

VEEAM ONE 8 RELEASE NOTES

This **Release Notes** document provides last-minute information about Veeam ONE 8 Update 2, including system requirements, installation instructions as well as relevant information on technical support, documentation, online resources and so on.

The release version of Veeam ONE 8.0 and Update 2 is available for download at: www.veeam.com/virtualization-management-one-solution/download.html starting from April 28, 2015.

See next:

- System Requirements
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System Requirements

VMware Infrastructure

Platforms

- vSphere 6.0
- vSphere 5.0, 5.1, 5.5
- vSphere 4.x

Hosts

- ESXi 6.0
- ESXi 5.0, 5.1, 5.5
- ESX(i) 4.x

Software

- vCenter Server 6.0 (optional)
- vCenter Server 5.0, 5.1, 5.5 (optional)
- vCenter Server 4.x (optional)

Only English version of VMware Infrastructure is supported.

Microsoft Hyper-V Infrastructure

Platforms

- Windows Server 2012 R2
- Windows Server 2012
- Windows Server 2008 R2 SP1

Hosts

- Windows Server Hyper-V 2012 R2
- Microsoft Hyper-V Server 2012 R2 (free)
- Windows Server Hyper-V 2012
- Microsoft Hyper-V Server 2012 (free)
- Windows Server Hyper-V 2008 R2 SP1
- Microsoft Hyper-V Server 2008 R2 SP1 (free)

Software

- Microsoft System Center Virtual Machine Manager 2012 R2 (optional)
- Microsoft System Center Virtual Machine Manager 2012 (optional)
- Microsoft System Center Virtual Machine Manager 2008 R2 SP1 (optional)

Backup Infrastructure

Platforms

- Veeam Backup & Replication 6.5 (compatible)
- Veeam Backup & Replication 7
- Veeam Backup & Replication 8

Hosts

- Backup & Replication server
- 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 2 cores). Using faster multi-core processors improves data processing performance.

Memory: 4096MB RAM (minimum), 8198MB 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 2008 SP2
- Microsoft Windows 2008 R2 SP1
- Microsoft Windows 7 SP1
- Microsoft Windows Server 2012
- Microsoft Windows Server 2012 R2
- Microsoft Windows 8
- Microsoft Windows 8.1

Software

- Microsoft .NET Framework 4.0 (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)
- Microsoft Internet Explorer 9.0 or later, or Mozilla Firefox 22 or later, Google Chrome 27 or later
- Microsoft Office 2007, 2010 or 2013
- Microsoft Visio 2003, 2007, 2010, 2013
- PDF viewer for viewing reports
- 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 2005
- Microsoft SQL Server 2008
- Microsoft SQL Server 2008 R2

- Microsoft SQL Server 2012 (Express Edition is included in the setup)
- Microsoft SQL Server 2014

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.

Memory: 2048MB RAM (minimum), 4096MB RAM (recommended)

OS

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

- Microsoft Windows 2003 SP2
- Microsoft Windows 2008 SP2
- Microsoft Windows 2008 R2 SP1
- Microsoft Windows 7 SP1
- Microsoft Windows Server 2012
- Microsoft Windows Server 2012 R2
- Microsoft Windows 8
- Microsoft Windows 8.1

Software

- Microsoft .NET Framework 4.0
- 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 XP SP3
- Microsoft Windows 2003 SP2
- Microsoft Windows Vista SP2
- Microsoft Windows 2008 SP2
- Microsoft Windows 2008 R2 SP1
- Microsoft Windows 7 SP1
- Microsoft Windows Server 2012
- Microsoft Windows Server 2012 R2
- Microsoft Windows 8
- Microsoft Windows 8.1

Software

- Microsoft .NET Framework 4.0 (included in the setup)
- Microsoft Internet Explorer 9.0 or later, or Mozilla Firefox 22 or later, Google Chrome 27 or later
- Microsoft Office 2007, 2010 or 2013
- Microsoft Visio 2003, 2007, 2010, 2013
- PDF viewer
- Adobe Flash Player 10.2 or later

Known Issues in Veeam ONE 8

The following is a list of issues known to exist at the time of the Veeam ONE 8:

General

- Users that have permissions assigned to VM folder only are not supported for multi-tenant monitoring and reporting.
- Domain users added to local groups where vCenter Server is installed are not supported for multi-tenant monitoring and reporting.
- If you use accounts with the same names (from different domains) to run the Veeam ONE Reporter service and to access the Veeam ONE Reporter web UI, one of the accounts may get locked due to Windows security implementation.
- Action commands to Guest OS processes are always sent by the user who launched Veeam ONE Monitor Client.

