Veeam Backup *for Microsoft Office 365* 5.0 Release Notes

This document provides last-minute information about Veeam Backup *for Microsoft Office 365* 5.0, 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* 5.0 is available for download at: https://www.veeam.com/backup-microsoft-office-365-download.html starting from December 3, 2020.

See next:

- System Requirements
- Known Issues and Limitations
- Installing Veeam Backup *for Microsoft Office 365* 5.0
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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.

  Veeam Backup *for Microsoft Office 365* also requires a minimum size of 8 GB of RAM for VMs with dynamic memory allocation.

- *Disk Space:* 500 MB for product installation and additional free space for configuration database (depending on the number of organizations, jobs, and sessions) and product logs.

OS

Only a 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, 2016, or 2013.

- SharePoint backup is supported for Microsoft Office 365 SharePoint Online and Microsoft SharePoint 2019 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 for Office 365, 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 v10 or later, and Veeam Agent *for Microsoft Windows* 4.0 or 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 number 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.

Backup Target

Backup can be performed to the following storage systems accessible from a Veeam Backup *for Microsoft Office 365* management server or a 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.

- Amazon S3 object storage.

- Microsoft Azure Blob storage.

- IBM Cloud Object Storage.

- S3 compatible object storage systems, including Cloudian, MinIO, SwiftStack Storage, and Wasabi S3. Any object storage system compatible with the requirements of the Veeam Ready Object program is supported.

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

Veeam Explorer *for Microsoft Exchange*

Veeam Explorer *for Microsoft Exchange* (builds 5.0.0.1061 or 5.0.0.1063) requires Veeam Backup *for Microsoft Office 365* 5.0 or Veeam Backup & Replication v10 or Veeam Backup & Replication Console v10.

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* (builds 5.0.0.1061 or 5.0.0.1063) requires Veeam Backup *for Microsoft Office 365* 5.0 or Veeam Backup & Replication v10 or Veeam Backup & Replication Console v10.

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.

Veeam Explorer *for Microsoft Teams*

Veeam Explorer *for Microsoft Teams* (builds 5.0.0.1061 or 5.0.0.1063) requires Veeam Backup *for Microsoft Office 365* 5.0 or Veeam Backup & Replication v10 or Veeam Backup & Replication Console v10.

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

Known Issues and Limitations

The following is a list of issues known to exist at the time of the Veeam Backup *for Microsoft Office 365* 5.0:

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.

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

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

- A 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 were renamed or its FQDN was changed or it was joined to a different domain, the components would become unable to access each other. If these changes occurred on a machine hosting a backup proxy, such proxy will have the Offline status displayed in the management console. To workaround, in the management console, remove this proxy from the infrastructure configuration, then configure this proxy anew, targeting 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 workaround, 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 Windows OS version or later. 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 the Jet engine (ESE) differs for different versions of Windows OS. To be able to work with the data backed up by a proxy before such maintenance, make sure that the proxy has the same OS version before and after maintenance.

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

- Microsoft Teams service is not supported for organizations in the Microsoft Azure China and Germany regions.

- Notifications on job results may not work properly for Microsoft Azure China and Germany regions. For more information, see KB2692.

- Veeam Backup *for Microsoft Office 365* 5.0 and its components cannot be installed on a machine hosting a remote Veeam Backup *for Microsoft Office 365* backup proxy.

- When adding an on-premises S3 compatible object storage repository buckets that are not compatible with the S3, API will not be visible and available for selection.

- The $root container in Azure blob storage is not supported.

- For Azure Blob object storage, only Azure block blob storage accounts are supported. For more information about the types of storage accounts in Azure, see this Microsoft article.

- Some of the Office 365 SharePoint service plans assigned to the Office 365 organization cannot be automatically identified as valid by Veeam Backup *for Microsoft Office 365*. For such organizations, OneDrive accounts cannot be backed up. Please contact Veeam Support to resolve this issue.

- When adding a Wasabi S3 compatible object storage repository, the 's3.wasabisys.com' service point works only for buckets located in the US East-1 region. For more information, see the Wasabi service URLs documentation.

