



TECHSUMMIT19

BARRACUDA TECHNICAL SUMMIT

Cloud-To-Cloud Backup

Best Practice

Office 365 adoption has taken off

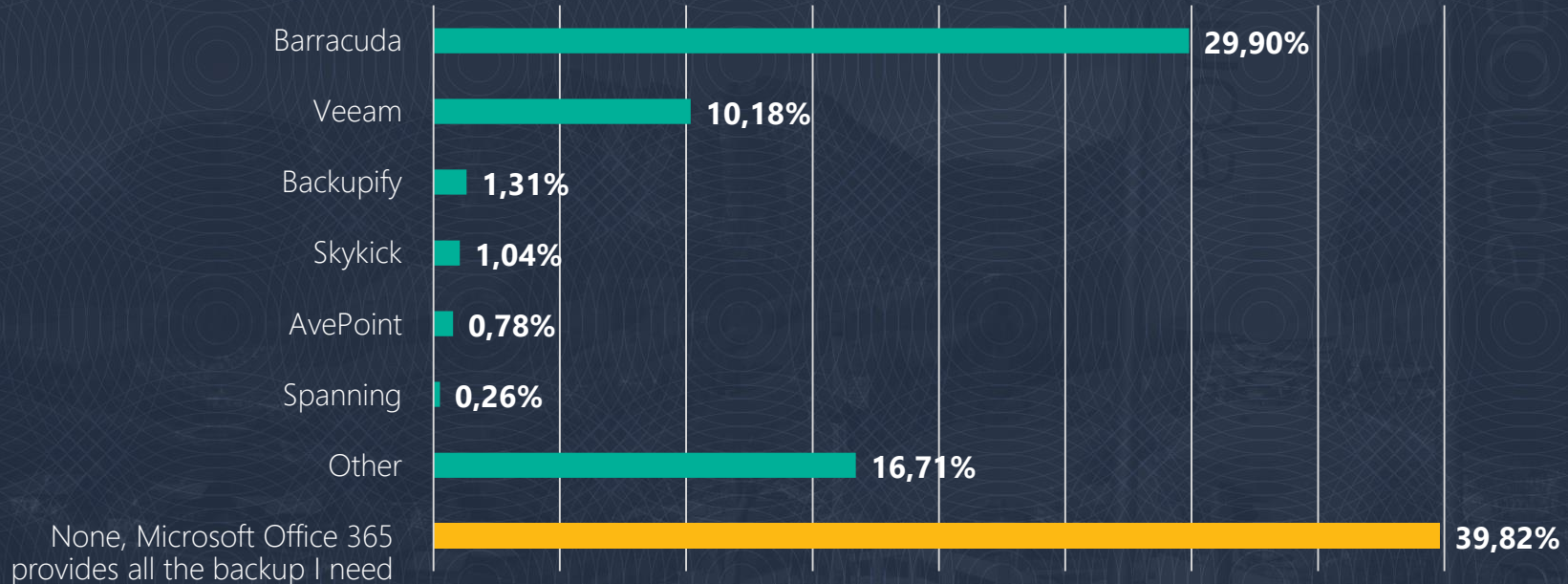


Adoption of Office 365 is growing at 55% YoY

A large teal arrow points diagonally upwards and to the right, indicating growth. It is positioned to the right of the donut chart and above the text about YoY growth.

Survey says...

Q: What solution are you using to backup Office 365?



“Office 365 does not offer a comprehensive backup and restore service, and Gartner clients report data loss from end-user errors, malicious attacks and application errors.”

Source: Gartner, December 2017



Why Office 365 "data protection" is not good enough

"Recycle bin" is not a backup

Exchange Online

- 30 days retention (default) can extend to 93 days
- Limited restore options

SharePoint and OneDrive

- 14 days retention (default) can extend to 93 days
- Cannot retrieve individual files
- Microsoft support case required to retrieve data

Complete Protection for Office 365 with Barracuda Cloud-to-Cloud Backup

With Office 365, you are still responsible for the security of your data. Learn how to protect your data from user deletion, sync problems, malware, and ransomware.



