

## Troubleshooting

<https://campus.barracuda.com/doc/95259688/>

See the following tables for common errors, warnings, and informational messages.

[Table 1 Error Messages](#)

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**Table. 1 Error Messages**

Error	Description Fix
User is unauthorized.	Ensure that the users specified for backup are authorized and licensed in your Microsoft 365 environment.
Failed to validate size from Microsoft. Verify that the file is not encrypted with "Azure Rights Management".	Refer to the following Microsoft article, <b>Activate Protection via Powershell</b> section, steps 2-3 <a href="https://docs.microsoft.com/en-us/azure/information-protection/activate-service">https://docs.microsoft.com/en-us/azure/information-protection/activate-service</a> . If the protection service is enabled, locate the files and ask the users to decrypt the files. <b>Note:</b> If the files are not decrypted, Barracuda Cloud-to-Cloud will not be able to back them up.
Unable to restore to original location. Select an alternate location to complete this action.	Error attempting to restore migrated data from on premises to Microsoft 365. Migrated data can only be restored to an alternate location.
Access to this resource was denied.	Microsoft reports that access to a file is denied. Verify that the item is accessible through Outlook.
Could not complete action. Item already exists.	A list with the same name already exists in SharePoint or a group with the same name already exists in a Team. Change the pre-existing names to complete the action.
Failed to download the file due to Microsoft's virus scanner marking it as potentially harmful.	The file requested potentially has malware or is infected with a virus. For more information, refer to <a href="https://docs.microsoft.com/en-us/microsoft-365/security/office-365-security/virus-detection-in-spo?view=o365-worldwide">https://docs.microsoft.com/en-us/microsoft-365/security/office-365-security/virus-detection-in-spo?view=o365-worldwide</a>
Unable to restore as this may have been created as part of a Group or Team. Restore using Teams.	A site is viewed in the SharePoint Protect page and cannot be created during restore due to the site originally being created as part of a Group or Team. Use the Teams Protect page to find the site that the Team belongs to and restore from that location.
Microsoft Data size limit reached.	The total size of the item exceeds Microsoft's limit during a restore. For more information, refer to <a href="https://docs.microsoft.com/en-us/microsoft-365/compliance/increase-the-recoverable-quota-for-mailboxes-on-hold?view=o365-worldwide">https://docs.microsoft.com/en-us/microsoft-365/compliance/increase-the-recoverable-quota-for-mailboxes-on-hold?view=o365-worldwide</a> and <a href="https://docs.microsoft.com/en-us/outlook/troubleshoot/message-body/attachment-size-exceeds-the-allowable-limit-error">https://docs.microsoft.com/en-us/outlook/troubleshoot/message-body/attachment-size-exceeds-the-allowable-limit-error</a> .

