

## SharePoint Online Dedicated Storage and Backup FAQ

**Applies to:** *SharePoint Online Dedicated*

**Topic Last Modified:** *22-December-2015*

- How long is deleted content available in the first and second stage Recycle Bins? Who can request backups?
- How can I get content replicated from the SharePoint Online production environment to the pre-production environment (PPE)?
- What is Backup Transfer Share (BTS) and how is it used?  
During a database rebalance, how long is the farm down?

## How long is deleted content available in the first and second stage Recycle Bins?

### Who can request backups?

SharePoint Online users can access the Recycle Bin for each site to recover documents and lists that a user has deleted. Items are retained for 35 days in the "first-stage" or site Recycle Bin, after which they are automatically deleted if no further action is taken by the user.

If a user takes action to delete an item from the first-stage Recycle Bin, it goes into a "second-stage" or administrator Recycle Bin and is retained for the full 35 days, after which it is automatically deleted. The site collection administrator can restore items from the second-stage Recycle Bin until they have been automatically deleted. Items in the first-stage Recycle Bin are included in the customer's storage allocation. Items in the second-stage Recycle Bin are not.

The following data types are **not** retained in the Recycle Bin:

- Deleted Web Parts
- Site customizations that were applied using SharePoint Designer
- SharePoint site collections (sites or subsites)

Microsoft assists customers in recovering deleted content, sites, and subsites that are not captured by the Recycle Bins. The following conditions apply to site restorations:

- You must submit a service request within seven business days of the deletion.
- Restoration can take up to seven business days to complete.
- You can restore content from SharePoint Online secondary Recycle Bins through the SharePoint Online Service Administration Portal. To restore content from the site collection Recycle Bins, complete the standard Configuration Request (CR) SPOD-13-174, which is available in the Service Administration portal:
  1. In the Service Administration portal, browse to **Configuration Requests > Site Collections > Manage Deleted Site Collections**.
  2. Select the customer web application (MySite is included in the list) that contains the recycle bin from which you want to restore content. After you select the web application, all content in the corresponding recycle bin is displayed.
  3. Select the content that you want to restore.

Items in the secondary recycle bin are retained for 35 days. Additional information is available here: <http://aka.ms/Kb57tj>.

 **Note:** This operation can be performed only by the members of the group that has permissions to access the Service Administration portal.

## How can I get content replicated from the SharePoint Online production environment to the pre-production environment (PPE)?

Submit [SPOD-13-002](#) to request that Site Collections in Production be copied to PPE.

## What is Backup Transfer Share (BTS) and how is it used?

BTS is a file share secure location (VIP) on a customer's MPLS/VPN link.

### What must I do to set up BTS?

You must provide a security group (SG) from your domain to manage the permissions on the share. You must also provide Microsoft with information about the FQDN\_Domain in which the SG resides. This SG must contain all of the individuals who need access to the share. Depending on the firewall configuration, you might also be required to open a port (TCP Port 445 opened to the VIP address).

### How do I access BTS?

Click **Start**, and then click **Run**.

In the **Run** box, type \\<xxx.xxx.xxx.xxx>\BackupTransferShare, where xxx.xxx.xxx.xxx is the VIP address that was provided to your service delivery manager (SDM) when BTS was set up, and then click **OK**. The SG that you provided now has access to the share location.

### What if I don't know whether BTS has been set up in my organization's environment?

To receive this information, you can submit a Configuration Request (CR) of the Document/Process/Reporting type.

## During a database rebalance, how long is the farm down?

The SharePoint Online Dedicated farm remains available during database rebalancing. Only the site collections that are currently being processed are unavailable from anywhere between a few seconds to a few minutes.