Veeam Agent for Microsoft Windows 6.0 Release Notes

This document provides last-minute information about Veeam Agent for Microsoft Windows, 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 Microsoft Windows 6.0.0.960 is available for download at: http://www.veeam.com/download.html starting from February 14, 2023.

See next:

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System Requirements

Protected Computer

Hardware

CPU: x86-64 processor.

Memory: 2 GB RAM or more. Memory consumption varies depending on number and size of processed disks.

Disk Space: 200 MB for product installation.

Network: 1 Mbps or faster. High latency and reasonably unstable WAN links are supported.

System firmware: BIOS or UEFI.

Drive encryption: Microsoft BitLocker (optional). BitLocker encrypted volumes must be unlocked at the moment when Veeam Agent starts the backup or restore operation. Only Microsoft BitLocker is supported for drive encryption. Other drive encryption products are not supported.

OS

Both 64-bit and 32-bit (where applicable) versions of the following operating systems are supported:

- Microsoft Windows Server 2022
- Microsoft Windows Server 2019
- Microsoft Windows Server 2016
- Microsoft Windows Server General Availability Channel (from version 1803 to version 20H2)
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2012
- Microsoft Windows Server 2008 R2 SP1
- Microsoft Windows 11 (versions 21H2, 22H2)
- Microsoft Windows 10 (from version 1909 to version 22H2)
- Microsoft Windows 10 Long-Term Servicing Channel (versions 2015, 2016, 2019)
- Microsoft Windows 8.1
- Microsoft Windows 7 SP1

Software

The following required 3rd party software is included in the setup program:

- Microsoft .NET Framework 4.5.2
- Windows Universal C Runtime Library

When installing the product, the setup program checks whether all prerequisite software is available on the target computer. If some of the required software components are missing, the missing software is installed automatically.

Backup Target

Backup can be performed to the following storage types:

- Local (internal) storage of the protected computer (not recommended)
- Direct attached storage (DAS), such as USB, eSATA or Firewire external drives, and raw device mapping (RDM) volumes
- Network Attached Storage (NAS) able to represent itself as SMB (CIFS) share
- Storage Area Network (SAN), such as iSCSI connected volumes
- On-premises or cloud-based object storage
- Veeam Backup & Replication 12 backup repository
- Veeam Cloud Connect 12 cloud repository

Known Issues

General

- Certain antivirus applications may crash the operating system when file level recovery is initiated. To prevent this from happening, exclude Veeam Agent for Microsoft Windows service and application folders from real-time antivirus monitoring.

Backup

- Standalone full backup functionality is temporarily blocked for backup jobs targeted at a Veeam backup repository.

- exFAT file system is no longer supported as a backup target, please change your backup job settings accordingly.

- Backup job may fail with the "*Cannot create a shadow copy of the volumes containing writer's data. VSS asynchronous operation is not completed*" error if file-level recovery is being performed at the same time.

- Backup job cannot wake a computer up from sleep or detect missed backup on mobile devices in Connected Standby power saving mode.

- Backup job cannot wake a computer up from sleep to perform a retry cycle if "Sleep after" power saving scheme timeout is set to less than 10 minutes.

- Encrypted files and folders are skipped during file level backup with the *"Access denied"* error. To work around the issue, use volume-level backup.

- Prior to storing incremental restore points to the backup cache at least one successful job run to the primary repository is required.

- Backup job targeted at the SMB share with the path that contains non-Latin characters cannot create a backup correctly on machines running Microsoft Windows 7 SP1, Microsoft Windows Server 2008 R2 SP1 and Microsoft Windows Server 2012 OSes.

- Import and export of backup job configuration is not supported for backup jobs targeted directly at object storage.

- Backup job targeted at the Wasabi object storage in the eu-central-1 region and throttled to 15 MB/s may have occasional connection drops or reconnections.

- If a backup job is targeted at the Amazon S3 object storage and the selected bucket resides in US or Canada, make sure that the bucket name does not contain the dot character (.). Otherwise, the backup job will fail.

