Acronis
Data Cloud 7.8

How to upgrade to the new cloud-to-cloud Office 365 backup in Acronis Data Cloud 7.8

Introduction

If you already use the Acronis Backup Cloud's agent-based or cloud-to-cloud 1.0 backup to protect Office 365 data, follow the steps listed below to start using the new cloud-to-cloud backup solution (C2C 2.0) introduced in Acronis Data Cloud 7.8. In addition, here is a short Q&A that clarifies some question related to the upgrade.

Contents

Frequently asked questions

Is there a way to automatically migrate my Office 365 backup installations/ configurations to the new cloud-to-cloud backup?
The cloud-to-cloud backup configuration is straightforward and should not take much time, but there is no "auto-migration" of Office 365 backup configurations for previously made Office 365 backup versions. To use the new version for the same Office 365 organizations, you must re-configure backups for each organization in Office 365, as specified in the upgrade instructions below.

What if I want to switch to the new Office 365 backup, but keep my old Office 365 backup archives and be able to recover Office 365 data using them?
Your Office 365 archives are not affected by disabling the old backup plans – you choose how long to keep them in cloud storage. But please note that you will still be billed for the Acronis cloud storage these backups occupy. To be able to perform recovery using these backups in the future you need to keep the C2C 1.0 or local Office 365 agents installed.

My clients already use the cloud-to-cloud backup 1.0 or the agent-based version —
how do the changes in Acronis Data Cloud 7.8 affect the current installation?
The Acronis Data Cloud 7.8 rollout does not affect your previously configured Office 365 backups if you have the cloud-to-cloud backup 1.0 or the local-agent-based version enabled – the processes remain uninterrupted. To start using the new version, follow the steps specified in the upgrade instructions below.

How can I see a feature-by-feature comparison of the agent-based backup and the new cloud-to-cloud version?
There is a table that compares functionality of the agent-based and new cloud-to-cloud versions on this page.

Will the new features only be available in the new C2C version or can I find them in the agent-based version as well?
The new features (including backup for Share Point Online and OneDrive for Business) are only available in the new C2C backup.

Is it possible to export archives made with the new cloud-to-cloud backup from Acronis Cloud Storage to local storage?

Downloading Office 365 archives from Acronis Cloud Storage to local storage is not supported in this version of Acronis Backup Cloud.

Where can I find the new cloud-to-cloud backup documentation?
This section of the Acronis Backup Cloud documentation has the information you are looking for.

In which Acronis Data Cloud data centers is the new cloud-to-cloud backup available?
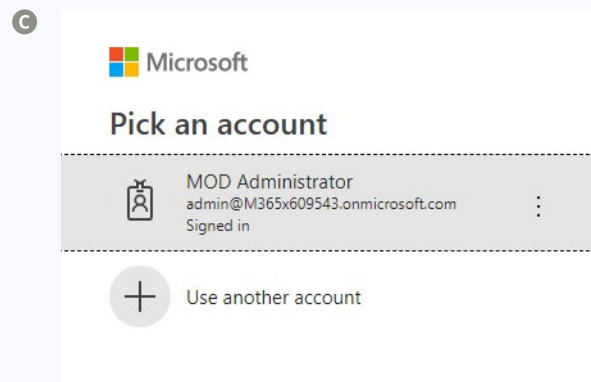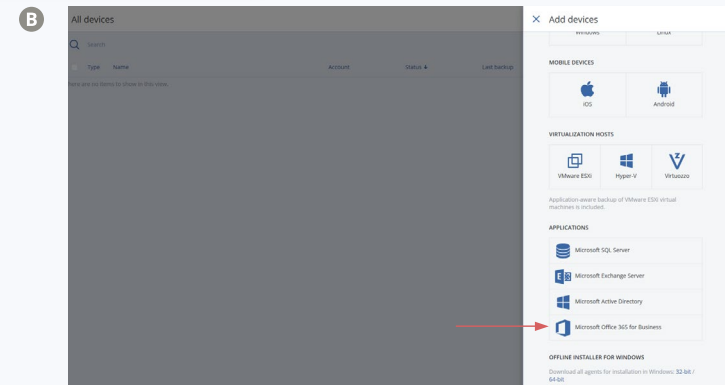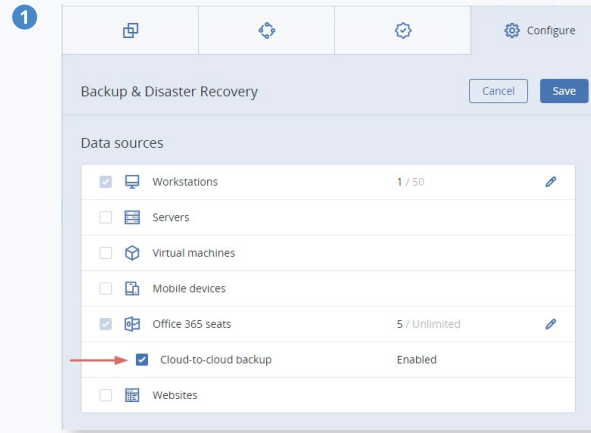The new C2C backup for Office 365 is already or will be available in all data centers after the 7.8 version rollout. Here is a table that details regional service availability.

