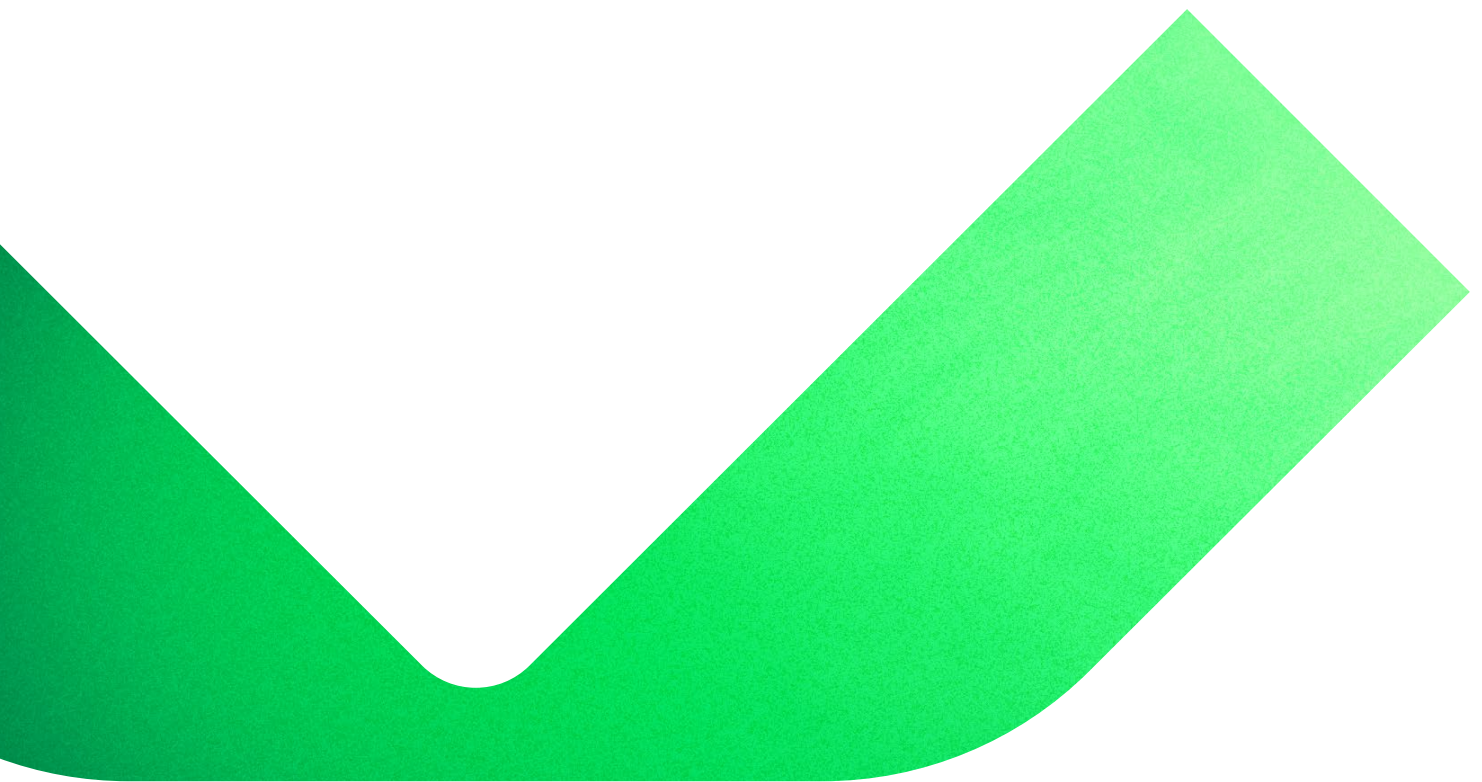




# Veeam Service Provider Console v8

What's new



---

## Introduction

[Veeam Service Provider Console](#) is a free Veeam product that gives service providers control of their entire Veeam-powered business from an intuitive user interface or via robust API integrations. Some of Console's core capabilities include monitoring and management for remote and hosted infrastructure, licensing, automated usage reporting and billing to help you scale faster, save valuable time and accelerate revenue growth.

Console v8 expands on these capabilities by centralizing the latest threat detection capabilities of Veeam Data Platform while easing support ticket creation and simplifying management of hosting infrastructure.

The following is a list of new features and enhancements that were added to the latest release.

