

## Veeam Agent for Mac 2.0 Release Notes

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

The release version of Veeam Agent for Mac 2.0.3 is available for download at: <https://www.veeam.com/downloads.html> starting from July 20, 2023. Download the package and save it on the computer that you plan to protect with Veeam Agent for Mac. Then follow the instructions in the [Installing Veeam Agent for Mac](#) section.

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# System Requirements

## Hardware

The protected Mac computer must meet the following hardware requirements:

- CPU: x64 or ARM Apple-branded hardware
- Disk Space: 450 MB free disk space for product installation
- Network: 10 Mbps or faster network connection to a backup target

## OS

Veeam Agent supports the following macOS versions:

- 13 Ventura
- 12 Monterey
- 11 Big Sur
- 10.15 Catalina
- 10.14 Mojave
- 10.13.6 High Sierra

## File Systems

Veeam Agent supports consistent data backup with snapshot for the APFS file system.

The following file systems can be backed up using the snapshot-less mode:

- HFS+
- MS-DOS (FAT)
- exFAT
- NTFS
- FAT32
- SMB

Consider the following:

- Software RAID is not supported.
- Total size of all file systems included in a file-level backup must not exceed 128 TB.
- Size of a file included in the backup must not exceed 16 TB.
- Name of a file must not be larger than 254 bytes.

Keep in mind that characters that you can use in the file name may be encoded in 2 bytes or more.

## Backup Target

Backup can be performed to the following types of storage:

- On-premises or cloud-based object storage.
- Local (internal) storage of the protected computer (not recommended).
- Direct attached storage (DAS), such as USB, eSATA or Firewire external drives.
- Network Attached Storage (NAS) able to represent itself as SMB (CIFS) share.
- Veeam Backup & Replication 12 backup repository (including deduplication appliances).
- Veeam Cloud Connect 12 repository.

## Known Issues

### General

- macOS saves CIFS/SMB credentials in cache. As a result, if credentials have been changed, Veeam Agent for Mac uses obsolete credentials and fails to connect to shared folders. To refresh cached credentials, reboot the Veeam Agent computer.

### Restore

- Veeam Agent for Mac does not restore **Finder** comments.
- When you import a backup with **Personal files** in the scope from a Veeam backup server repository or Veeam Cloud Connect repository by using the **User profiles data** restore type, this backup is not shown in the UI. Import such backup using the **Individual files** restore type instead.
- Veeam Agent for Mac ignores capitalization in object names. As a result, if you have several objects with the same name except capitalization and set the product to back up one of these objects, Veeam Agent will back up all objects.

For example, you have two folders: */Users/Administrator/Documents* and */Users/Administrator/documents*. If you set Veeam Agent to back up only the */Users/Administrator/Documents* folder, Veeam Agent will still back up both folders.

### Backup

- If a backup job is targeted at an object storage repository and backup health check detects a missing object, Veeam Agent for Mac will mark the backup as corrupted but will not automatically detach this backup from the backup chain. In such case, start a new backup chain or create an active full backup manually.
- Health check settings get reset if other settings of the backup job are changed in command line interface.

# Installing Veeam Agent for Mac

To install Veeam Agent for Mac:

1. Download the Veeam Agent for Mac installation package at: <https://www.veeam.com/downloads.html> and save it on the Mac computer you want to protect.
2. Double-click the installation package.
3. Follow the installation instructions.  
During the installation process, you must do the following:
  - a. Accept the Veeam End User License Agreement.
  - b. Accept the 3rd Party Components License Agreements.
4. [macOS 10.14 or later] After the installation process is complete, enable full disk access for Veeam Agent.

Keep in mind that during the installation process, Veeam Agent will prompt you to enter the Administrator password.

Alternatively, you can install Veeam Agent for Mac with the MDM solution of your choice or the macOS command line interface.

# Upgrading Veeam Agent for Mac

To upgrade Veeam Agent for Mac:

1. Download the newer version of Veeam Agent for Mac and save it on the Mac computer where you plan to upgrade the product.
2. Double-click the installation package.
3. Click **OK** to accept an upgrade of Veeam Agent for Mac that is currently installed on the Mac computer.
4. Follow the instructions.

During the installation process, you must do the following:

- a. Accept the Veeam End User License Agreement.
- b. Accept the 3rd Party Components License Agreements.

Keep in mind that during the installation process, Veeam Agent will prompt you to enter the Administrator password.

# Uninstalling Veeam Agent for Mac

## IMPORTANT!

Do not move **Veeam Agent for Mac** and **Uninstall Agent for Mac** applications to Trash.

To uninstall Veeam Agent for Mac:

1. Open the Finder, then click **Applications** in the sidebar of the Finder window.
2. Open the **Veeam** folder.
3. Double-click the **Uninstall Agent for Mac** application. **Veeam Agent for Mac** and **Uninstall Agent for Mac** applications will be uninstalled automatically.

Keep in mind that during the uninstallation process, Veeam Agent will prompt you to enter the Administrator password.

# Licensing

By installing Veeam Agent for Mac, you agree to the Veeam End User License Agreement (EULA) and 3<sup>rd</sup> party components license agreements. To view the license agreement, refer to the **License and 3<sup>rd</sup>-party Licenses** steps of the product installation wizard or the following link: <https://www.veeam.com/eula.html>.

Veeam Agent for Mac comes in different editions. You do not need to obtain or install a license to use the free edition.

Paid editions of Veeam Agent for Mac are licensed per protected computer ("Computer"). The paid license includes a one-year maintenance plan. To renew your license, please contact Veeam customer support at: [renewals@veeam.com](mailto:renewals@veeam.com).

## Technical Documentation References

To view the product help:

1. Launch Veeam Agent for Mac.
2. In the **Veeam Agent for Mac** application menu, click **Help**.
3. Select **Open User Guide**.

If you have any questions about Veeam Agent for Mac, you may use the following resources:

- Product web page: <https://www.veeam.com/cloud-backup-for-mac-agent.html>
- User guide: <https://helpcenter.veeam.com/docs/agentformac/userguide/>
- Veeam R&D forums: <https://forums.veeam.com/veeam-agents-for-linux-mac-aix-solaris-f40/>

## Technical Support

We offer email and phone technical support for customers with current subscriptions, as well as 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 description of the problem you are having.
- Log files. To export the log files, open Veeam Agent for Mac user interface and select Export Logs. If Veeam Agent is connected to Veeam backup server and is a member of a protection group, Veeam Agent will save the log files to the following folder:

```
C:\ProgramData\Veeam\Backup\Endpoint\Other\AgentLogs\<computer_name>
```

where `<computer_name>` is a name of the Mac computer with the product installed.

If Veeam Agent computer is not connected to a Veeam backup server, Veeam Agent for Mac will export logs to the local folder that you specify in the Finder window.

To submit your support ticket or obtain additional information please visit

<https://www.veeam.com/support.html>.

### TIP:

Before contacting technical support, consider searching for a resolution on Veeam R&D forums at <https://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 <https://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 office location, please visit <https://www.veeam.com/contacts>.