- Amazon buckets with a period ('.') character in their names are not supported. For more information, see KB3095.

- IPv6 connections to object storage are not supported.

- IPv6 connections to Microsoft Office 365 endpoints are not supported. For more details see this Microsoft article.

- Microsoft Azure Blob storage with a hierarchical namespace is not supported.

- If the time on a machine hosting a remote proxy is not synchronized with Veeam Backup *for Microsoft Office 365* server, adding the proxy fails with the "An unsecured or incorrectly secured fault was received from the other party. See the inner FaultException for the fault code and detail" error.

- SMB shares on workgroup backup proxies are not supported as target repositories.

- If you have Veeam Backup *for Microsoft Office 365* v5 and Veeam Explorers installed on the machine hosting Veeam Backup & Replication v10, you may see compatibility issues in case of upgrading Veeam Backup & Replication to version 10a. To avoid it:

    o Uninstall Veeam Explorers before performing the upgrade.

    o After the upgrade, reinstall Veeam Explorers manually from the Veeam Backup *for Microsoft Office 365* v5 installation package.

Upgrade

- Upgrade from the beta version of Veeam Backup *for Microsoft Office 365* is not supported.

- 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 from version 3.0 to version 5.0. You may need to make new custom settings, if necessary.

- After upgrading from versions 3.0, 4.0, 4a, or 4b to version 5.0 and performing backup repositories and backup jobs upgrade, Office 365 group objects will not be available for point-in-time explore until the next corresponding backup job run.

- Under certain conditions, backup repository upgrade fails after upgrading to Veeam Backup *for Microsoft Office 365* version 5.0.0.1061. To resolve this issue, please contact Veeam Support. For more details, see KB4075.

Backup

- The following limitations apply for backup of Office 365 tenants using modern app-only authentication (for more information see KB3146):

  - Discovery search and public folder mailboxes are not supported.

  - Dynamic distribution groups are not supported.

  - Shared and resource/equipment mailboxes are presented and available for backup with a general 'User' type.

  - SharePoint web parts can only be backed up if their 'exportmode' property is enabled. Non-exportable web parts are not supported.

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

- To back up public folder mailboxes, the Veeam service account must have a valid Exchange Online license and an active mailbox within the Office 365 organization.

- When creating public folder backups, you can select only the primary hierarchy mailbox 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 the synchronization mechanism as the new item version, which, in turn, automatically initiates full sync. For more information, see this Microsoft article.

- SharePoint Online personal site and OneDrive account 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 this site.

- Selecting group objects is not supported for on-premises Microsoft SharePoint organizations.

- 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.

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

- Backup of the SharePoint App Store applications added to a site is not supported.

- Backup of the SharePoint App Store applications that use JavaScript redirects is not supported.

- When an existing SharePoint Online backup job is reconfigured to work with a different repository, the 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.

- Backup jobs using auxiliary backup accounts newly created in Office 365 and added to a security group may fail with the "(401) Unauthorized" error because of the time required to synchronize changes across Azure AD and Office 365.

- Resolving site collections fails for on-premises SharePoint organizations added to the Veeam Backup *for Microsoft Office 365* scope using their fully qualified domain name (FQDN).

- On-premises OneDrive backup will fail with the "OneDrive was not found" error if the corresponding root site collection is missing.

- Backup of the non-personal Multi-Geo SharePoint sites is not supported. For more details see KB3098.

- Backup of the publishing pages web parts is not supported for on-premises Microsoft SharePoint organizations older than SharePoint Server 2016 security update KB 4018381.

- For organizations added using modern app-only authentication, enabling the ability to change web parts export mode for an organization after the first SharePoint backup job run does not take effect on incremental runs if no changes have occurred to the source data after the initial backup job run. As a workaround, use the `Start-VBOJob` cmdlet with the `-Full` parameter to enforce the full backup run and apply the exportable mode to site web parts.