As a service provider or a reseller, what should I do to activate the new C2C 2.0 functionality for my customers?
After the rollout of Acronis Data Cloud 7.8 in your data center, simply activate the cloud-to-cloud offering item for the customer tenants. You don't have to remove C2C 1.0 or agent-based configurations in the backup service console to start using C2C 2.0.

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How to switch to the new cloud-to-cloud Office 365 backup from the agent-based version

1 Check to be sure the "Cloud-to-cloud backup" offering item for the tenant is enabled.

2 Add a Microsoft Office 365 organization. You can find full instructions here.

A Sign in to the backup console as a company administrator

B Click 🖑 **Devices > Add > Microsoft** Office 365 for Business

C The system redirects you to the Microsoft Office 365 login page

D Sign in with the Office 365 global administrator credentials

E Microsoft Office 365 displays a list of permissions that are necessary to back up and recover your organization's data

1

			⚙ Configure

Backup & Disaster Recovery   [Cancel] [Save]

Data sources

☑	🖥 Workstations	1 / 50	✏
☐	🗄 Servers		
☐	◈ Virtual machines		
☐	🖬 Mobile devices		
☑	🗂 Office 365 seats	5 / Unlimited	✏
	☑ Cloud-to-cloud backup	Enabled	
☐	🖩 Websites		

B

All devices   ✕ Add devices

MOBILE DEVICES
iOS   Android

VIRTUALIZATION HOSTS
VMware ESXi   Hyper-V   Virtuozzo

APPLICATIONS
Microsoft SQL Server
Microsoft Exchange Server
Microsoft Active Directory
Microsoft Office 365 for Business

OFFLINE INSTALLER FOR WINDOWS

C

Microsoft

Pick an account

🪪 MOD Administrator
admin@M365x609543.onmicrosoft.com
Signed in   ⋮

➕ Use another account

4

F Confirm that you grant the backup service these permissions. Once you do, the organization's data items appear in the backup console in the "Microsoft Office 365" tab.

3 Configure backup plans for the necessary Office 365 resources by going to the **Devices > Microsoft Office 365** tab, selecting the items or groups of items you want to backup and applying backup plans to these items.

The cloud agent synchronizes with Office 365 every 24 hours, starting from the moment when the organization is added to the backup service. If you add or remove a user, group, or site, you will not see this change in the backup console immediately. To forcibly synchronize the cloud agent with Office 365, select the organization on the Microsoft Office 365 page, and then click 🖑 **Refresh**.

4 After you configure the new cloud-to-cloud backup, delete backup plans for the agent-based version to stop backup jobs and, in the case of per-device pricing, avoid billing for the previous backup installation.