Failed due to the user not having a SharePoint provision plan enabled.	The user does not have a SharePoint provision plan enabled. Ensure the proper site provisioning is setup. For more information, refer to <a href="https://docs.microsoft.com/en-us/sharepoint/dev/scenario-guidance/site-provisioning">https://docs.microsoft.com/en-us/sharepoint/dev/scenario-guidance/site-provisioning</a> .
An error occurred while restoring this file. You can attempt this action again.	The OneDrive or SharePoint item failed during the last step of restore. Try restoring the item again.
No valid subscription found.	OneDrive or SharePoint responds with an error "Tenant does not have a SPO license". Ensure that you have the proper licenses (SharePoint Organizer) for 0365. For more information, refer to <a href="https://support.microsoft.com/en-us/office/what-microsoft-365-business-product-or-license-do-i-have-f8ab5e25-bf3f-4a47-b264-174b1ee925fd">https://support.microsoft.com/en-us/office/what-microsoft-365-business-product-or-license-do-i-have-f8ab5e25-bf3f-4a47-b264-174b1ee925fd</a> with the section titled "What 0365 Business product or license do I have?".
Office 365 tenant subscription lapsed. Verify your Office 365 subscription is up to date.	OneDrive or SharePoint responds with an error "The service principal for resource ' <a href="https://outlook.office365.com">https://outlook.office365.com</a> ' is disabled. This indicates that a subscription within the tenant has lapsed, or that the administrator for this tenant has disabled it. Verify that your Microsoft 365 tenant is enabled and has a valid subscription. For more information, refer to <a href="https://support.microsoft.com/en-us/office/find-out-when-your-microsoft-365-subscription-expires-2eb89f06-bd1c-4f57-9269-f1cbab894341">https://support.microsoft.com/en-us/office/find-out-when-your-microsoft-365-subscription-expires-2eb89f06-bd1c-4f57-9269-f1cbab894341</a>
Cloud-to-Cloud Backup access revoked. Please reconnect the application.	The Barracuda Cloud-to-Cloud application access to a tenant has been revoked or deleted by the customer. Reprovision and reauthenticate the Barracuda Cloud-to-Cloud product.
Failed to validate size from Microsoft. It will be retried on the next backup	A SharePoint or OneDrive file size in the backup does not match the file size in Microsoft. The item will be retried on the next scheduled backup.
Action not completed. We cannot browse OneNote libraries that contain more than 5,000 items.	OneNote as part of a OneDrive backup is failing with a user or group's OneDrive document libraries containing more than 5000 OneNote items. This is not supported by Microsoft. For more information, refer to <a href="https://docs.microsoft.com/en-us/archive/blogs/onenotedev/onenote-api-calls-fail-with-a-large-number-of-items-in-a-sharepoint-document-library">https://docs.microsoft.com/en-us/archive/blogs/onenotedev/onenote-api-calls-fail-with-a-large-number-of-items-in-a-sharepoint-document-library</a> .
Could not complete restore. Insufficient storage available on the target.	During a restore attempt, Microsoft returns a message that there is insufficient storage. Contact Microsoft for assistance with this error.
Restore failed. No mail enabled owners exist.	A Group/Team mailbox restore failed because the original owners no longer exist or are 'Mail Enabled'. Impersonation needed to write the items back did not happen. Alternatively, export the items. Note that not all items can be exported.
Invalid download URL from Microsoft.	The file download URL provided by Microsoft is blank or does not exist. Attempt the download again. If the problem persists, contact <a href="#">Barracuda Networks Technical Support</a> for assistance.
Custom scripts not enabled. Please enable custom scripts on the site.	Microsoft returns an "AccessDenied" message when trying to write a file with a filename extension that suggests it is a script file (.js, .aspx, .asmx, .mht etc). For more information, refer to <a href="https://docs.microsoft.com/en-gb/sharepoint/allow-or-prevent-custom-script">https://docs.microsoft.com/en-gb/sharepoint/allow-or-prevent-custom-script</a> .
Unable to restore site due to an invalid WebTemplate.	A restore of a deleted root Site has a web template that is neither SITEPAGEPUBLISHING or STS. Ensure that you are only using the supported web template types SITEPAGEPUBLISHING or STS.

Unable to access this item due to a change in the item URL.	SharePoint is unable to access an item using its URL. An app installed on the site has caused the URL of some of the items in the site to gain a GUID in the URL hostname. Check for any third-party apps that might be the issue.
The name of this group is not in compliance with your organization's Group naming policy.	If your organization has a Group naming policy (suffix/prefix) in place and the Group was created before the naming policy was in place, restoring to original location will fail because the site name does not conform to the naming policy. Restore to an alternate location and add the prefix or suffix or both to the name as defined in the Group naming policy.

**Table 2. Warning Messages**

Warning	Description
No exportable version available. Item is available for restore only.	The items are unavailable for future export during a backup. The items are available for restore only.
Item skipped because it already exists. Restore to an alternate location.	When restoring a file, notebook, list, or Exchange item that already exists, the item is not overwritten. If you need to restore the files that were skipped, try restoring to an alternate location.
The throttle limit for this item has been reached. The item will be retried on the next scheduled backup.	The item is being throttled by Microsoft during a backup. The item will be retried on the next backup. If the throttle is occurring consistently on the same items, contact <a href="#">Barracuda Networks Technical Support</a> for assistance. For more information, also see <a href="#">How to Configure EWS Throttle Policy Limits</a> .
Unable to restore the item as it exceeds the maximum message size supported by Microsoft.	The Exchange item can't be restored because it would exceed the maximum message size allowed. As an alternative, export the item. For more information, see also <a href="https://docs.microsoft.com/en-us/exchange/troubleshoot/calendars/store-reached-maximum-size">https://docs.microsoft.com/en-us/exchange/troubleshoot/calendars/store-reached-maximum-size</a> .
No Team owners exist.	No owners found for the Group/Team. Verify that the Group/Team has a licensed owner with a mailbox.
Mailbox no longer exists.	A mailbox could not be found for the Group/Team. Verify that there is a licensed mailbox associated with the Group/Team.
No mail-enabled owner on the Group. Add a mail-enabled group owner.	None of the owners are "Mail Enabled" during a Group/Team mailbox backup. Verify that at least one member of the Group/Team is a licensed user with an enabled mailbox.