Monitoring

General

- Host disk alarms are reset to default thresholds after the upgrade. The list of affected alarms is the following:
 - VMware vSphere: Host disk SCSI aborts, Host disk bus resets, Host disk read latency, Host disk write latency
 - Microsoft Hyper-v server: Host average disk queue length
- The Veeam ONE Monitor service account requires local admin rights on the machine where Veeam ONE Server is installed.
- When a Hyper-V object ID is changed (e.g. Hyper-V Live Migration), this object will be treated as new object, while the previous entry will be marked as deleted.

VMware

- In the vSphere 6 environment, performance graphs will contain gaps for all time periods when Veeam ONE service was not working.
- In the vSphere 6 environment, latency read/write counters for vVols (virtual volumes) are not collected.
- Free disk space graphs will contain gaps for all time periods when Veeam ONE service was not working. This happens because historical data is not preserved for this metric by vCenter Server or ESX(i) hosts.
- Performance graphs that rely on real-time data will contain gaps if Veeam ONE service was stopped for more than 1 hour.
- When the same LUN is shared by multiple datastores, the disk I/O graph will show activity for the LUN on the whole, rather than for a specific datastore.
- Cluster hosts do not have performance data for Child VMs in Veeam ONE Monitor Client.
- Data collection job may fail with the following error message *"Collecting thread has failed to initialize (Failed to download clients.xml file from https://hostname:443/client/clients.xml. The underlying connection was closed: An unexpected error occurred on a send.)"*. To resolve that, restart Veeam ONE service or import vCenter Server certificates.
- Running processes of the ESXi hosts are not available for monitoring.

Hyper-V

- Performance graphs will contain gaps if Veeam ONE service was stopped for any period of time. This happens because historical data is not preserved by Hyper-V hosts.
- Performance data is not collected for pass-through disks.
- Information about capacity and free space is not collected for SMB shares that do not reside on cluster shared volumes.
- Connection to SCVMM server may fail if two versions of SCVMM Admin console (2008/2012/2012R2) are installed on the Veeam ONE Server machine.
- If one of the Hyper-V hosts in the SCVMM 2012 SP1 is not available, virtual infrastructure will not be collected. To resolve that, either remove unresponding host from SCVMM or fix the connection issues.
- Alarms for running VMs are auto-resolved when Hyper-V topology is not available.
- Performance data for renamed VMs cannot be retrieved. To resolve that, restart the renamed VM in the Hyper-V manager.
- CPU and Memory performance data for VMs with the same name running on the same Hyper-v host cannot be retrieved.

Reporting

- Reports generated via direct links are not displayed in Internet Explorer 11. To workaround this issue, add Veeam ONE website to trusted sites.
- Veeam ONE website is not displayed. To workaround this issue, add Veeam ONE website to trusted sites.
- VM Uptime report shows no data for historical time intervals after the upgrade from 6.5 and 7.0 (without R2). This is caused by the switch to the new VM uptime monitor that improves report accuracy in 7.0 R2.
- Reports can fail to generate for users with limited access to the virtual infrastructure when accessing reports via shared URL. This can happen when user permissions have not been collected yet.
- Deployment project reports are only supported for SQL Server 2008 and higher.
- Reports that are not available for users with limited access to the virtual infrastructure cannot be scheduled via folders scheduling options.
- Dashboard sharing option is only available for users belonging to Veeam ONE Read Only or Veeam ONE Administrators group.
- Creating a Visio report for a large number of VMs may take a significant amount of time. To work around this, create a report on a smaller subset of VMs.
- The VMware Idle Templates report can only be generated for vSphere 5 or later.
- Objects that cannot be accessed by a subsequent collection job will be treated as deleted in the Infrastructure Changes report.
- Some hyperlinks inside SSRS reports may expire after 20-30 minutes due to SSRS implementation specifics.