A Go to the **Devices > Microsoft Office 365 (Local agent)** tab and delete the backup plans applied to the items.
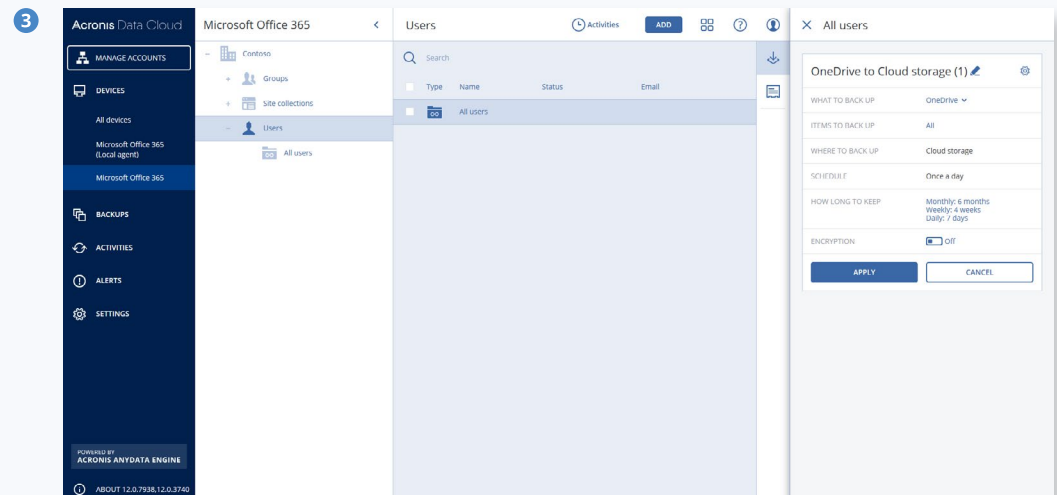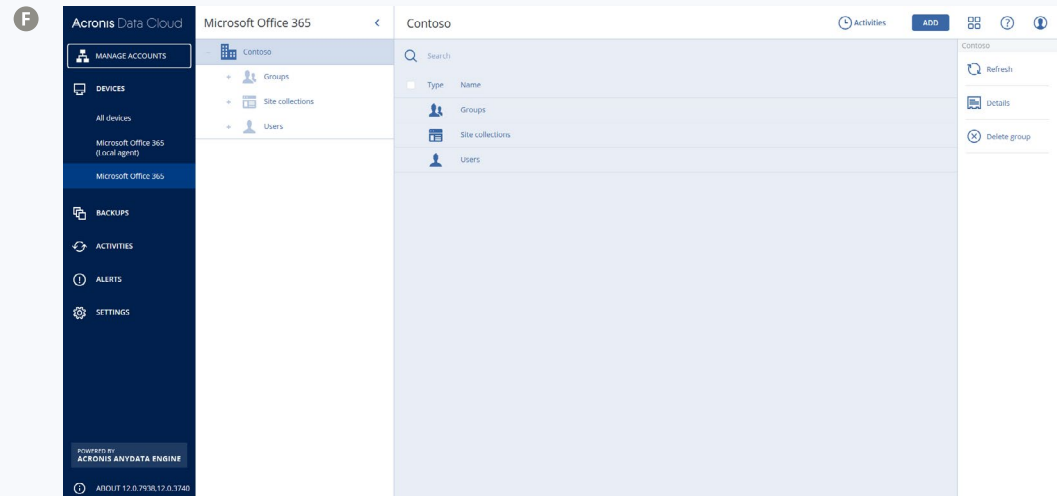
5 **If you want to keep your old Office 365 backup archives and be able to recover Office 365 data using them:** After you disable the old backup plans, your Office 365 archives stored in cloud storage are not affected. It's your choice how long to keep them there. But please note that you will still be billed for the Acronis cloud storage these backups