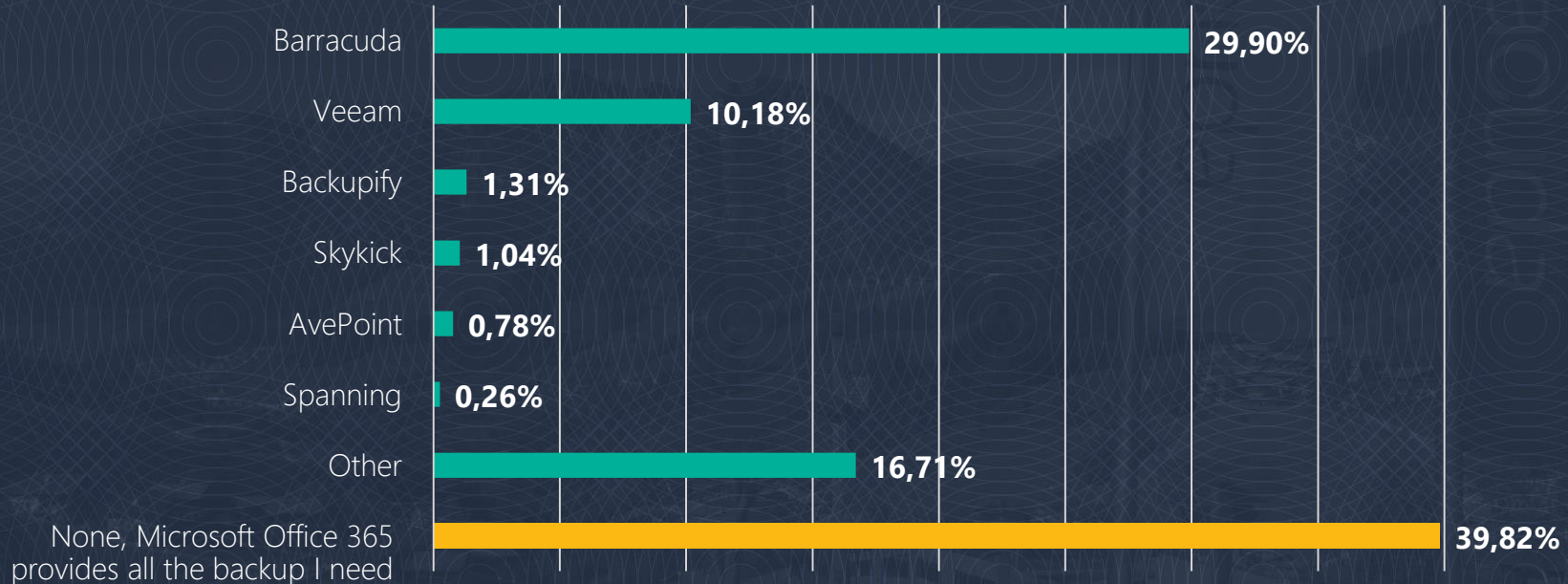
WHITE PAPER


[Dive In](#)



