

OneDrive for Business Data Recovery Options

Scope: SO, CCC	Revision Date: 2/14/2019
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1. Introduction

The Connecticut State Colleges & Universities (CSCU) provides Faculty, Staff and Students with a suite of Microsoft Office 365 for Education online services to support the educational, research, and administrative services of the CSCU institutions. OneDrive for Business is the online cloud storage service component that integrates with Microsoft Office and also allows users to sync and share documents with other people and devices. The usage of OneDrive as a storage solution requires that there be recovery options to restore data. The recovery tools are built into OneDrive and accessible to the user. These procedures will outline the various processes for recovering OneDrive data.

2. Requirements

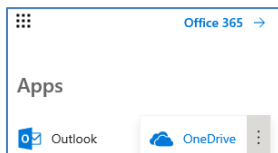
In order to use the OneDrive recovery tools, the user must be licensed for O365 and have data in OneDrive.

3. Outline of OneDrive for Business Software

OneDrive is a cloud service provided by Microsoft that allows for the syncing of files. It also allows for collaboration by sharing those files with others. It is accessible to the user in multiple interfaces. OneDrive is accessible through all Office 2016 and Office 365 applications.

The OneDrive for Business client is software installed on the local computer and available through our organization's Office 365 subscription. After install and configuration, users can sync documents, photos and other files to their personal cloud storage location. Under the current O365 subscription each user is allocated 1 TB of storage.

The OneDrive for Business web interface is accessible by logging into the Office 365 portal (<https://portal.office.com>) and then switching to OneDrive. A user's synced computers, laptops or devices will share this location as the repository of files.



Restore/Recovery options for OneDrive are performed from the web interface.

4. OneDrive Restore and Recovery

There are multiple circumstances where OneDrive data may need to be restored. Data may be deleted accidentally, overwritten or infected by malware (for example Ransomware may encrypt your files). OneDrive has the following built-in tools that allow a user to recovery their data:

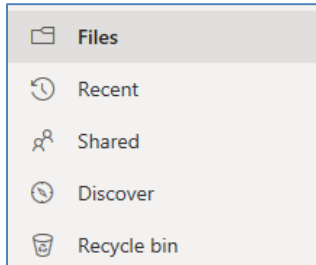
Recycle Bin Recovery - Similar to working with files locally, OneDrive has a Recycle bin. Under the current [OneDrive standard](#), users have 93 days to recover their data from the Recycle Bin.

Restore a previous version of a file – OneDrive has document versioning on by default and a user can restore an individual file to a previous version.

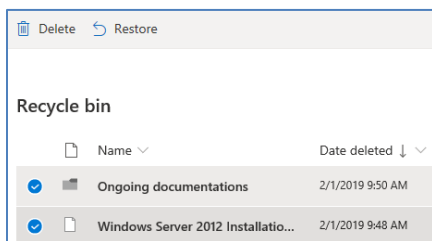
Restore OneDrive to a Previous Time (Roll back) – This feature allows the user to go back in time with OneDrive up to 30 days. This is especially useful if many or all files have been corrupted or infected.

Recycle Bin Recovery

- 1) Log into the O365 portal, select the app  Office 365 launcher and choose OneDrive.
- 2) On the column on the left, click on Recycle Bin.




- 3) Select any number of documents for restoration by clicking to the left of the name. Then click on Restore.



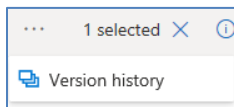
- 4) The file(s) will be immediately restored to their original location.

Restore a Previous Version of a File

- 1) Log into O365 portal, select the app launcher  Office 365 and choose OneDrive.
- 2) Select the document that will be reverted to an earlier version.