occupy. To be able to perform a future recovery using these backups you need to keep the on-premises Office 365 agent installed. If you want to export the Office 365 archives stored in cloud storage and made via the agent-based version to local storage, follow the instructions in this Knowledge Base article.
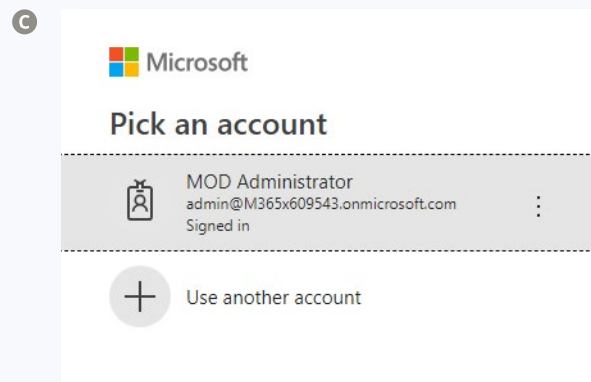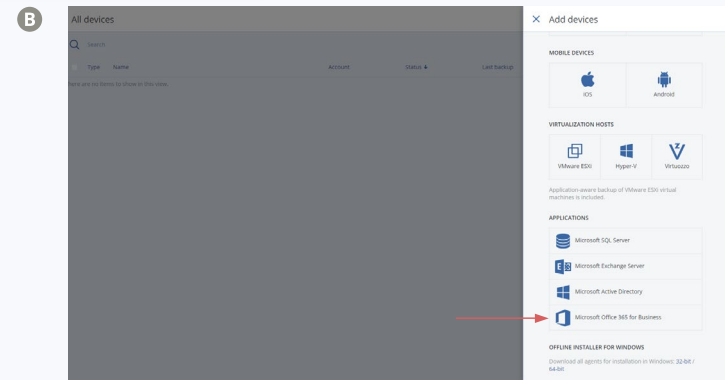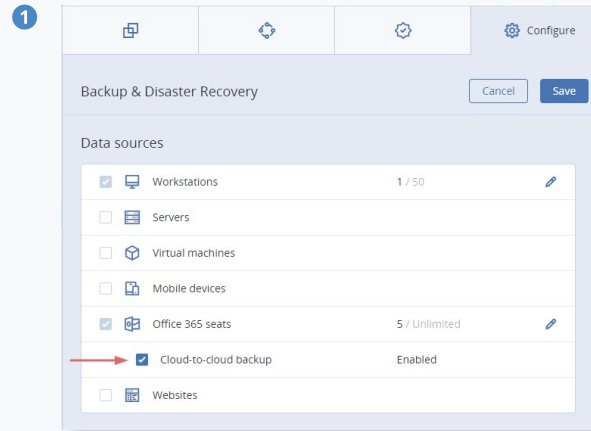
6 **Or, if you want to completely delete old Office 365 backups in the cloud storage and the on-premises Office 365 agent:**

