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## Frequently Asked Questions (FAQ)

<https://campus.barracuda.com/doc/94539267/>

See [Release Notes](#) for a list of features and improvements available in Cloud-to-Cloud Backup.

### Why can't I connect my backup account to Microsoft 365?

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1. Ensure admin users set their Barracuda Cloud Control (BCC) entitlements to **Cloud to Cloud Backup** in the BCC **Admin Users** page. See [How to Add Users and Configure Product Entitlements and Permissions](#).
2. Log in with a global admin account to give permissions to the application to access your tenant.  
*Note:* The global admin is only needed for the initial connection and can be removed or changed back to a normal admin after the connection is successful.
3. Once the connection is established, configure data sources from the **Products** page. See [How to Configure Your Microsoft 365 Data Source](#).

### How do I set my backup schedule time?

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Barracuda Cloud-to-Cloud Backup will automatically set a schedule for each of your data sources to ensure each backup finishes as efficiently as possible. More scheduling options are planned for a future release.

### How do I add a user to access Barracuda Cloud-to-Cloud Backup?

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1. You will first need to create a user in Barracuda Cloud Control and give that user product entitlements to **Cloud to Cloud Backup**. See [How to Add Users and Configure Product Entitlements and Permissions](#).
2. The user can then go into Cloud-to-Cloud Backup and manage their permissions in the **Settings** page. See [Settings Page](#).

### How do I restore data?

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After the initial backup is complete, you can restore data by selecting files and folders from the **Protect** page.

Note that you can only select data from one level folder hierarchy.

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## **I started an export job to download my data. Where do I find the downloadable link?**

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After the export is complete, you can obtain the download link from either the **Dashboard** page or the **Reports** page. Click on the export report you want to download.

## **How do I set my retention policies?**

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All data in Barracuda Cloud-to-Cloud Backup is set to unlimited retention by default. More options to set retention policies are planned for a future release.

## **How do I add users to receive email notifications for alerts and backup failures?**

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Go to the **Settings** page, and go to the **Email Notifications** section. For more information, see the [Settings Page](#).

## **How do I select what to backup?**

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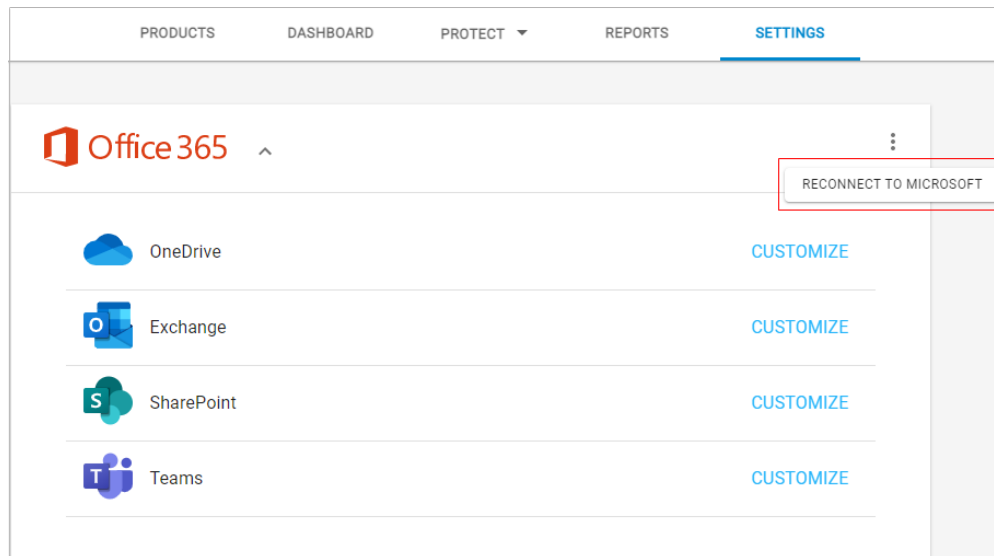
Go to the **Settings** page, and click on the **Customize** button next to each data source. By default, any new accounts found will always be selected. See [Settings Page](#).

Currently, you can only select by user in Exchange and OneDrive. More options, including group and domain selections, are planned for a future release.

## **I still cannot see the Teams channels in my backups after the latest update. What do I do?**

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To get the latest version of the Teams channel backup, you will need to reauthenticate your Microsoft 365 connection. Go to the **Settings** page, click the ellipsis (3 dots) to the right of the **Office 365** section, and click **RECONNECT TO MICROSOFT**.



Note that you must log in with a global admin account to complete this action. When prompted, accept the permissions and the next backup will capture Teams channels automatically.

## I restored a Teams channel. Why can't I see it in Microsoft 365?

Restoring Team channels within 30 days of them being deleted will result in an error because Microsoft 365 keeps them in the recycle bin for 30 days. A workaround is to recover the specific channels from the recycle bin under the **Manage Team** option in Microsoft 365.

## Why does Teams restore take several hours to complete?

When restoring a Team or parts of a Team, Microsoft controls the provisioning of Teams objects. It can take up to 8 hours to provision a folder or other Teams objects. Microsoft is aware of these limitations and has committed to resolving them. Please be aware that restoring a Team or objects within a Team can cause a long restore time and is not within the control of Barracuda Cloud-to-Cloud Backup.

## Why is my data in Cloud-to-Cloud Backup being throttled?

Many vendors, including Barracuda Cloud-to-Cloud Backup, use Microsoft Graph to access data from a variety of Microsoft cloud services. While Microsoft Graph is designed to handle a large number of

requests, throttling can occur to ensure the service remains functional. For more information, see [Understanding Throttling](#).

### **Does Cloud-to-Cloud Backup offer IP address login restrictions?**

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While Cloud-to-Cloud Backup does not offer IP address login restrictions, you can utilize Microsoft Entra ID Conditional Access. Use Conditional Access policies to restrict access to your data and to keep your organization secure. For more information, see the Microsoft article <https://learn.microsoft.com/en-us/entra/identity/conditional-access/overview>.

## Figures

### 1. reconnectMS.png

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