Overview

If your administrator enables web restore for you, you can restore data from inSync Web. If your administrator disables web restore for you, you can log on to inSync Web, but you must use inSync Client to start a restore operation.

For restore, you can use Search to easily find and restore selected files.

Restore data to devices

Procedure

1. Open the inSync Web.
2. On the inSync Web menu bar, click Data Sources. Your data sources are displayed in the left pane.
3. From the list of data sources, click the data source for which you want to view the snapshots.
4. In the Snapshots list, click the snapshot from which you want to restore data.
5. Select the files or folders that you want to restore, and click Restore Selected. Alternatively, you can use Search to search for files that you want to restore.

After you click Restore Selected, a Restore to Device window appears. The size of the data that you are going to restore is displayed in the Restore Data Size field.

Note: You cannot restore files with the same names simultaneously.
6. Do one of the following:

- If you are restoring to a device, in the **Restore to device** window, select the following information for each field.

<table>
<thead>
<tr>
<th>Field</th>
<th>Action</th>
</tr>
</thead>
</table>
| **Restore to device** | If you want to restore the data to the device’s desktop, click **Desktop**. The inSync Client restores the data on the desktop in the following format: **Wed Mar 11 12-15-39 2015\{(Desktop1\})\07_Oct_2014**
|                     | Where **Wed Mar 11** is the date of the restore, **12-15-39** is the time of the restore, **2015** is the year of the restore, **Desktop1** in the folder configured for backup, **07_Oct_2014** is the snapshot that you restored from the storage. |
| **Restore location** | To restore the data to the folder from which it was backed up, select **Original Location**. This option is available only when you are restoring data to the device from which it was backed up. If you want to restore the data to a custom location, select **Custom Location** and then specify the location in the **Specify Location** box. |

7. Click **Restore**. The data restore starts. A restore window appears. You can view the progress of data restore.

**Note:** If you change the language in the inSync Web, the display of content within the **Data Sources** page updates accordingly. However, the file name or folder name is not translated. For more information, see [About language support for inSync Web](https://docs.druva.com/005_inSync_Client/inSync_Client_6.6.0_for_inSync_Cloud/Backup_and_Restore/020_Restore_and_d…).

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**Restore Microsoft 365 data**

**Restore OneDrive data to OneDrive account or devices**

If your administrator enables web restore for you, you can restore data from inSync Web. If your administrator disables web restore for you, you can log on to inSync Web, but you must use inSync Client to start a restore operation.

For restore, you can use **Search** to easily find and restore selected files.

**Procedure:**

1. Open the [inSync Web](https://docs.druva.com/005_inSync_Client/inSync_Client_6.6.0_for_inSync_Cloud/Backup_and_Restore/020_Restore_and_d…).
2. On the inSync Web menu bar, click **Data Sources**. Your data sources are displayed in the left pane.
3. From the list of data sources, click **OneDrive**.

4. In the **Snapshots** list, click the snapshot from which you want to restore data.

5. Select the files or folders that you want to restore, and click **Restore Selected**. Alternatively, you can use **Search** to search for files that you want to restore.

   After you click **Restore Selected**, a **Restore Data** window appears.

6. If you are restoring to **OneDrive**, in the **Restore Data** window, select the following information for each field.

<table>
<thead>
<tr>
<th>Field</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restore to</td>
<td>From the drop-down list, select the restore location. You can restore the data either to a device owned by you or to the OneDrive account.</td>
</tr>
</tbody>
</table>
| Restore Location   | If you want to restore data to a desktop, click **Desktop**. If you want to restore the data to a custom location, select **Custom Location** and then specify the location in the **Specify Location** box.  
   **Note:** This field is displayed only if you choose to restore the data to a device. |
| Restore Option     | Select how you want to restore the data. The following options are available:  
   - **Restore as a Copy**: Creates a new `inSync-restore-<date stamp>-<time stamp>` folder and restores the selected data to this folder.  
   - **In-Place Restore**: Overwrites existing data present in the specified location with the data selected for restore.  
   **Note:** This field is displayed only if you choose to restore the data to the OneDrive account. |
| Retain Share Settings | Select if you want to retain the file sharing settings for selected data. By default, inSync does not retain the sharing settings during OneDrive data restore.  
   **Note:** This field is displayed only if you choose to restore the data to the OneDrive account. |

7. Click **Restore**. The data restore starts. A restore window appears. You can view the progress of data restore.
Note: If you change the language in the inSync Web, the display of content within the Data Sources page updates accordingly. However, the file name or folder name is not translated. For more information, see About language support for inSync Web.

