Veeam ONE 10 Release Notes

This document provides last-minute information about Veeam ONE version 10, including system requirements and installation, as well as relevant information on technical support, documentation, online resources and so on.

The release version of Veeam ONE 10 is available for download at: www.veeam.com/virtualization-management-one-solution-download.html starting from February 18, 2020.

See next:

- System Requirements
- Known Issues in Veeam ONE
- Installing Veeam ONE
- Uninstalling Veeam ONE
- Upgrading Veeam ONE
- Licensing
- Contacting Veeam Software

System Requirements

Unless otherwise stated, all 3rd party software must be at the latest update and/or patch level.

VMware Infrastructure

Platforms

- vSphere 7.0
- vSphere 6.x
- vSphere 5.5
- VMware Cloud on AWS (including SDDC Version 1.9)

Hosts

- ESXi 7.0
- ESXi 6.x
- ESXi 5.5
- vSphere Hypervisor (free ESXi)

Software

- vCenter Server 7.0 (optional)
- vCenter Server 6.x (optional)
- vCenter Server 5.5 (optional)
- vCloud Director 9.0, 9.1, 9.5, 9.7, 10.0

*Only English version of VMware infrastructure is supported.

Microsoft Hyper-V Infrastructure

Platforms

- Windows Server 2019 (including versions 1903 and 1909)
- Windows Server 2016
- Windows Server 2012 R2
- Windows Server 2012
- Windows Server 2008 R2 SP1

Hosts

- Microsoft Windows Server Hyper-V 2019 (including versions 1903 and 1909)
- Microsoft Windows Server Hyper-V 2016
- Microsoft Windows Server Hyper-V 2016 (free)
- Microsoft Windows Server Hyper-V 2012 R2
- Microsoft Windows Server Hyper-V 2012 R2 (free)
- Microsoft Windows Server Hyper-V 2012
- Microsoft Hyper-V Server 2012 (free)
- Microsoft Windows Server Hyper-V 2008 R2 SP1
- Microsoft Hyper-V Server 2008 R2 SP1 (free)

Software

- Microsoft System Center Virtual Machine Manager 2019 (including update rollup 1)
- Microsoft System Center Virtual Machine Manager 2016 (including versions 1801 and 1807, optional)
- Microsoft System Center Virtual Machine Manager 2012 R2 (optional)
- Microsoft System Center Virtual Machine Manager 2012 SP1 (optional)
- Microsoft System Center Virtual Machine Manager 2008 R2 SP1 (optional)
- Microsoft System Center Virtual Machine Manager 2008 R2 SP1 (optional)

Backup Infrastructure

Platforms

- Veeam Backup & Replication 10
- Veeam Backup & Replication 9.5 update 3 and later

Hosts

- Veeam Backup & Replication server
- Veeam Backup Enterprise Manager (optional)

Veeam ONE Server

> **NOTE:**
>
> For production deployment of Veeam ONE, it is recommended to use SQL Server Standard Edition or higher.

Hardware

CPU: modern x64 processor (minimum 4 cores). Using faster multi-core processors improves data processing performance.

Memory: 8GB RAM (minimum), 16GB RAM (recommended). Using faster memory (DDR3) and remote SQL Server improves data processing performance.

OS

Only 64-bit versions of the following operating systems are supported:

- Microsoft Windows Server 2019, including versions 1903 and 1909
- Microsoft Windows Server 2016
- Microsoft Windows 10
- Microsoft Windows 8.1
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2012
- Microsoft Windows 7 SP1
- Microsoft Windows 2008 R2 SP1
- Microsoft Windows 2008 SP2

Software

- Microsoft .NET Framework 4.5.2 (included in the setup)
- Microsoft Visual C++ 2010 Service Pack 1 Redistributable Package (included in the setup)
- Microsoft Internet Information Services (IIS) 7.0 or later

- Microsoft PowerShell 2.0
- Microsoft PowerShell 3.0 (required for SCVMM 2012 R2 Admin UI or later)
- Microsoft Internet Explorer 11 or later, Microsoft Edge 25 or later, Mozilla Firefox 42 or later, Google Chrome 54 or later
- Microsoft Office 2010, 2013, 2016, 2019
- Microsoft Office 365
- Microsoft Visio 2010, 2013, 2016, 2019
- PDF viewer for viewing reports
- System Center Virtual Machine Manager 2016 Admin UI (optional, to be able to register SCVMM 2016 servers with Veeam ONE infrastructure)
- System Center Virtual Machine Manager 2012 R2 Admin UI (optional, to be able to register SCVMM 2012 servers with Veeam ONE infrastructure)
- System Center Virtual Machine Manager 2008 R2 Admin UI (optional, to be able to register SCVMM 2008 servers with Veeam ONE infrastructure)