Item skipped because the resource is being provisioned and will be retried on the next scheduled backup.	Microsoft returns a message that the resource is being provisioned when trying to query a site during the backup. The item will be retried on the next scheduled backup. If the same items are consistently in the report, contact <a href="#">Barracuda Networks Technical Support</a> for assistance.
Site no longer exists.	A site has been deleted but is stalled in Microsoft's index of sites on the tenant. Reauthenticate your SharePoint source under the <a href="#">Settings</a> page. Note that after reauthentication, you might see sites that were previously under SharePoint now visible under the Teams source.
Failed to complete downloading the item. The file may be corrupt, or we may have been denied access due to a security policy that prevents download.	The backup requests the bytes of a file, but Microsoft returns a message that it is unable to give that information. The file could be corrupt or has a policy applied that prevents download. Check the validity of the file and ensure it is not corrupt or have any special policies applied to it.
Item no longer exists.	An item as part of the backup listing in Exchange was removed before the item is actually backed up. The item will not be retried on the scheduled next backup. To retry on the next scheduled backup, remove the item and add it back into the backup as a new item.
No OneDrive plan provisioned.	The user is not licensed for OneDrive or has a license but has not yet logged into their OneDrive. Ensure the user has a license. If the user has a license, ensure the user has logged into their OneDrive account at least once to provision it. For more information on how to view OneDrive activity reports and user information, see <a href="https://docs.microsoft.com/en-us/microsoft-365/admin/activity-reports/onedrive-for-business-activity-ww?view=o365-worldwide">https://docs.microsoft.com/en-us/microsoft-365/admin/activity-reports/onedrive-for-business-activity-ww?view=o365-worldwide</a>
Original site is still in the recycle bin. Please delete or restore original site from the SharePoint Online recycle bin.	Microsoft returns a 'SiteStatus' response (SiteStatus = 3) when Barracuda Networks is trying to create a new SharePoint Site as part of a restore. If the original site is still in the SharePoint sites recycle bin in the deleted sites list where it typically resides for 93 days, it is not possible to recreate the site. Delete or restore original site from SharePoint Online recycle bin.
Failed to restore item permissions.	One or more of the "role assignments" being written to a site or list failed during a restore. This can occur when trying to restore a user that is no longer in Microsoft Entra ID. Check to ensure the user is present in Microsoft Entra ID and attempt the restore again. If the user is no longer a user in Microsoft Entra ID, the restore will continue but will not have the proper permissions.
Failed to execute Skype backend request.	The Team/Group will continue to back up without backing up the Skype user. Alternatively, remove the Skype user from the Team/Group and retry the backup.
Failed to restore Teams to alternate location	When restoring a Team to an alternate location, there is a Document . docx warning. Enable custom scripts for Style Library due to Microsoft requirement.

**Table 3. Informational Messages**

Information Message	Description
This item was unable to be retrieved and will be retried on the next scheduled backup.	This occurs when Barracuda Networks is unable to retrieve the item for backup from Microsoft. The item will be retried on the next scheduled backup. If the same item(s) is present consistently in the report, contact <a href="#">Barracuda Networks Technical Support</a> for assistance.
Failed to add member to group because user no longer exists.	This occurs when an attempt to add a member or owner back to a Group/Team during a restore fails because the user no longer exists in Microsoft Entra ID. You must add the user back into Microsoft Entra ID and attempt the restore again. If the user is no longer needed, there is no action to take.

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