

# Microsoft 365 Limitations

## Exchange

Microsoft 365 protection has the current limitations:

- We do not currently support backup or restore of Groups
- We do not currently support backup or restore of Outlook Notes
- You cannot restore calendar events that have not been accepted by the recipient
- Only user accounts with Security Officer permissions [Print](#) an restore from deleted or unlicensed mailboxes
- Only user accounts with Security Officer permissions can delete backup history for accounts

See the [User roles](#) for full details on how this might affect you.

- We do not support hybrid Microsoft 365 installations for backup. On-premises mailboxes may be detected as connected to Microsoft 365 but we are unable to protect them as access is not given to the on-premises installation
- We do not currently support backup or restore of Public folders. This is due to the configuration of Microsoft data layers
- We do not current support backup or restore of Tasks
- Protection for Archived mailboxes or a native Archive folder is not provided through backup
- You cannot backup from **unlicensed** mailboxes. Please confirm that the mailbox does not fall under one of these scenarios:
  1. The mailbox is present, but the license was removed. In this case, it will not be possible to add the mailbox to the backup
  2. The mailbox and license were removed while the backup is in progress. In this case, the backup will not be able to complete and you will see the error "**Unable to backup user without license**" for such mailboxes
  3. The mailbox is removed before the backup is started. In this case, the backup will run but skip this mailbox

To resolve this issue you will need to undelete the mailbox via the Microsoft 365 Admin portal and provide a license to the mailbox. After the backup is completed for the mailbox, you can then delete the mailbox and remove the license. We cannot backup deleted mailboxes, even if they have a license assigned.

- We do not currently support delegated Microsoft 365 tenants. It's required to grant permissions being logged in as administrator of original tenant

## OneDrive

- Only user accounts with Security Officer permissions can restore from deleted or unlicensed accounts
- Only user accounts with Security Officer permissions can delete backup history for accounts
- Cove does not currently support backup or restore of OneNote folders. This means we cannot backup *any* OneNote data, as (by default) all OneNote pages are located in Folder notebooks.
- Though OneDrive supports versioning, we only backup the latest version of files
- You cannot backup from accounts that are **not licensed** or **deleted**
- You cannot restore OneDrive items from the Trash folder (if the item was backed up before being moved to Trash, restore from the original location will be possible)
- We do not currently support backup and restore items protected by Information Rights Management (IRM)
- We do not currently support delegated Microsoft 365 tenants. It's required to grant permissions being logged in as administrator of original tenant.

## SharePoint

- We do not backup SharePoint lists
- We do not backup previous versions of files, only the current version
- We do not support backup of the SharePoint pages, styles and images used to create the SharePoint site
- We do not support backup of planners via SharePoint as these are a separate data source which is not detected during the Backup process
- We do not support backup of Wikis via SharePoint as these are a separate data source which is not detected during the Backup process
- Cove does not currently support backup or restore of OneNote folders. This means we cannot backup *any* OneNote data, as (by default) all OneNote pages are located in Folder notebooks.
- We cannot re-create a deleted site collection. If a site collection is deleted, it can be restored to a new location, which must be created manually

A site collection includes the site within SharePoint, as well as a site's necessary structures (for instance, the site's Document Library).

- Due to a SharePoint Online limitation, role definitions can only be restored in a root site (or site collection)
- We do not currently support backup and restore items protected by Information Rights Management (IRM)
- We do not currently support delegated Microsoft 365 tenants. It's required to grant permissions being logged in as administrator of original tenant

## Custom Document Library

If you are using a custom document library (DL) within SharePoint and the below applies, files may be inaccessible and **will not** be backup:

1. **Enforce unique values** is set to 'yes'
2. Files are not checked in on SharePoint

To ensure all files are backed up when using a custom document library you must ensure:

1. **Enforce unique values** is set to 'no'
2. Files have been checked in on SharePoint to recognize changes