rich card attachments	No

Team settings

These are the settings On Demand Recovery for Teams can restore for a team.

Team settings	Supported
Member permissions > Allow members to create and update channels	Yes
Member permissions > Allow members to create private channels	Yes
Member permissions > Allow members to delete and restore channels	Yes
Member permissions > Allow members to add and remove apps	Yes
Member permissions > Allow members to upload custom apps	No
Member permissions > Allow members to create, update, and remove tabs	Yes
Member permissions > Allow members to create, update, and remove connectors	Yes
Member permissions > Give members the option to delete their messages	Yes
Member permissions > Give members the option to edit their messages	Yes

Team settings	Supported
Guest permissions > Allow guests to create and update channels	Yes
Guest permissions > Allow guests to delete channels	Yes
@mentions > Show members the option to @team or @[team name] (this will send a notification to everyone on the team)	Yes
@mentions > Give members the option to @channel or @[channel name]. This will notify everyone who's shown the mentioned channel in their channel lists.	Yes
Team code > Team code	No
Fun stuff > Enable Giphy for this team	Yes
Fun stuff > Filter out inappropriate content using one of the setting below	Yes
Fun stuff > Enable stickers and memes	Yes
Fun stuff > Allow memes to be uploaded	Yes
Tags	No

SharePoint

On Demand Recovery for Teams does not support restoration of the following data:

- File/Folder pin setting
- File checkout status
- File/Folder properties (Access/Properties/Workflow/Compliance detail/Alert me/Automate)

About us

Quest provides software solutions for the rapidly-changing world of enterprise IT. We help simplify the challenges caused by data explosion, cloud expansion, hybrid datacenters, security threats, and regulatory requirements. We are a global provider to 130,000 companies across 100 countries, including 95% of the Fortune 500 and 90% of the Global 1000. Since 1987, we have built a portfolio of solutions that now includes database management, data protection, identity and access management, Microsoft platform management, and unified endpoint management. With Quest, organizations spend less time on IT administration and more time on business innovation. For more information, visit www.quest.com.

Technical support resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product