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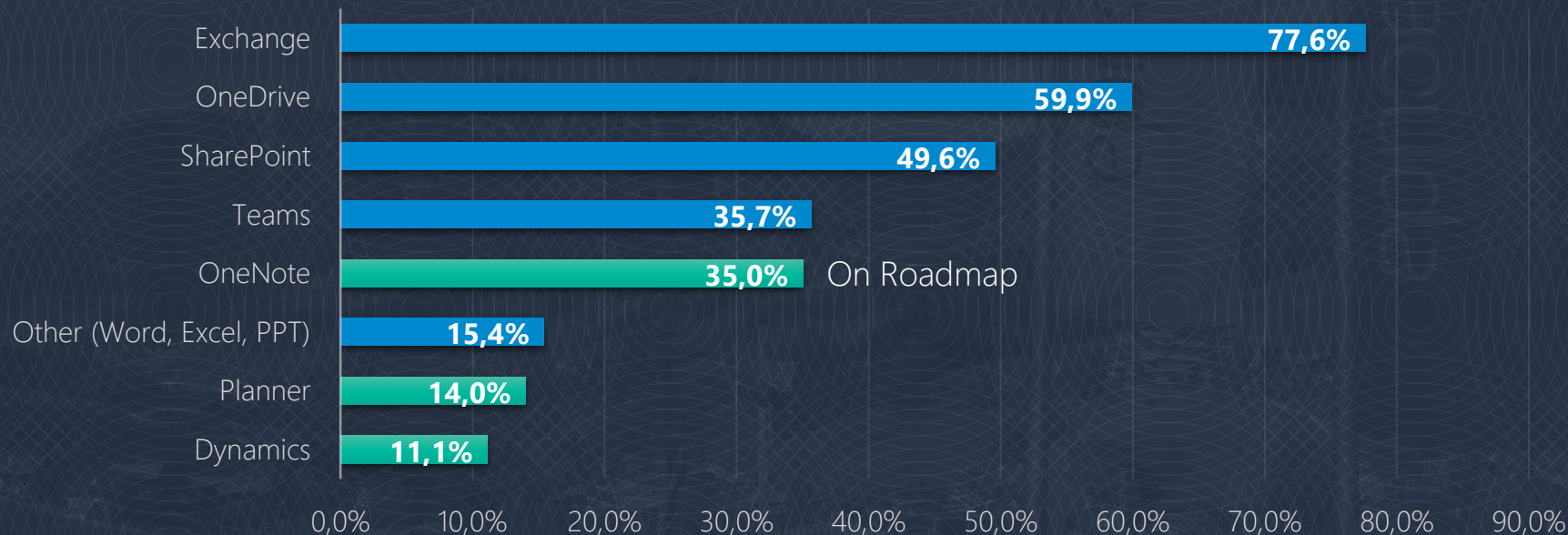




Which O365 applications do customers want to protect?

Survey says...

Q: Which Office 365 applications do customers want to protect?