- Exported SSRS reports have embedded hyperlinks disabled. This is done by SSRS export functionality design.
- Sorting does not work for custom infrastructure reports that are using SQL Server Reporting Services (SSRS) and have groupings in the report.
- Special symbols are not supported in the script parameters for reporting jobs.
- Large report files may not be delivered properly because the email server is unable to process large attachments correctly. If this happens, the attachment will be truncated to 64 bytes. To work around this issue, either adjust email server settings, or configure the reporting job to save reports to a shared folder.
- If you use Microsoft Internet Explorer (IE), the **Continue to prompt when website content is blocked** check box in the IE error dialog must be cleared to enable access to the Veeam ONE Reporter or Veeam ONE Business View web UI.
- Reporting jobs with reports from the Offline pack may fail with the following message: *"Cannot send emails with attachments larger than 3MB. Please refer to Microsoft KB2183292 for the resolution."*
- Performance reports that are generated via URL links may display wrong reporting intervals. To workaroud this, generate reports using Veeam ONE web interface manually, or schedule reports delivery via email.
- **Display intranet sites in compatibility view** checkbox should be disabled to access Veeam ONE web interface.

Business View

- Grids in the Business View web UI do not correctly display names and descriptions of objects when those fields include the "<" or ">" symbol.
- Existing custom attributes can be re-used only for the virtual infrastructure object categorization to which they relate.
- Collection and update of native SCVMM 2008 R2 custom attributes is not supported. Object categorization is only possible within Veeam ONE database.
- Veeam ONE database and Veeam ONE Business View website should be in the same time zone.

Veeam Backup & Replication

- VM Backup Compliance Overview and VMs with no Archive Copy reports based on the Business View scope cannot be generated.
- WAN accelerators summary tab in Veeam ONE Monitor Client does not have any data when using Veeam Cloud Connect infrastructure only.
- If backup jobs are scheduled to run automatically, then "Next run" time change is treated as a manual job scheduling change in the Backup Job Change Tracking report.
- Veeam backup proxy VM name should match its Guest OS name, otherwise Backup Infrastructure Assessment report may display incorrect data in the "Virtual Stand-by Proxy" recommendation section.
- In some cases Backup Job Change Tracking report can have duplicate records that start with "info.\options.\..."
- Backup reports might contain invalid data if Veeam ONE infrastructure topology view does not match Veeam Backup & Replication infrastructure topology view.
- Backup proxy summary tabs in the Monitor Client will be populated with data only after upgrade of Veeam Backup & Replication to 6.5 or later. Historical data for Veeam Backup & Replication proxies is not collected.

- Some data in backup reports, dashboard and backup performance views might be missing for Veeam Backup & Replication 6.5 or 7.0 servers. To resolve that, upgrade existing Veeam Backup & Replication servers to version 8.0 or above.

Globalization

- Double-byte localized operating systems are not currently supported.
- Non-Latin characters are not supported in the product's installation path, in the Veeam ONE service account name and in virtual machine properties.

Upgrade

- Veeam ONE server cannot be upgraded if it is installed in the same machine as a monitored vCenter Server.
- Rules for predefined event-based alarms are reset to defaults after the upgrade.
- Saved Hyper-V reports will not have any data. To resolve that, re-start Veeam ONE Reporter collection job.
- Configured scope for Local datastore performance report is reset to default value after the upgrade.
- Saved Hyper-V Raw performance report counters are not preserved after the upgrade.
- VM Configuration Assessment report needs to be resaved after the upgrade.

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.

Upgrade

Before you upgrade, be sure to perform a backup of the corresponding 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:

- Veeam ONE Monitor Client runs on the supported operating system
- You are running Veeam ONE version 7.0 or 6.5

Important! After the upgrade, re-assign all alarms that are assigned to Business View.

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

Note Upgrade from Veeam ONE v8 Beta is not supported.

Licensing

Veeam Backup is licensed per CPU Socket ("CPU Sockets") for each Managed Server. For more information, see www.veeam.com/eula.html.

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

There are two versions of Veeam ONE: free and full version with complete functionality. To use either of them, you will need to provide a corresponding license file. The type of license file you enter determines which version you will be using.

The product defaults to the free version if you do not provide a license during installation. The free version will work for 90 days and then requests that you install a license file to be able to continue using Veeam ONE.

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.

Contacting Veeam Software

At Veeam Software we value the feedback from our customers. It is important not only to help you quickly with your technical issues, but it is our mission to listen to your input, and build products that incorporate your suggestions.

Customer Support

Should you have a product issue, suggestion or question, please visit our Customer Center Portal at cp.veeam.com to open a case, search our knowledge base, reference documentation, manage your license or obtain the latest product release.

Online Support

If you have any questions about Veeam solutions, you can use the following resources:

- Full documentation set at www.veeam.com/documentation-guides-datasheets.html
- Community forum: forums.veeam.com

Company Contacts

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