Database

- Microsoft SQL Server 2019
- Microsoft SQL Server 2017
- Microsoft SQL Server 2016
- Microsoft SQL Server 2014
- Microsoft SQL Server 2012 (Microsoft SQL Server 2012 SP3 Express Edition is included in the setup)
- Microsoft SQL Server 2008 R2
- Microsoft SQL Server 2008

Other

- Windows Management Instrumentation service must be enabled (to be able to register Veeam Backup & Replication servers with Veeam ONE infrastructure).

Veeam ONE Monitor Client

Hardware

CPU: modern x86/x64 processor (minimum 2 cores).

Memory: 4GB RAM (minimum), 8GB RAM (recommended)

OS

Both 32-bit and 64-bit versions of the following operating systems are supported:

- Microsoft Windows Server 2019, including versions 1903 and 1909
- Microsoft Windows Server 2016
- Microsoft Windows 10, including versions 1903 and 1909
- Microsoft Windows 8.1
- Microsoft Windows 8
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2012
- Microsoft Windows 7 SP1

- Microsoft Windows 2008 R2 SP1
- Microsoft Windows 2008 SP2

Software

- Microsoft .NET Framework 4.5.2 (included in the setup)
- Microsoft Windows Installer 4.5
- Microsoft Core XML Parser 6.0

Reports Viewing Console

OS

32-bit and 64-bit versions of the following operating systems are supported:

- Microsoft Windows Server 2019, including versions 1903 and 1909
- Microsoft Windows Server 2016
- Microsoft Windows 10, including versions 1903 and 1909
- Microsoft Windows 8.1
- Microsoft Windows 8
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2012
- Microsoft Windows 7 SP1
- Microsoft Windows 2008 R2 SP1
- Microsoft Windows 2008 SP2

Software

- Microsoft .NET Framework 4.7.2 (included in the setup)
- Microsoft Internet Explorer 11 or later, Microsoft Edge 25 or later, Mozilla Firefox 42 or later, Google
- Chrome 47 or later
- Microsoft Office 2010, 2013, 2016, 2019
- Microsoft Office 365
- Microsoft Visio 2010, 2013, 2016, 2019
- PDF viewer

Known Issues

General

- Object exclusion rules based on virtual machine Business View groups do not work in case grouping is made with "VM tag", "VM folder" or "Custom Attribute/Property".
- Application-level monitoring of more than 100 virtual machines may slow down data collection from Veeam Backup & Replication server.
- PernixData acceleration software running on Veeam ONE server makes VeeamDCS service consume all available CPU resources.

VMware vSphere

- VM tags from VMware Cloud on AWS are not collected.
- After an upgrade to Veeam ONE version 10 from version 9.5 update 3 the *Interval* parameter of scheduled "Idle VMs" report resets to the default value *1 week*.

Microsoft Hyper-V

- "Number of Restarts" count of "VMs Uptime" report for Microsoft Hyper-V is not shown for hypervisor versions older than 2012.
- VM processes and services are not monitored on the machine where Veeam ONE server is installed in case VM guest OS credentials are set on the host. As a workaround, VM guest OS credentials should be set on the VM.
- "Infrastructure Overview (Visio)" report doesn't work correctly for Hyper-V infrastructures that have logical dynamic disk with allocation on several physical datastores.

Monitoring

- Job state alarms are not available in Alarm Modelling.
- Job state alarms notifications do not contain error details.
- Alarm "Max allowed job duration" automatically resolves once a job is finished even if the job took longer than was set in the alarm threshold.
- Alarm "Max allowed job duration" may not work correctly for backup copy jobs.
- "Guest Disk Space" alarm history is not updated when state of one VM disk is back to normal while states of other VM disks are still triggered.

Reporting

- After upgrade newly created "Backup Billing" and "Replica Billing" reports will not show historical data. However, reports created prior to the update will work with no issues.
- Restore operations to Amazon AWS and Azure cloud are not listed in "Restore Operator Activity" report.
- If multiple dashboards are scheduled for the same time, some of them may not be delivered due to server load.

Business View

- New Business View Editor may successfully validate false expressions with the CASE operator.
- Values, methods and logical operators used in Business View grouping expressions are now case sensitive. Thus, older grouping expressions may not work after an upgrade.