Restore Exchange Online data to Exchange Online account or devices

If your administrator has enabled web restore for you, you can restore the mailbox, calendar, and contacts from inSync Web. Restore helps you to gain access to emails in case of accidental deletion. inSync also allows you to do selective restores for emails, calendars, and contacts.

Important: If your administrator has configured the 'Recoverable Items' folder for backup, you can restore the deleted emails, contacts, and calendar items. This enables you to download or restore data caused by accidental or malicious deletion. The 'Recoverable Items' folder is listed just as any other folder backed up by inSync in the Restore window.

Restore Emails

1. Open the inSync Web.
2. On the inSync Web menu bar, click Data Sources. Your data sources are displayed in the left pane.
3. From the list of data sources, click Exchange Online.
4. In the Snapshots list, click the snapshot from which you want to restore data.
5. Do one of the following:
   • To restore emails backed up within a specific period, select Mails and click Restore. On the Restore window, provide the following details:
Field | Action
---|---
From the drop-down list, select the duration for which you want to restore emails. Select **Custom** to specify a particular date range.

![Restore to Device](image)

**Time Period**

Select the **Include In-Place Archive Mails** checkbox, if you also want to restore archived emails for the selected duration.

**Include In-Place Archive Mails**

Select how you want to restore the data.

**Restore as a Copy**: Creates a new *inSync-Restore-*<date stamp>*-*<time stamp>* folder within the mailbox and restores the selected snapshot to this folder.

**In-Place Restore**: Overwrites the data in the primary mailbox with the selected snapshot.

**Restore Deleted items Only**: This option is available only when you select **In-Place Restore** and restores only the deleted emails to the respective folder locations within the primary Mail.

- To restore individual mailbox folders or individual emails, click **Mails** and browse the mailbox and select the mailbox folders or emails that you want to restore and click **Restore**. Click the **Email Details** icon to view the email details like sender, receiver, attachments and so on.
On the Restore window, provide the following details:

**Field** | **Action**
--- | ---

Select how you want to restore the data. The following options are available:

**Restore as a Copy:** Creates a new `inSync-Restore-<date stamp>-<time stamp>` folder within the selected folder and restores the data to this folder.

**In-Place Restore:** Overwrites the folders/emails in the primary mailbox with the folders/emails selected for restore.

**Restore Deleted items Only:** Restores only the deleted emails to the respective folder in the primary Mail.

6. Click **Restore**. A restore window displays the progress of the data restore.

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**Note:**

- While restoring mails as a copy on Exchange Online, inSync might display an "ErrorFolderSavePropertyError" error. This error is displayed when inSync tries to restore a folder that has more than 255 characters in its name. This is an API limitation.
- To restore folders within migrated data, it is recommended to restore the folders as a copy. Currently inSync does not support In-Place restore for folders within the migrated data.

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**Restore Contacts**

1. **Open the inSync Web.**
2. On the inSync Web menu bar, click **Data Sources**. Your data sources are displayed in the left pane.
3. From the list of data sources, click **Exchange Online**.
4. Do one of the following:
   - To restore all contacts, for **Contacts** click **Restore**.
   - To restore a contact group or an individual contact, click **Contacts** and browse the contact or contact group that you want to restore and click **Restore**.
5. On the Restore window, provide the following details:

<table>
<thead>
<tr>
<th>Field</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restore Options</td>
<td>Select how you want to restore the data. The following options are available:</td>
</tr>
<tr>
<td></td>
<td><strong>Restore as a Copy:</strong> Creates a new inSync-Restore-&lt;date stamp&gt;-&lt;time stamp&gt; folder within the selected folder and restores the data to this folder.</td>
</tr>
<tr>
<td></td>
<td><strong>In-Place Restore:</strong> Overwrites the folders/contacts in the primary contacts with the folders/contacts selected for restore.</td>
</tr>
<tr>
<td></td>
<td><strong>Restore Deleted items Only:</strong> Restores only the deleted contacts to the respective folder in the primary Contacts.</td>
</tr>
</tbody>
</table>

6. Click Restore. A restore window displays the progress of the data restore.

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*Note: While restoring contacts as a copy on Exchange Online, inSync might display an "ErrorFolderSavePropertyError" error. This error is displayed when inSync tries to restore a folder that has more than 255 characters in its name. This is an API limitation.*