- For organizations added using modern app-only authentication, SharePoint web parts export mode can only be changed automatically if such type of a property is supported and can be modified in the source SharePoint Online site or OneDrive account.

- After changing the organization authentication mode to modern app-only, some Office 365 groups may fail to be resolved for backup.

- Wiki tabs are not supported for backup when protecting Microsoft Teams objects.

- Microsoft Teams applications from Microsoft AppSource Marketplace and custom applications from the organization's app store are not supported for backup.

- Microsoft Teams calls, meeting notes, and meeting chats are not supported for backup.

- Code snippets in Microsoft Teams posts are not supported for backup.

- Microsoft Teams tags are not supported for backup.

- The 'Allow members to upload custom apps' team property in Microsoft Teams is not supported for backup.

Reporting

- 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.

Veeam Explorer *for Microsoft Exchange*

- Bulk restore (restore of multiple objects) is not supported for public folder mailboxes. Use the regular 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:

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

  - 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.

  - 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.

- 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.

- Search results for queries built with the 'is not' and 'doesn't contain' criteria will not include emails where the corresponding fields are empty.

Veeam Explorer *for Microsoft SharePoint*

- The following limitations apply for restoring data with modern app-only authentication (for more information see KB3146):

  - OneNote restore is not supported.

  - The SharePoint web part customized template cannot be preserved upon a restore. All web parts will be restored with the default template.

  - The 'Allow multiple responses' setting in survey lists within team modern sites is not preserved upon a restore.

- 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 if only subsites of this root were included in a backup. The node is displayed and accessible for restore in the UI, but the restore will finish with a new web part created and a warning that no master page is available for this web part.

- SharePoint App Store applications restore is not supported.

- Restore to on-premises SharePoint sites that are enabled for mixed 'Windows Authentication' and 'Forms Authentication' fails with the "The remote server returned an error: (403) Forbidden" error.

- For any non-personal Multi-Geo sites, restore to another geolocation different from the default is not supported.

- If a personal SharePoint Online site was enabled for Multi-Geo after it had been backed up, it can only be restored to the location which was current at the time of backup. Restore to a new location after a site has been moved to new geo is not supported. For more details see KB3098.

- SharePoint Team site restore to a new alias is not supported for the STS#0 and STS#3 site templates.

- SharePoint site custom RSS settings are not preserved upon site restore. RSS settings are restored with the default configuration.

- Restore of custom apps added to a SharePoint site from the organization's App Catalog is not supported.

- SharePoint site group settings are not preserved upon site restore. Group settings are restored with the default configuration.

- Custom SharePoint site templates are not preserved upon site restore.

- Information Rights Management (IRM) settings for SharePoint lists and libraries are not preserved upon restore.

- After a SharePoint site URL has been changed, a site with an old URL can still be selected for backup. Processing of a site with an old URL will fail with the "Site was moved to another url" warning. As a workaround, to suppress the unwanted warnings, you can exclude these unneeded sites from a backup job.

- Personal site is restored with errors if the 'Add And Customize Pages' permission for the user is set to 'Deny'. For more information, see this Microsoft article.

- Hidden lists are not supported for restore.

Veeam Explorer *for Microsoft OneDrive for Business*

- OneDrive restore to its original location is not supported, if a user geolocation has been changed after the last backup job run.

Veeam Explorer *for Microsoft Teams*

- Teams restore is not supported in the modern authentication mode with legacy protocols allowed (using a username and an app password). To restore Teams data, use modern app-only or basic authentication.

- OneNote files restore is not supported in the modern app-only authentication mode.

- OneNote tabs restore is not supported.

- Teams group settings are restored as default when using the modern app-only authentication mode. For more information, see this Microsoft article.

- In the restore wizard, team guest members are shown as regular members. For restore, guest membership status is preserved.

- Membership permissions cannot be downgraded during the entire team restore if the team exists in an organization. For example, the 'Owner' role in the production Teams environment cannot be overwritten with the 'Member' role.

- Some channels may be skipped during the restore if the total number of restored channels plus the existing channels (including deleted) in the target team exceeds 200. For more information, see this Microsoft article.