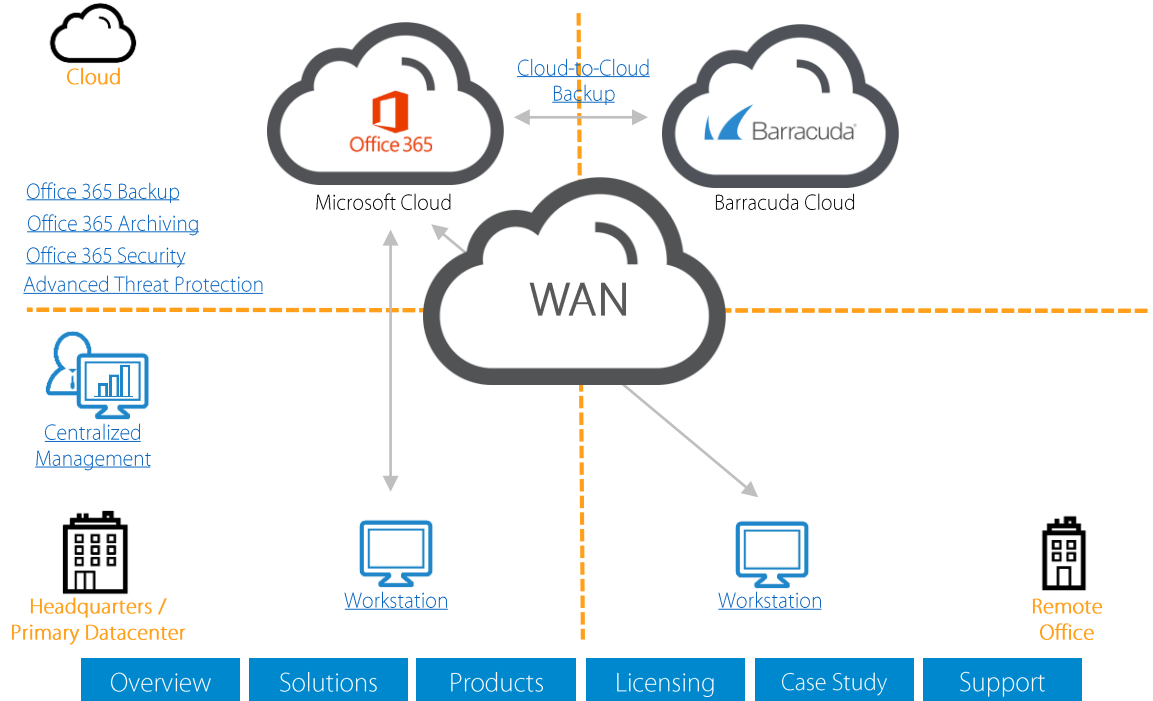


Office 365 Backup

Solution Overview

Fast, Simple & Complete Backup for Office 365

- Protect Microsoft Exchange Online, OneDrive & SharePoint Online data by backing it up to the Barracuda Cloud
- Optional add-on to a Barracuda Backup appliance, or as a standalone subscription without an appliance
- Protects all Exchange email messages, attachments, as well as the complete mailbox folder structure
- Protects all OneDrive files including the entire folder structure
- Protects SharePoint files & folders in Document Libraries, Site Assets, Picture Libraries & Form Templates in Team Sites & Public Sites



CCB: Protecting Office 365

Over 13,800 active CCB customers worldwide

Protecting 2,350,000 mailboxes globally

Running 1,500,000 backups a month (WW)

Storing over 13 petabytes for our customers (WW)

2,516 restores per month





What is new in CCB?

What's new in CCB

Scalability, backup performance

- Implemented Office 365 change tracking to improve backup performance by up-to 5 times.

Support for contacts, calendars and tasks

- Backup and recover meetings, contacts, and tasks with ease

Microsoft Groups/Teams

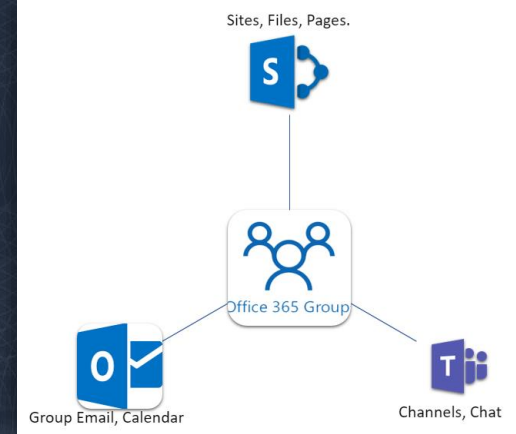
- Backup and restore files stored in Teams, Group mailbox, Group sites with a few clicks.



Microsoft Groups/Teams

When you create a new Team, Office 365 will create and link:

- A new Office 365 Group
- A SharePoint Online Group site that holds the Team's documents
- Exchange Online shared mailbox and calendar



How does Barracuda protect Groups/Teams?

A Groups/Teams backup should cover all different data types, from email, files, calendars and sites

Barracuda Cloud-to-Cloud Backup offers daily backup for all different components

- Group shared mailbox and calendar
- Group site
- Team files

Barracuda also provides **quick and easy recovery** of Groups back into Office 365





Best practices

Planning and preparation

Prepare reports of how much data you expect to backup

- Office 365 offers usage reports for their services through their admin portal
- Get yourself report for the last 180 days to get and understanding of your data usage

This will help you set up a proper schedule to complete your initial backup, and understand what to expect from the back up service



Getting started

A Cloud-to-Cloud Backup offering is different than the traditional on-premise backup offering:

- Connections happen between two distinct data centers, not within the same network/infrastructure
- Microsoft has throttling limitations to ensure Office 365 is still available to all their clients.

Schedule one backup per day to avoid disrupting the office 365 service for your tenant.



What is Microsoft throttling?

In order to preserve their service level agreements, Office 365 will “slow down” 3rd party applications

- this will cause 3rd party apps to reduce the amount of active connections

Throttling happens in 3 different scenarios:

- 3rd party application exceeds the maximum allowed active connections
- User/site/mailbox in Office 365 is very active at certain times
- Office 365 cloud servers are under heavy load



How to work around Microsoft throttling

Barracuda Cloud-to-Cloud Backup is designed to work within Microsoft's throttling limitations

To reduce the impact of throttling on your backups

1. Limit your backups to once a day
2. Schedule backups outside of your business hours
3. Avoid running restores while a backup job is running, when possible





Best practices – Backup configuration

Backup configuration

Before setting up your backup schedule, consider the following tips:

- Keep each data source on a separate schedule
- Configure your schedule to run once per day
- Configure your schedule to run *every day*
- If you are backing up multiple Office 365 tenants, ensure that each tenant is on a separate schedule.