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### Restore Calendar

1. Open the inSync Web.
2. On the inSync Web menu bar, click Data Sources. Your data sources are displayed in the left pane.
3. From the list of data sources, click Exchange Online to view its snapshots and backed up data.
4. Do one of the following:
   - To restore the entire calendar, for Calendar click Restore.
   - To restore an individual calendar, click Calendar and browse the calendar that you want to restore and click Restore.
5. On the Restore window, provide the following details:
Select how you want to restore the data. The following options are available:

**Restore as a Copy**: Creates a new inSync-Restore-<date stamp>-<time stamp> folder within the selected folder and restores the data to this folder.

**In-Place Restore**: Overwrites the events in the primary calendar with the events selected for restore.

**Restore Deleted items Only**: Restores only the deleted events to the respective folder in the primary Calendar.

6. Click **Restore**. A restore window displays the progress of the data restore.

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**Note:**

- `inSync` does not restore event details like 'When' and 'Where' of saved birthday dates, reminders and country holidays for Exchange Online. Also, holiday events are restored as regular calendar events.
- While restoring calendar as a copy on Exchange Online, `inSync` might display an "ErrorFolderSavePropertyError" error. This error is displayed when `inSync` tries to restore a calendar that has more than 255 characters in its name. This is an API limitation.
- An Microsoft 365 REST API limitation restricts `inSync` from capturing event deletions.
- Read-only calendar events if selected for In-Place restore, are skipped from the restore activity.

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**Restore Notes**

1. **Open the inSync Web**.
2. On the inSync Web menu bar, click **Data Sources**. Your data sources are displayed in the left pane.
3. From the list of data sources, click **Exchange Online** to view its snapshots and backed up data.
4. To restore notes, select Mails > Notes

5. Do one of the following:
   - To restore the entire notes folder, select Notes and click Restore.
   - To restore an individual note, click Notes. Browse and select the required note that you want to restore and click Restore.

6. On the Restore window, select the details for the following fields:
### Restore Options

Select how you want to restore the data.

- **Restore as a Copy** (Default option): Creates a new `Mails/inSync-Restore-<date stamp>-<time stamp>` notes folder within the *Mails* and restores the selected snapshot to this folder.

- **In-Place Restore**: Overwrites the notes in primary *Notes* with the notes selected for restore.

- **Restore Deleted items Only**: Restores only the deleted notes to the user's primary *Notes*. This option is available only when you select *In-Place Restore*.

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**Note**: These restore options are displayed only if you choose to restore the data to the same or original user's account.

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7. Click **Ok**. A restore window displays the progress of the data restore.

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**Note**: You cannot perform search for specific notes using the search option.

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### Restore Tasks

1. **Open the inSync Web**.

2. On the inSync Web menu bar, click **Data Sources**. Your data sources are displayed in the left pane.

3. From the list of data sources, click **Exchange Online** to view its snapshots and backed up data.

4. Do one of the following:
   - To restore an individual or multiple task folder, select **Tasks** and click **Restore**.

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**Note**: You cannot perform search for specific tasks using the search option.

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5. On the **Restore** window, select the details for the following fields:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Restore Options</strong></td>
<td>Select how you want to restore the data.</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
</tr>
<tr>
<td>--------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Restore as a Copy</td>
<td>(Default option): Creates a new <code>&lt;Task folder name&gt;/inSync-Restore-&lt;date stamp&gt;-&lt;time stamp&gt;</code> folder within the user's Tasks and restores the selected snapshot to this folder.</td>
</tr>
<tr>
<td>In-Place Restore:</td>
<td>Overwrites the tasks in primary Tasks with the tasks selected for restore.</td>
</tr>
<tr>
<td>Restore Deleted items Only:</td>
<td>Restores only the deleted tasks to the user's primary Tasks. This option is available only when you select In-Place Restore.</td>
</tr>
</tbody>
</table>

Note: These restore options are displayed only if you choose to restore the data to the same or original user's account.

6. Click **Ok**. A restore window displays the progress of the data restore.

### Restore Google Workspace data

### Restore Google Drive data to Google Drive account or devices

If your administrator has enabled web restore for you, you can restore the data from inSync Web. If your administrator disables web restore for you, you can log on to inSync Web, but you must use inSync Client to start a restore operation.

For restore, you can use **Search** to easily find and restore selected files.