Restore

- "File is ready for archiving" and "Allow this file to have content indexed in addition to file properties" advanced file and folder attributes are enabled on files recovered with the file level recovery.

- Launching file level recovery by double clicking a backup file residing in a shared folder location may fail to validate user credentials if this shared folder is also mapped as a network drive.

- Resizing volume during the recovery of Microsoft Windows Server 2012 may fail with access denied error.

Changed Block Tracking Driver

- Changed Block Tracking driver for file-level backup tracks files of 50 MB and larger. Smaller files are not tracked by the driver and are processed regularly without Changed Block Tracking driver.

- Changed Block Tracking driver is unable to track the volume changes made by non-Windows operating systems while the original Windows operating system with CBT driver was offline. Consider using MFT changed-block tracking with such setup or perform an active full after the changes were made for volumes.

Veeam Backup & Replication Integration

- Size estimation may not work correctly when performing backup to a scale-out repository, deduplication repository or repository with ReFS configuration.

- Restore to the original location via Veeam Enterprise Manager may not work if the original computer and Enterprise Manager server are in different domains.

Setup

- Certain antivirus applications may cause various issues during the product setup. To work around the issue, disable the antivirus for the duration of the product installation.

- Microsoft Smart App Control feature must be disabled on the machine as otherwise the installation process will be blocked.

- Backup to Microsoft OneDrive is no longer supported and such a configuration will block the upgrade to a new version. Please change your job settings accordingly before you proceed with the upgrade.

- Automated in-place upgrade available with Veeam Agent for Windows v6 will allow you to download the new version to a local folder, however the installation process must be started manually by clicking the setup file in the downloaded location.

Installing Veeam Agent for Microsoft Windows

> **TIP**
>
> Consider the following:
>
> - You need to reboot the computer if the OS requires restart. For example, the OS is in the "Pending Reboot" state after OS or other software update. The "Pending Reboot" state prevents the product installation, so Veeam Agent for Microsoft Windows prompts the OS restart to start the installation process.
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> - When installing the product, the setup program installs the Microsoft .NET Framework 4.5.2 only if Microsoft .NET Framework version up to 4.5.1 is available on the computer or the framework is not available at all.

To install Veeam Agent for Microsoft Windows:

1. Download the latest version of Veeam Agent for Microsoft Windows from www.veeam.com/downloads.html to the computer you want to install the product on.

2. Double-click the downloaded file to start the setup program.

3. Read and accept the terms of Veeam Agent for Microsoft Windows license agreements by clicking **I Accept**.

4. After the installation process is complete, you will be offered to launch the Recovery Media creation wizard upon exiting the setup wizard. If you decide not to do so, you will be able to start this wizard later from the Windows **Start** menu.

5. To access Veeam Agent for Microsoft Windows control panel, double-click the corresponding icon in the notification area of the system tray, or right-click the Veeam Agent for Microsoft Windows icon in the system tray and select **Control Panel**.

6. To install a license file, open Veeam Agent for Microsoft Windows control panel, click the menu and open the **About** page.

Upgrading Veeam Agent for Microsoft Windows

Veeam Agent for Windows supports automated in-place upgrade that preserves all products settings. By default, Veeam Agent for Windows is set up to automatically notify you about new product versions and updates. When a new version or an update becomes generally available, Veeam Agent for Windows displays a notification in the notification bar.

> **TIP**
>
> You need to reboot the computer in the following cases:
> - The computer OS requires restart. For example, the OS is in the "Pending Reboot" state after OS or other software update. The "Pending Reboot" state prevents the product upgrade, so Veeam Agent for Microsoft Windows prompts the OS restart to start the upgrade process.
> - If the Microsoft .NET Framework version up to 4.5.1 is available on the computer or the framework is not available at all, Microsoft .NET Framework is updated up to the version 4.5.2 as a part of the product upgrade.

To perform the upgrade:

1. Click the link in the notification bar to open the **About** page, and click **Check Now**.

2. Click the download link to start downloading the new product version. The download will start in your default browser.