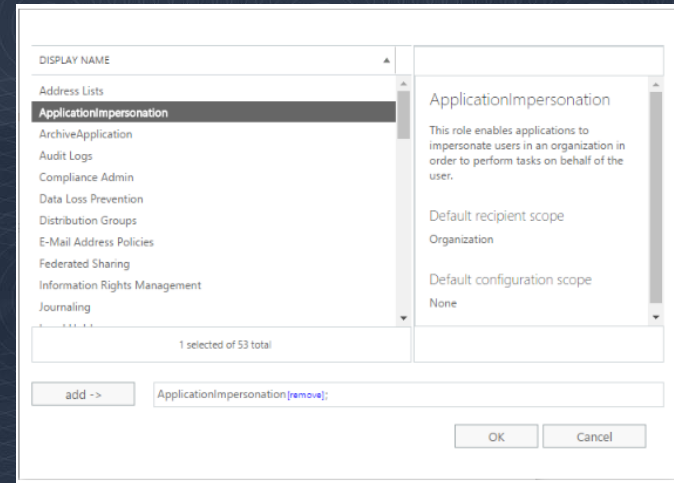


Exchange Online impersonation

Remember when you had to go over all of those?

- Create a new service account
- Create impersonation role
 - *Manually set up impersonation*
 - *Set up impersonation via PowerShell*
- Log in to Barracuda Backup
- Add a cloud data source
- Authorize

NOT NEEDED ANYMORE !!!





Best practices – Restore and recovery

Best practices - Restore and recovery

General tips and guidelines:

- Restores are also subject to throttling policies in Office 365
- Running restores during business hours will heavily increase the risk of throttling
- Large restores are more likely to get throttled than specific restores
- Pinpoint the exact folder/items you wish to recover for best result



Restore and recovery options

There are 3 options to recover data:

1. Direct restore to original location: This is the preferred restore method if the owner (mailbox/site) still exist in office 365.
2. Direct restore to an alternate user: This is the preferred recovery method if the owner no longer exists.
3. Direct download: This is the preferred recovery method when you're looking to recover specific items (1 email, a calendar item, a single onedrive file)





Best practices – Management

Management and reporting

- Set up email notifications to stay up-to-date on the status of your backup and restore jobs.

☐ **Backup Summary Reports** for each appliance daily
You will receive a report between 8 AM and 9 AM including information about the last run of each schedule the previous day.

☐ **Backup Detailed Reports** for each backup job
You will receive a report each time a backup job completes, including a list of all items that were backed up.

☐ **Alerts** when a backup job has errors or if your appliance is offline

☐ **Notices** when your software is updated

E-mail address	Name	Summary Reports	Detailed Reports	Alerts	Notices	Actions
administrator@barracuda-world.com	Administrator Barracuda World			✓		Edit

- Assign user permissions to manage what each member of your team has access to.

User Role Account Administrator ▼

Account Administrators will have full access to all Barracuda Backup Appliances within the account.

Barracuda Backup Appliance Administrators will have full access to backup appliances selected below, minus the ability to edit/view user accounts.

Operator access is limited to viewing statistics and modifying backup configuration for selected Barracuda Backup Appliances. Operators cannot restore data or edit user accounts.

Helpdesk users are limited to viewing the status page, the restore browser and restore reports on Barracuda Backup Appliances. Helpdesk users can restore data and stop running restores.

Status users are limited to viewing the status page on Barracuda Backup Appliances.





Best practices – FAQ

Common questions

- Do I have to assign global admin permissions to the service accounts?
- Do I need to assign a user license to the service account I use?
- Why does my backups speeds seem slow?
- Why is the download speed slow?



Thank you

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