**Procedure:**

1. Open the [inSync Web](#).
2. On the inSync Web menu bar, click **Data Sources**. Your data sources are displayed in the left pane.
3. From the list of data sources, click **Google Drive**.
4. In the **Snapshots** list, click the snapshot from which you want to restore data.
5. Select the files or folders that you want to restore, and click **Restore Selected**. Alternatively, you can use **Search** to search for files that you want to restore.
After you click **Restore Selected**, a **Restore Data** window appears.

6. In the **Restore Data** window, select the following information for each field.

**Important:**

- You cannot restore Google Workspace data to a mobile device.
- For restore to devices, you cannot restore files with the same names simultaneously.
Field | Action
--- | ---

Select one of the following restore locations from the dropdown:

- **User's Devices:**
  - **Desktop:** Select this option to restore the Google Drive data to your desktop location.
  - **Custom Location:** Select this option to restore Google Drive data to a specific device location. When prompted, enter the path in the **Specify Location** field.

- **Google Drive Account:**
  - **Google Drive:** Click `<Google Drive>` option to restore the Google Drive data to your account.

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**Restore Data**

Restoring 1 items from Google Drive

- **Restore Data Size:** 1 items, 6.11 KB.
- **Restore to:**
  - Google Drive
- **Restore Option:** DDSPL1141: Google Drive
- **Retain Share Settings:**

Restored data will be placed inside the 'inSync-Restore' folder under your parent directory.

![Restore Data](https://docs.druva.com/005_inSync_Client/inSync_Client_6.6.0_for_inSync_Cloud/Backup_and_Restore/020_Restore_and_d…)

Select how you want to restore the data.

**Restore options**

- **Restore as a Copy** (Default option): Creates a new `inSync-restore-<date stamp>-<time stamp>` folder and restores the selected data to this folder.
- **In-Place Restore:** Overwrites existing data present in the specified location with the data selected for restore.
Note:

- The **In-Place Restore** field is displayed only if you choose to restore the data to your account.
- **inSync** restores the Google native drawings as a `.JPEG` image file.
- Google Drive restore fails for files if the parent folder of the selected files is deleted from Google Drive.
- **The In-Place Restore** fails for the files with multiple parent folders if the selected parent folder for the file is missing.

For example: A file `A.txt` is backed up under multiple parent folders - folder `F1>F11`, `F2>F22`, and `F3>F33`.

**Scenario 1:** If you delete folder `F2>F22` and perform a restore operation for file `A.txt` on folder `F2>F22`, the restore operation fails.

**Scenario 2:** If you delete folder `F2` and perform a restore operation for file `A.txt` on folder `F1>F11`, the file `A.txt` is restored successfully at folder `F1>F11`.

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Select this check box if you want to retain the file sharing settings for the selected data.

By default, **inSync** does not retain the sharing settings during Google Drive data restore.

**Note:** This field is displayed only if you choose to restore the data to your account.

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7. Click **Restore**. The data restore starts. A restore window appears. You can view the progress of data restore.

**Note:** If you change the language in the **inSync** Web, the display of content within the **Data Sources** page updates accordingly. However, the file name or folder name is not translated. For more information, see About language support for inSync Web.

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**Restore Emails, Contacts, and Calendar to Google Workspace**

If your administrator has enabled web restore for you, you can restore the mailbox, calendar, and contacts from **inSync** Web. Restore helps you to gain access to emails in case of accidental deletion. **inSync** also allows you to do selective restores for emails, calendars, and contacts.
Important: If your administrator enables web restore for you, you can restore data from inSync Web. If your administrator disables web restore for you, you can log on to inSync Web, but you must use inSync Client to start a restore operation.

**Restore Emails**

1. **Open the inSync Web.**
2. On the inSync Web menu bar, click **Data Sources**. Your data sources are displayed in the left pane.
3. From the list of data sources, click **Gmail**.
4. In the **Snapshots** list, click the snapshot from which you want to restore data.
5. Do one of the following:
   - To restore emails backed up within a specific period, select **Mails** and click **Restore**. On the **Restore** window, provide the following details:
     
     | Field       | Action |
     |-------------|--------|
     | **Time Period** | From the drop-down list, select the duration for which you want to restore emails. Select **Custom** to specify a particular date range. |

     Select how you want to restore the data.