- Manual Business View categorization is not displayed in group rules view correctly. However, categorization itself works as expected.

Veeam Backup & Replication

- "Suspicious increment size" alarm does not support agent backup policies targeted to local and shared backup repositories.
- Duration of backup copy jobs operating in the "Immediate copy" mode is not shown correctly in *VM Jobs* view.
- Veeam Backup & Replication server credentials are not propagated to its child nodes if the server is added through Veeam Backup Enterprise Manager with different credentials.
- Veeam Backup & Replication server of unsupported product version can still be added to Veeam ONE as a child object of Veeam Backup Enterprise Manager.
- Historical information of merged restore points is removed for agent backup policies operating in forever forward incremental backup method.
- Backup proxy servers performance of Cloud Connect providers is not collected.

Upgrade

- SSL Certificate on Veeam ONE Reporter server is replaced during the upgrade.
- Veeam ONE v9.x monitoring vCloud Director v8.x can be upgraded to v10 even though support of vCloud Director v8.x is dropped in Veeam ONE v10. That results in error lines in service logs.

Installing Veeam ONE

Refer to Veeam ONE Deployment guide for more information: www.veeam.com/one-docs.

Uninstalling Veeam ONE

1. From the Start menu, select **Control Panel** > **Add or Remove Programs**.
2. In the programs list, select **Veeam ONE** and click the **Remove** button.

Upgrading Veeam ONE

Before you upgrade, be sure to perform a backup of the SQL database for Veeam ONE, so that you can easily go back to previous version in case of issues with upgrade.

Before you upgrade check that:

- If you are running Veeam Availability Suite, upgrade Veeam ONE first; Veeam Backup & Replication must be upgraded after Veeam ONE
- Veeam ONE Monitor Client runs on the supported operating system
- You are running Veeam ONE version 9.5 updates 3, 4 or 4a (builds № 9.5.0.3801, 9.5.4.4566 and 9.5.4.4587)
- Refer to Veeam ONE Deployment guide for more information: www.veeam.com/one-docs.

Licensing

Veeam ONE can be licensed in two ways:

- **Per-socket**: Veeam ONE can be licensed by the number of CPU sockets on monitored VMware vSphere or Microsoft Hyper-V hosts. A license is required for every occupied motherboard socket as reported by the hypervisor API.
- **Per-Instance**: Veeam ONE can be licensed by the number of monitored VMs and computers protected with Veeam Agent for Windows or Veeam Agent for Linux.

Veeam ONE license does not put any restrictions on the number of managed Veeam Backup & Replication servers.

There are two versions of Veeam ONE: community and full version with complete functionality. In contrast to the paid version, the community version does not require a license file during installation.

The product defaults to the community version if you do not provide a license during installation.

To obtain the license file, log on to your personal Veeam account and navigate to the Licensing section (alternatively, use the following direct link: www.veeam.com/manage_licenses.html). The link to this section is also included in the email you provided when downloading the Veeam ONE setup package.

Refer to Veeam ONE Deployment guide for more information about licensing: www.veeam.com/one-docs.

Technical Documentation References

If you have any questions about Veeam ONE, you may use the following resources:

- Product web page: https://www.veeam.com/virtualization-management-one-solution.html
- User guides: www.veeam.com/one-docs
- Community forum: forums.veeam.com

To view the product help, press the **F1** key or select **Help > Online Help** from the main menu.

Technical Support

We offer email and phone technical support for customers on maintenance and during the official evaluation period. For better experience, please provide the following when contacting our technical support:

- Version information for the product and all infrastructure components.
- Error message and/or accurate description of the problem you are having.
- Log files.

To submit your support ticket or obtain additional information please visit www.veeam.com/support.html.

> **TIP:**
>
> Before contacting technical support, consider searching for a resolution on Veeam Community Forums at www.veeam.com/forums.

Contacting Veeam Software

At Veeam Software we pay close attention to comments from our customers. It is important to us not only to quickly help you with your technical support issues — we make it our mission to listen to your input, and to build our products with your suggestions in mind.

Should you have a Customer Support issue or question, please feel free to contact us. We have qualified technical and customer support staff available 24 hours a day, 7 days a week who will help you with any inquiry that you may have.

Customer Support

For the most up to date information about our support practices, business hours and contact details, please visit www.veeam.com/support.html. You can also use this page to submit a support ticket and download the support policy guide.

Company Contacts

For the most up to date information about company contacts and offices location, please visit www.veeam.com/contacts.