- An entire team restore fails with the "The directory object quota limit for the Tenant has been exceeded" error if the number of teams (including archived teams) in this Office 365 organization exceeds 500,000. For more information, see this Microsoft article.

- For a team with 100 owners, backup and restore fails with the "Unable to perform operation as '101' would exceed the maximum quota count '100' for forward-link 'owners" error. For more information, see this Microsoft article.

- Headlines of announcement posts are not shown in the Posts view of Veeam Explorer *for Microsoft Teams*. Subheadings of announcement posts are shown in the Subject field.

- Background images added to announcement posts are not supported for the announcement posts preview and restore.

- Restore of a tab with more than 127 characters in its name fails with the "DisplayName is too long" error.

- Restore of a team with more than 127 characters in its name fails with the "Resource provisioning is in progress. Please try again." error.

- Teams objects restore fails if the team site cannot be accessed.

- Long channel names are cut to 31 characters after restoring to include the restore timestamp and fit the maximum of 50 allowed characters.

PowerShell

- The `Measure-VBOOrganizationFullBackupSize` cmdlet is not supported when using modern app-only authentication (for more information see KB3146).

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

- For object storage repositories, the `IsBackedUp` property of cmdlets that return the object's backup status (such as `Get-VBOBackupItem`, `Get-VBOOrganizationUser`, etc.) is always set to $false. To get information on the backup status of an Office 365 object stored in an object storage repository, use the `Get-VBOEntityData` or `Get-VBOLicensedUser` cmdlets.

- Moving SharePoint data from a local backup repository to an object storage repository in an asynchronous mode using the `Move-VBOEntityData` cmdlet may fail with the "Cannot find web" error. The error occurs on subsites if their corresponding root site has been moved first.

RESTful API

- Saving multiple backed-up OneDrive folders via the Swagger UI with the `(POST) /v4/RestoreSessions/{restoreSessionId}/Organization/OneDrives/{oneDriveId}/Folders/Action` resource results in a corrupted archive ZIP file.

Installing Veeam Backup *for Microsoft Office 365* 5.0

Important note: Veeam Backup *for Microsoft Office 365* 5.0 (builds 5.0.0.1061 (GA) or 5.0.0.1063 (Day 0 Update)) is not applicable to installations on top of:

- Veeam Backup & Replication 9.5 Update 4, 4a, or 4b
- Veeam Cloud Connect 9.5 Update 4, 4a, or 4b

If you are using Veeam Backup & Replication or Veeam Cloud Connect 9.5 Update 4, 4a, or 4b, install Veeam Backup *for Microsoft Office 365* 4a. For more information, see KB3035 and KB3089.

Note: Veeam Backup *for Microsoft Office 365* 5.0 Day 0 Update (build 5.0.0.1063) is not applicable to installations on top of Veeam Backup *for Microsoft Office 365* 5.0 (build 5.0.0.1061).

If you have participated in the public beta testing program for Veeam Backup *for Microsoft Office 365* 5.0, 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*, Veeam Explorer *for Microsoft SharePoint* and Veeam Explorer *for Microsoft Teams*.

- Manually remove default repository folders and other files from the target location. Note that version 5.0 is not compatible with the pre-release repository.

- Manually remove the target folders in an object storage repository: **<bucket_name/container_name>/Veeam/Backup365/**. Note that version 5.0 is not compatible with the pre-release object storage repository.

- Manually remove the content of the local cache folder including the *PersistentCache* directory and the *Repository.xml* file. Note that version 5.0 is not compatible with the pre-release object storage repository cache.

- Delete the content of the **C:\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 the following 4 installers:

- **Veeam.Backup365_5.0.0.1063.msi** (or **Veeam.Backup365_5.0.0.1061.msi**) for Veeam Backup *for Microsoft Office 365*.

- **VeeamExplorerForExchange.msi** for Veeam Explorer *for Microsoft Exchange*.