3. Double-click the downloaded file, then double-click the setup file contained in the archive.

4. Click **Accept and Update** to accept the license agreements and upgrade Veeam Agent for Microsoft Windows.

5. Once update is completed, you will be offered to launch the Recovery Media creation wizard upon exiting the update wizard. If you decide to do this later, you will be able to start the corresponding wizard from the Windows **Start** menu.

6. Click **Finish** to close the setup.

7. Use the Windows **Start** menu to launch **Veeam Agent for Microsoft Windows** application.

You can also perform the upgrade manually, for example before the new version is published to auto-update servers. To perform the upgrade manually:

1. Download the latest version of Veeam Agent for Microsoft Windows from www.veeam.com/downloads.html to the computer where you want to perform an update.

2. Double-click the downloaded file, then double-click the setup file contained in the archive.

3. Click **Accept and Update** to accept the license agreements and upgrade Veeam Agent for Microsoft Windows.

4. Once update is completed, you will be offered to launch the Recovery Media creation wizard upon exiting the update wizard. If you decide to do this later, you will be able to start the corresponding wizard from the Windows **Start** menu.

5. Click **Finish** to close the setup.

6. To access Veeam Agent for Microsoft Windows control panel, click the corresponding icon in the notification area of the system tray.

Uninstalling Veeam Agent for Microsoft Windows

To uninstall Veeam Agent for Microsoft Windows:

1. From the **Start** menu, select **Settings** > **Apps & Features**.

2. In the programs list, select Veeam Agent for Microsoft Windows and click the **Uninstall** button.

Licensing

Veeam Agent for Microsoft Windows comes in three editions: Free, Workstation and Server. Each edition defines set of features you can use with the product.

The Free edition does not require a license file. The Workstation and Server editions are licensed per computer. For more information, see www.veeam.com/eula.html.

The trial license key is sent to you automatically after downloading the product at www.veeam.com. The trial license is valid for 30 days from that moment and includes Basic technical support.

To obtain a full license key, please refer to www.veeam.com/buy-end-user.html.

Technical Documentation References

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

- Product web page: https://www.veeam.com/windows-cloud-server-backup-agent.html
- User guides: https://www.helpcenter.veeam.com/docs/agentforwindows/userguide/
- Veeam R&D forums: https://forums.veeam.com/veeam-agent-for-windows-f33

To view the product help, press the **F1** key.

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.

To submit your support ticket or obtain additional information please visit www.veeam.com/support.html or use built-in report an issue functionality.

> **TIP**
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> Before contacting technical support, consider searching for a resolution on Veeam R&D forums at www.veeam.com/forums.

For Veeam Agent for Microsoft Windows Free edition, we provide best effort support by email only. For more information, refer to the "Free and NFR Licensed Products" section of the Veeam Support Policy.

> **TIP**
>
> Please do not contact Veeam Customer Support directly with any queries regarding free edition.

You can report an issue directly from the product's user interface. We review every issue submitted, and while you may not get an individual response, we will include the fix for your issue in the following product updates. You can also inquire about the issue you have submitted by posting on Veeam Agent for Microsoft Windows R&D Forums.

To submit an issue:

1. Double-click the Veeam Agent for Microsoft Windows icon in the system tray, or right-click it and select **Control Panel**.

2. Open the menu and select **Support**.

3. Click **Technical Support**.

4. In the **Email** field of the **Report an issue** window, enter a valid email address. If the email address is not yet registered, click the **Register** link that will appear next to it. We will send a verification email to the specified address. Once received, click the link provided in the email to complete the verification procedure.

5. In the description fields, enter a brief and detailed description of your problem

6. Check the box '**I agree that debug logs will be uploaded to Veeam servers automatically**'

7. Click **Submit Case**.

Note that as a part of the issue submission, Veeam Agent for Microsoft Windows will automatically collect debug logs from your computer and upload them to Veeam servers.

Contacting Veeam Software

At Veeam Software we pay close attention to comments from our customers. We make it our mission to listen to your input, and to build our products with your suggestions in mind. The best way to submit your feedback is by posting it on Veeam R&D Forums.

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 offices location, please visit www.veeam.com/contacts.