A Delete old backup archives in the Backups tab

B Delete the local Office 365 backup agent
— Run the agent setup program ("All agents for Windows" installer)
— Choose to modify the installed components
— Clear the selection "Agent for Office 365" component
— Click "Modify"
— System will remove "Agent for Office 365" component from your machine
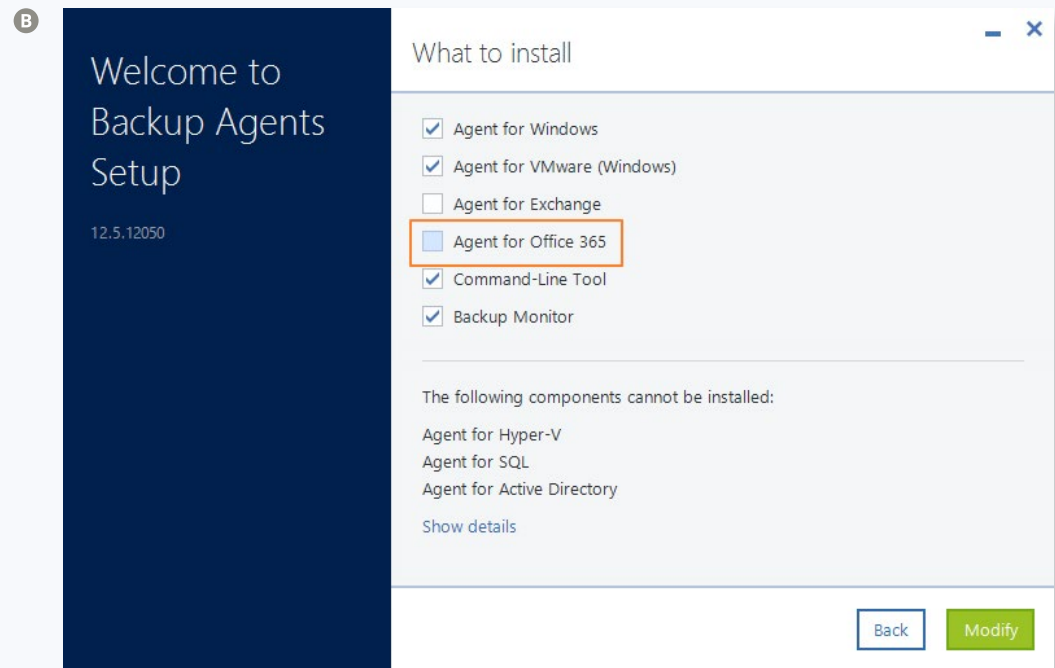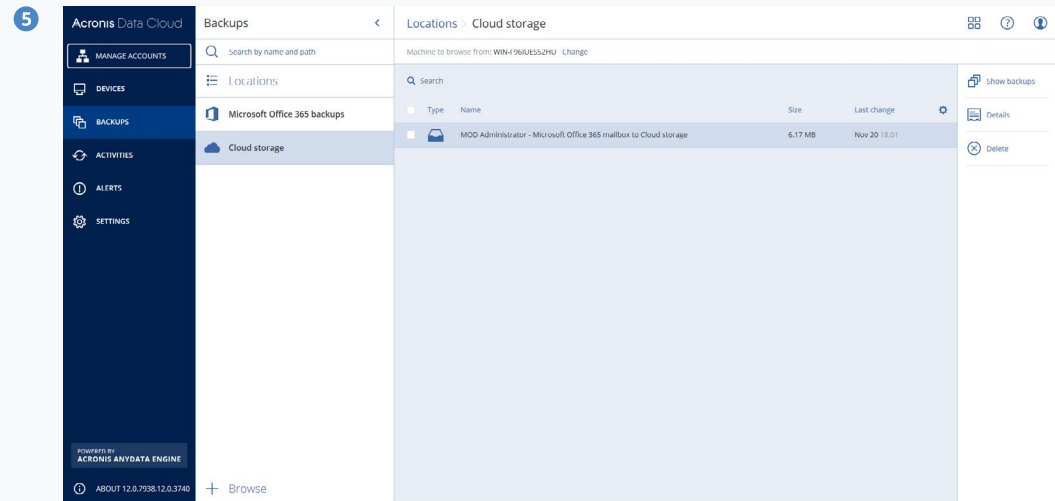
How to switch to the new cloud-to-cloud Office 365 backup from the cloud-to-cloud 1.0 version

1 Check to be sure the "Cloud-to-cloud backup" offering item for the tenant is enabled.

2 Add a Microsoft Office 365 organization. You can find full instructions here:

A Sign in to the backup console as a company administrator

B Click 🖑 **Devices > Add > Microsoft Office 365 for Business**

C The system redirects you to the Microsoft Office 365 login page

D Sign in with the Office 365 global administrator credentials

E Microsoft Office 365 displays a list of permissions that are necessary to back up and recover your organization's data

1

			⚙ Configure

Backup & Disaster Recovery   Cancel   Save

Data sources

☑	🖥 Workstations	1 / 50	✎
☐	📄 Servers		
☐	🔷 Virtual machines		
☐	🗐 Mobile devices		
☑	🗐 Office 365 seats	5 / Unlimited	✎
	☑ Cloud-to-cloud backup	Enabled	
☐	🖽 Websites		

B

All devices   ✕ Add devices

🔍 Search

Type   Name   Account   Status ▶   Last backup

MOBILE DEVICES

🍎 iOS   🤖 Android

VIRTUALIZATION HOSTS

🖽 VMware ESXi   ⊞ Hyper-V   V Virtuozzo

Application-aware backup of VMware ESXi virtual machines is included.

APPLICATIONS

🗄 Microsoft SQL Server

🗐 Microsoft Exchange Server

⊞ Microsoft Active Directory

🗐 Microsoft Office 365 for Business

OFFLINE INSTALLER FOR WINDOWS

Download all agents for installation in Windows: 32-bit / 64-bit

C

■■ Microsoft
■■

Pick an account

🪪 MOD Administrator
admin@M365x609543.onmicrosoft.com
Signed in   ⋮

➕ Use another account

F Confirm that you grant the backup service these permissions. Once you do, the organization's data items appear in the backup console in the "Microsoft Office 365" tab.