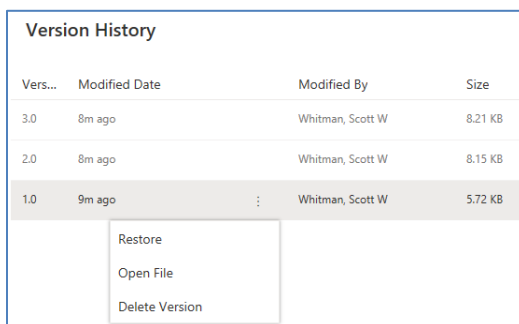


- 3) At the top select the ellipses (...) and then click on Version History

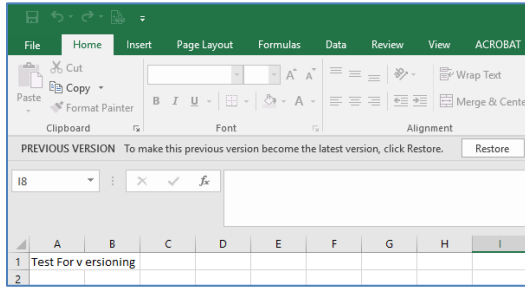


Note – a document may not have a previous version. Versioning starts the first time a document is saved after it has been synced to OneDrive.

- 4) Select the version you'd like to revert to and then click on the three dots.



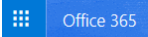

- By clicking on Open File, you can preview what this version of the file looks like before restoring it (recommended)

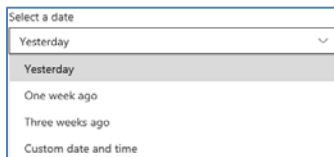


- Select Restore – This version will now become the most current. Note that previous version isn't lost and you can always go back to the original one. In the example below – 1.0 was restored and became 4.0.

Version History			
Vers...	Modified Date	Modified By	Size
4.0	Just now	Whitman, Scott W	8.15 KB
3.0	14m ago	Whitman, Scott W	8.21 KB
2.0	14m ago	Whitman, Scott W	8.15 KB
1.0	15m ago	Whitman, Scott W	5.72 KB

Restore OneDrive to a Previous Time









- Log into the O365 portal, select the app  launcher and choose OneDrive.
- Select Settings  then OneDrive.
- On the Restore your OneDrive – select a date.



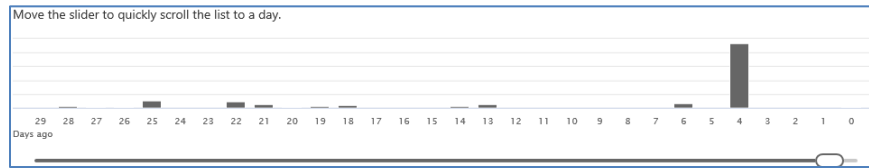
- After selecting a date, an activity chart and feed will appear. This can be reviewed to gauge the impact of restoring from that date. Please note, that when a specific change is selected, all changes that occurred after that one will be selected as well and will be part of the restore.

See below for an example

Select a change in the list below to highlight it and all the changes before it. Then select the Restore button to undo all the highlighted changes.

<input checked="" type="checkbox"/>		Updated by Whitman, Scott W 4:11:36 PM	 Version Test.xlsx
<input checked="" type="checkbox"/>		Updated by Whitman, Scott W 4:11:28 PM	 Version Test.xlsx
<input checked="" type="checkbox"/>		Renamed by Whitman, Scott W 4:11:14 PM	 Book.xlsx > Version Test.xlsx
<input checked="" type="checkbox"/>		Updated by Whitman, Scott W 4:10:56 PM	 Version Test.xlsx

- 5) There is also a slider that can be dragged back to a maximum of 30 days. The slider will show the number of changes that occurred on any given day.



- 6) When ready, select the **Restore** button. This will undo all the OneDrive activity that was selected.
- 7) OneDrive can be brought back to its original state by running the File Restore again and going back to the point in time before the 1st restore.

5. Limitations

- It is possible to turn off version history in OneDrive (per user). If version history is off, File Restore will not work.
- Deleted files can't be restored if the recycle bin has been emptied.
- Restoration of OneDrive data is performed by the user.