     - **Restore as a Copy** (Default option): Creates a new `<date stamp>-<time stamp>` folder within the user's mailbox and restores the selected snapshot to this folder.
     - **In-Place Restore**: Overwrites the data in the user's primary mailbox with the selected snapshot.
     - **Restore Deleted items Only**: This option is available only when you select **In-Place Restore** and restores only the deleted emails to the respective folder locations within the primary mailbox.

     **Note**: These restore options are displayed only if you choose to restore the data to the same user's account.

   - To restore individual mailbox labels or individual emails
     1. Click **Mails** and browse the mailbox.
     2. Select the mailbox labels or emails that you want to restore and click **Restore**. Alternatively, you can also use **Search** to search for emails that you want to restore. Click the email to view its details like sender, receiver, attachments and so on. On the **Restore** window, provide the following details:
Field Action

Select how you want to restore the data.

**Restore as a Copy**: Creates a new `inSync-Restore-<date stamp>-<time stamp>` folder within the selected folder and restores the data to this folder.

**In-Place Restore**: Overwrites the folders/emails in the user's primary mailbox with the folders/emails selected for restore.

**Restore Deleted items Only**: Restores only the deleted emails to the respective folder in the user's primary mailbox.

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**Note**: These restore options are displayed only if you choose to restore the data to the same user's account.

6. **Click Ok.**

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**Note**: While restoring mails as a copy on Exchange Online, inSync might display an “ErrorFolderSavePropertyError” error. This error is displayed when inSync tries to restore a folder that has more than 255 characters in its name. This is an API limitation.

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### Restore Contacts

1. **Open the inSync Web**.
2. On the inSync Web menu bar, click **Data Sources**. Your data sources are displayed in the left pane.
3. From the list of data sources, click **Gmail**.
4. In the **Snapshots** list, click the snapshot from which you want to restore data.
5. Do one of the following:
   - To restore all contacts, select **Contacts** and click **Restore**.
   - To restore a contact group or an individual contact, click **Contacts** and browse the contact or contact group that you want to restore and click **Restore**.
6. On the **Restore** window, provide the following details:
Field | Action
---|---

Select how you want to restore the data. The following options are available:

**Restore as a Copy**: Creates a new `Contacts-<date stamp>-<time stamp>` folder within the Contacts and restores the data to this folder.

**In-Place Restore**: Overwrites the contacts in primary Contacts with the contacts selected for restore.

**Restore Deleted items Only**: Restores only the deleted contacts to the user’s primary Contacts.

**Note**: These restore options are displayed only if you choose to restore the data to the same user’s account.

7. Click Ok.

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**Note**:

- The Contacts android app contains additional contact groups such as Co-workers, Friends and so on which are not present in the web version of Contacts. inSync backs up the additional contact groups if the user is using the inSync Android app. During restore, inSync restores the additional contact groups, which the user can view on the web version of Contacts.
- While restoring contacts as a copy on Exchange Online, inSync might display an “ErrorFolderSavePropertyError” error. This error is displayed when inSync tries to restore a folder that has more than 255 characters in its name. This is an API limitation.

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**Restore Calendar**

1. [Open the inSync Web](#).
2. On the inSync Web menu bar, click Data Sources. Your data sources are displayed in the left pane.
3. From the list of data sources, click Gmail.
4. In the Snapshots list, click the snapshot from which you want to restore data.
5. Do one of the following:
   - To restore the entire calendar, select Calendar and click Restore.
   - To restore an individual calendar, click Calendar and browse the calendar that you want to restore and click Restore.
6. On the Restore window, provide details on the following:
### Field | Action
---|---
Select how you want to restore the data. The following options are available:

**Restore as a Copy**: Creates a new Calendar-<date stamp>-<time stamp> folder within the Calendars and restores the data to this folder.

**In-Place Restore**: Overwrites the events in primary Calendars with the events selected for restore.

**Restore Deleted items Only**: Restores only the deleted events to the user's primary Calendars.

*Note*: These restore options are displayed only if you choose to restore the data to the same user's account.

7. Click Ok.

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**Note:**

- While restoring calendar on Gmail, inSync might display an "ErrorFolderSavePropertyError" error. This error is displayed when inSync tries to restore a calendar that has more than 255 characters in its name. This is an API limitation.
- During restore, Birthday calendar gets renamed to Contacts due to a limitation of Google API.
- All Google Calendar attachments are saved in the user's Google Drive account. If the attachment is deleted from the Google Drive, inSync cannot restore the attachment while restoring the calendar event.