3 Configure backup plans for the necessary Office 365 resources by going to the **Devices > Microsoft Office 365 tab**, selecting the items or groups of items you want to backup and applying backup plans to these items.

The cloud agent synchronizes with Office 365 every 24 hours, starting from the moment when the organization is added to the backup service. If you add or remove a user, group, or site, you will not see this change in the backup console immediately. To forcibly synchronize the cloud agent with Office 365, select the organization on the Microsoft Office 365 page, and then click Refresh.

4 After you configure the new cloud-to-cloud backup, delete backup plans for the previous version to stop backup jobs and, in the case of per-device pricing, avoid billing for the previous backup installation.

A Go to the **Devices > Microsoft Office 365 V1** tab and delete the backup plans applied to the items

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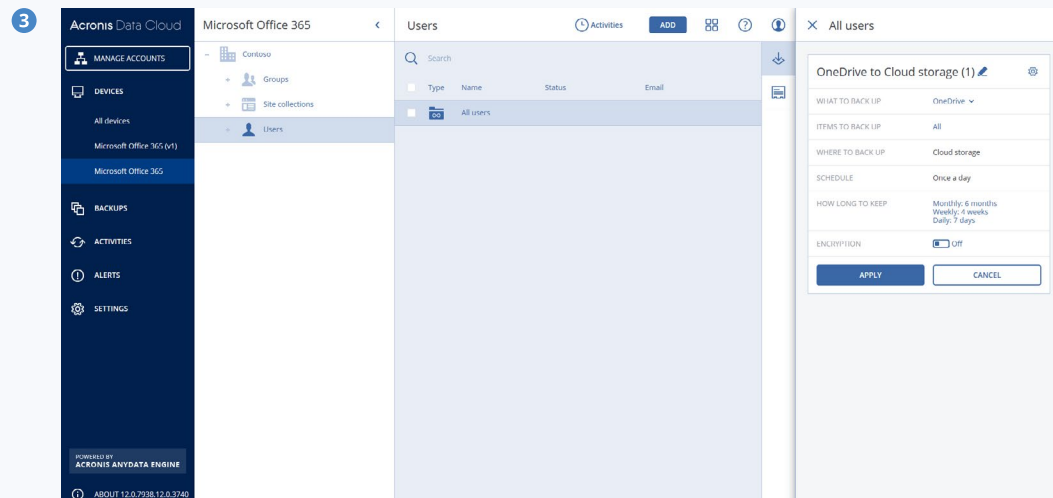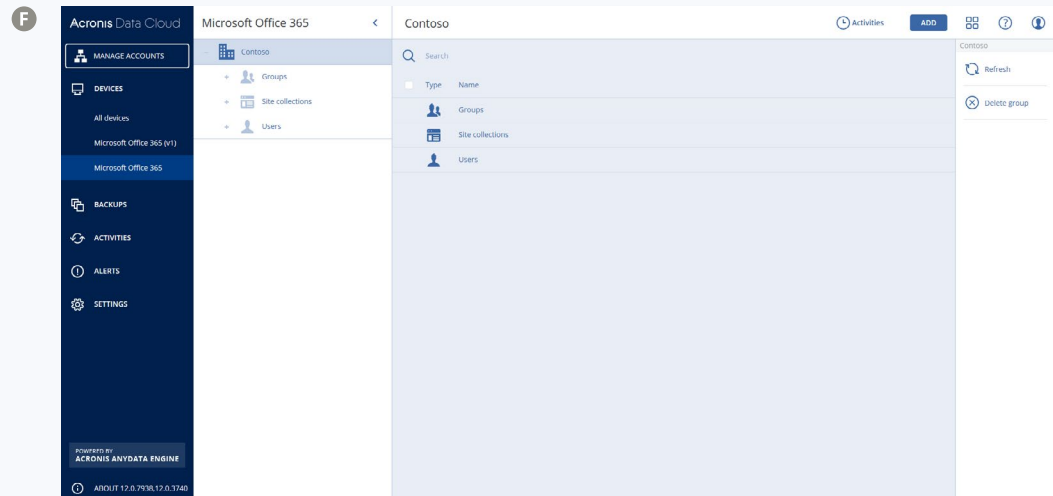
⑤ **Only if you want to keep your old Office 365 backup archives and be able to recover Office 365 data using them:**
After you disable the C2C 1.0 backup plans, your Office 365 archives are not affected. It's your choice how long to keep them in cloud storage. But please note that you will still be billed for the Acronis cloud storage these backups occupy.
To be able to perform a future recovery using these backups, you need to keep the C2C 1.0 agent installed in Acronis data center.