- **VeeamExplorerForSharePoint.msi** for Veeam Explorer *for Microsoft SharePoint* and Veeam Explorer *for Microsoft OneDrive for Business*.

- **VeeamExplorerForTeams.msi** for Veeam Explorer *for Microsoft Teams*.

Veeam Backup *for Microsoft Office 365*

To install Veeam Backup *for Microsoft Office 365*:

1. Run the **Veeam.Backup365_5.0.0.1063.msi** (or the **Veeam.Backup365_5.0.0.1061.msi**) file from the downloaded ZIP 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 **VeeamExplorerForExchange.msi** file 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 **VeeamExplorerForSharePoint.msi** file 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.

Veeam Explorer *for Microsoft Teams*

To install Veeam Explorer *for Microsoft Teams*:

1. Run the **VeeamExplorerForTeams.msi** file 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.

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*, Veeam Explorer *for Microsoft OneDrive for Business* and Veeam Explorer *for Microsoft Teams.*
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**.
5. In the programs list, right-click **Veeam Backup** *for Microsoft Office 365* and select **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**.
2. In the programs list, right-click **Veeam Backup & Replication** (this display name appears here for Veeam Explorers) and select **Uninstall**.

Upgrading Veeam Backup *for Microsoft Office 365*

Veeam Backup *for Microsoft Office 365* 5.0 supports upgrade from the following versions:

- 3.0 (build 3.0.0.422)
- 4.0 (build 4.0.0.1345)
- 4a (builds 4.0.0.1553, 4.0.0.1580)
- 4b (builds 4.0.0.2516, 4.0.0.2549)
- 4c (builds 4.0.1.519, 4.0.1.531, 4.0.1.545)

Note: Upgrade from the beta version of Veeam Backup *for Microsoft Office 365* 5.0 is not supported.

Important note: The approximate maintenance window for upgrading installations with 1 TB backup repositories from version 4c to version 5.0 is 10 minutes. Upgrading backup repositories from version 3.0 to version 5.0 may take significant time to complete and the upgrade duration highly depends on the amount and type of backup data in a repository. The approximate maintenance window for upgrading installations with 1 TB backup repositories from 3 to 5.0 is 10.5 hours. Plan for an appropriate maintenance window when your backup repository that is been upgraded is not available for use.

Important note: Veeam Backup *for Microsoft Office 365* 5.0 (builds 5.0.0.1061 (GA) or build 5.0.0.1063 (Day 0 Update)) is not applicable to installations on top of:

- Veeam Backup & Replication 9.5 Update 4, 4a, or 4b
- Veeam Cloud Connect 9.5 Update 4, 4a, or 4b

If you are using Veeam Backup & Replication or Veeam Cloud Connect 9.5 Update 4, 4a, or 4b, install Veeam Backup *for Microsoft Office 365* 4a. For more information, see KB3035 and KB3089.

Note: Veeam Backup *for Microsoft Office 365* 5.0 Day 0 Update (build 5.0.0.1063) is not applicable to installations on top of Veeam Backup *for Microsoft Office 365* 5.0 (build 5.0.0.1061).

Consider the following when planning for an upgrade to 5.0:

- Backup job 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 a schedule will be stopped during the upgrade process.

Before attempting to install Veeam Backup *for Microsoft Office 365* 5.0 (builds 5.0.0.1061 or 5.0.0.1063) on a machine with the 5.0 beta version, do the following:

1. Remove all remote backup proxies.
2. Uninstall the pre-release versions of Veeam Backup *for Microsoft Office 365*, Veeam Explorer *for Microsoft Exchange*, Veeam Explorer *for Microsoft SharePoint* and Veeam Explorer *for Microsoft Teams*.
3. Manually remove default repository folders and other files from the target location. Note that version 5.0 is not compatible with the pre-release repository.
4. Manually remove the target folders in an object storage repository: **<bucket_name/container_name>/Veeam/Backup365/**. Note that version 5.0 is not compatible with the pre-release object storage repository.
5. Manually remove the content of the local cache folder including the *PersistentCache* directory and the *Repository.xml* file. Note that version 5.0 is not compatible with the pre-release object storage repository cache.
6. Manually delete the content of the **C:\ProgramData\Veeam\Backup365** directory.

