**How to Recover SharePoint Content**

**Accenture Federal Services**

**Operations Center**

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# Introduction

When users are terminated, the AD is updated, however, in SharePoint, the names remain in the permission list. This isn’t critical, as their login is disabled. This procedure cleans up those users who are no longer enabled.

# Prerequisites

## Azure Role Activation

The technician who will perform this task must enable “SharePoint Service Administrator” role in Azure AD.

# Standard Operation Procedure (SOP)

## Restore old file or item version

### The Steps to perform this procedure are as follows:

#### Hover over the name a file in the library, or item in the list, until you see the down arrow.

#### Select Version History.

#### The Version History window appears with a list of the versions stored for the file.

#### Hover over the version required to restore, until you see the down arrow on the right.

#### Click the arrow to bring up the View, Restore, and Delete options for the version.

#### Choose Restore to restore that version

## Restore file or item from Recycle Bin

### Go to the site, and in the left pane, choose Recycle Bin.

### Choose Recycle Bin on left navigation.

### If you don't see the Recycle Bin, follow these steps:

### Click Settings Settings button from SharePoint Onlineand then click Site settings.

### Click Recycle bin under Site Collection Administration.

### Settings under Site Collection admin heading with Recycle highlighted

### At the bottom of the Recycle Bin page, click second-stage recycle bin.

### SharePoint online recycle bin with Second-level link highlighted

### Note: You need administrator or owner permissions to use the site collection Recycle Bin. If you don't see it, it might have been disabled or you don't have permission to access it.

### Point to the items you want to restore, click the check icon to the right of each one, and then click Restore.

### SharePoint Online Restore button highlighted

## Restore site from Site Admin Recycle Bin

### Sign in to Office 365 as a global admin or SharePoint admin.

### Select the app launcher icon The app launcher icon in Office 365in the upper-left and choose Admin to open the Office 365 admin center. (If you don't see the Admin tile, you don't have Office 365 administrator permissions in your organization.)

### In the left pane, choose Admin centers > SharePoint.

### On the ribbon, click Recycle Bin.

### In the Recycle Bin, select the check box next to the site collection that you want to restore.

### On the ribbon, click Restore Deleted Items.

## Restore site from Microsoft Backup

### Op Center will obtain time and date site was still known good and site required to be restored.

### Op Center will advise team anything updated after that point will be gone.

### Op Center will submit a premier Microsoft Ticket on <http://premier.microsoft.com>

### Submit as a Severity B Office Hours only.

### In the ticket, request site restoration, date and time.

### Microsoft will contact you to sign off on the site restoration and will contact again when restoration is complete.

### Op Center will validate the site is as expected with site owners.

### Op Center will then close the premier ticket and the Service Now ticket.

# Post Implementation Verification/Testing

Errors with deleting certain individuals will occur when Sharegate tries to delete a current user that is still in the system.  This is to be expected.  Any other errors will need to be reviewed.

# Document Revision History

| **Version** | **Date** | **Prepared By** | **Comment** |
| --- | --- | --- | --- |
| 0.1 | 07/27/2018 | Matthew Kostak | Initial Draft |
| 0.2 | 07/27/2018 | Matthew Kostak | Reviewed with Graham Monteleone |
| 1.0 | 04/02/2018 | Matthew Kostak | Approved for Operation |
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