⑥ **Or, if you want to completely delete old backups and the old C2C 1.0 agent:**

Ⓐ Delete old backup archives in the Backups tab

Ⓑ Create a support ticket that contains the C2C 1.0 agent deletion request
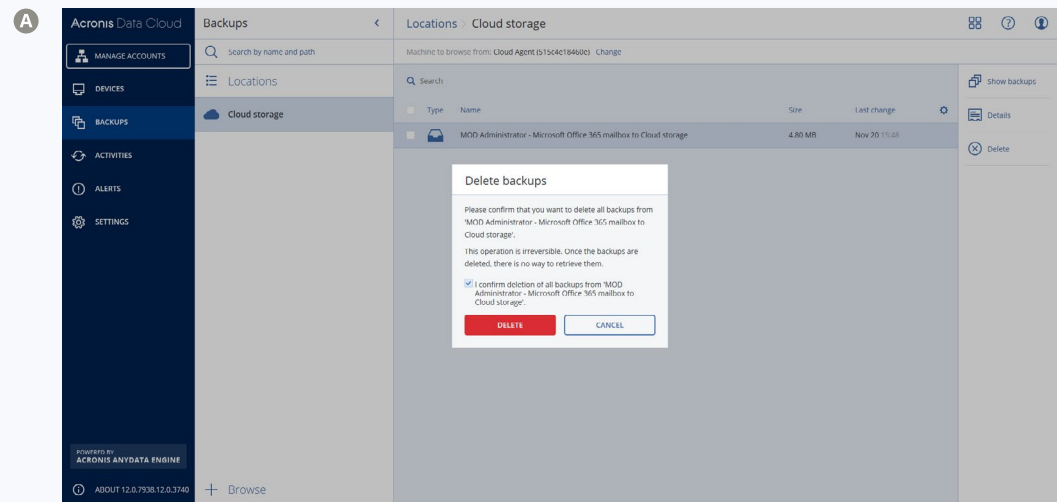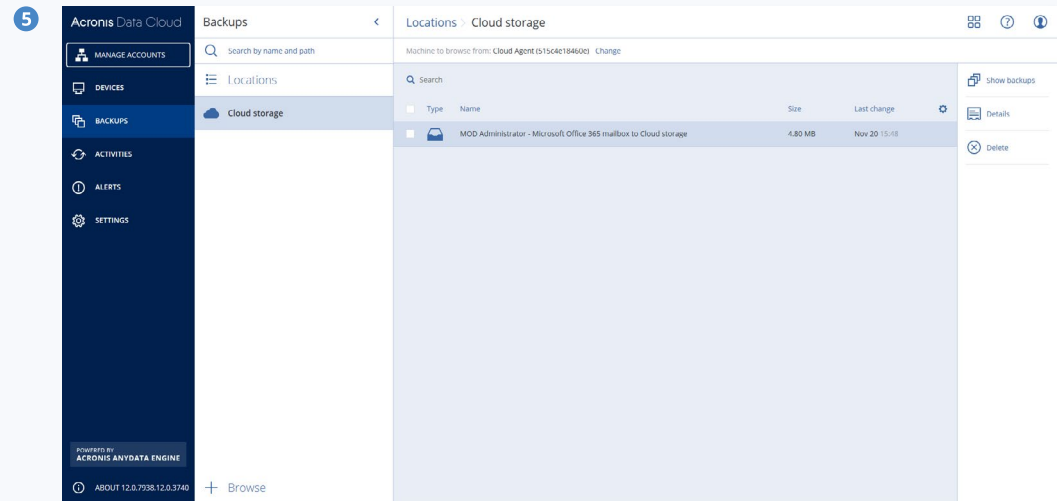
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For additional information,
please visit **www.acronis.com**