To upgrade Veeam Backup *for Microsoft Office 365* to version 5.0:

1. Download the latest installation ZIP archive from https://www.veeam.com/backup-microsoft-office-365-download.html.
2. Run the **Veeam.Backup365_5.0.0.1063.msi** (or the **Veeam.Backup365_5.0.0.1061.msi**) file from the downloaded archive and follow the wizard steps to install Veeam Backup *for Microsoft Office 365*.
3. Run the **VeeamExplorerForExchange.msi** file from the downloaded archive and follow the wizard steps to install Veeam Explorer *for Microsoft Exchange*.
4. Run the **VeeamExplorerForSharePoint.msi** file 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.
5. Run the **VeeamExplorerForTeams.msi** file from the downloaded archive and follow the wizard steps to install Veeam Explorer *for Microsoft Teams*.

After upgrading from Veeam Backup *for Microsoft Office 365* version 3.0 to version 5.0, 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* console.

After upgrading from Veeam Backup *for Microsoft Office 365* versions 4.0, 4a, or 4b to version 5.0, all backup jobs that contain Office 365 group objects will be marked as **Out of Date**. You need to upgrade these jobs manually from the Veeam Backup *for Microsoft Office 365* console.

Deprecated Resources

RESTful API

Versions v1 and v2 of RESTful API resources were deprecated in Veeam Backup *for Microsoft Office 365* 5.0.

PowerShell

The following obsolete parameters were deprecated in Veeam Backup *for Microsoft Office 365* 5.0:

Cmdlet	Deprecated parameters	Comments
Sync-VBOEntity	AllProxies	To rescan a backup proxy, use the Sync-VBOProxy cmdlet.
Add-VBOOrganization	ExchangeConfigureThrottlingPolicy ExchangeOnPremisesCredential ExchangeOnPremisesGrantImpersonation ExchangeServerName ExchangeSkipCAVerification ExchangeSkipCommonNameVerification ExchangeSkipRevocationCheck ExchangeUseSSL Office365Credential Office365GrantAccessToSiteCollections Office365GrantImpersonation Office365Region Office365UseVeeamAADApplication SharePointCredential SharePointGrantAccessToSiteCollections SharePointServerName SharePointServerPort SharePointSkipCAVerification SharePointSkipCommonNameVerification SharePointSkipRevocationCheck SharePointUseSSL	

Set-VBOOrganization	ExchangeConfigureThrottlingPolicy	
	ExchangeOnPremisesCredential	
	ExchangeOnPremisesGrantImpersonation	
	ExchangeServerName	
	ExchangeSkipCAVerification	
	ExchangeSkipCommonNameVerification	
	ExchangeSkipRevocationCheck	
	ExchangeUseSSL	
	IsExchange	
	IsSharePoint	
	Office365Credential	
	Office365GrantAccessToSiteCollections	
	Office365GrantImpersonation	
	Office365Region	
	Office365UseVeeamAADApplication	
	SharePointCredential	
	SharePointGrantAccessToSiteCollections	
	SharePointServerName	
	SharePointServerPort	
	SharePointSkipCAVerification	
	SharePointSkipCommonNameVerification	
	SharePointSkipRevocationCheck	
	SharePointUseSSL	

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 and up to 10 teams. 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:

1. Start the program and open the main menu (the upper-left of the console).

2. In the main menu, click **License**.

3. In the **License Information** window, click **Install** 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:

- Product web page: https://www.veeam.com/backup-microsoft-office-365.html
- User guides: https://www.veeam.com/documentation-guides-datasheets.html
- Veeam R&D Forums: https://forums.veeam.com/

To view the product help, press the **F1** key or select **Help and Support > 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 a 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 and Support > 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 R&D FORUMS AT https://forums.veeam.com/.

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 locations, please visit www.veeam.com/contacts.