---

## New features

### Enhance Malware Detection and Security Alerting

With 85% of organizations being affected by a ransomware attack in 2023 and 93% of attacks targeting backups\*, malware detection and security alerting is more critical than ever. With Console v8, you can expedite visibility into the security of your customers' backups with the following features:

**Insight into suspicious activity.** Service providers can offer visibility into suspicious activity in the protected infrastructure via integration with a new release of the Veeam Data Platform. This allows service provider clients to see the malware detection status for managed workloads on the protected data page within the self-service backup portal.

**Preset of security-related alarms.** Not only can service providers and managed clients check the workload malware detection status in the UI, but they can also receive security-related alarms triggered by a managed Veeam ONE server. Veeam ONE can be installed either in a hosted or remote location, making this solution a perfect fit for the multi-tenant environment.

**A holistic view of customers' security vulnerabilities and alarms in a single UI.** Service providers now have a single UI to view data protection and malware detection status, including all triggered alarms across all managed clients. In infrastructures with existing 3rd party backup portals, service providers can leverage VSPC APIs to get this data for every managed workload and for every managed client.

### Streamline Support Ticket Creation

Sometimes it can be difficult to locate the correct support logs at the exact time the issue occurred. Now in Console v8, you can open support cases directly in Console's UI establishing initial communication with Veeam Support and quickly resolving issues with the following features:

**Automated log collection and bundling for managed products.** With the new release, service providers can now increase efficiency when opening the support case with Veeam by letting the Console automatically collect all required debug logs. This also enables the Veeam technical support to address and resolve reported issues quickly.

**Automated logs submission.** Service providers no longer need to babysit the support logs upload progress when opening the support ticket. Built-in retries and process monitoring should also remove the frustration of paused or interrupted uploads. All this should save time when opening the support case and make the entire UX smoother.

**Integration with Veeam Intelligent Diagnostics engine.** Veeam Intelligent Diagnostics (VID) powered by Veeam ONE scans Veeam Backup & Replication logs and alerts when a known issue is detected. With monthly VID signature updates containing top hotfixes and KB article links created by the Veeam technical support team, service providers can quickly get assistance with potential issues and proactively monitor the managed infrastructure health state.

## Simplify Management of Hosted Infrastructure

Right now, hosting providers have to manually assign backup jobs using scripts or build their own portals to have a multi-tenant view for monitoring and reporting purposes. Console v8 helps remove these complexities with the following features:

**Multi-tenant reporting, monitoring, and invoicing for hosted environments.** Service providers can now assign backup jobs from hosted servers to tenants using the Console UI. Any job created on a hosted Veeam Backup & Replication server and visible in the Console can be assigned to a tenant. This unlocks license usage reports, protected workloads reports, and invoices for all tenant types. No more custom scripts for creating per-tenant data views from hosted backup servers.

**Self-service backup job management.** Service Providers can now give tenants backup resources to create and edit backup jobs on a hosted server via the self-service backup portal. This should drive operational efficiency and give tenants visibility into their data protection status.

---

## Other enhancements

In addition to the above-mentioned significant improvement areas, version 8 includes other enhancements, which are direct responses to customer feedback and ongoing R&D learnings. The most significant ones are listed below:

### Veeam Backup & Replication integration

**Unstructured data backup job management.** Service providers are now able to leverage the full suite of monitoring tools available in the Veeam Service Provider Console to manage and monitor object storage-related workloads efficiently.

**Improved upgrade logic for Veeam Backup & Replication.** Elevating the user experience, our latest release introduces improved upgrade logic for Veeam Backup & Replication, now requiring the advanced setup engine of Veeam B&R 12.1. This enhancement ensures a smoother and more efficient upgrade process, seamlessly providing users with the latest features and optimizations.

**Enhanced granular control over job scheduling.** Job scheduling options can now be granularly enabled or disabled for managed companies in the self-service backup portal.

**PostgreSQL log backup jobs monitoring.** Veeam Service Provider Console now shows PostgreSQL log backup jobs in the UI, allowing service providers to stay on top of the managed infrastructure health state.

## Veeam Agents integration

**Enhanced deployment logic.** Veeam Service Provider Console now waits for a managed computer availability (up to 30 days) before launching the deployment of the backup agent, ensuring a smoother and better user experience when dealing with offline managed computers.

## Veeam Backup for Microsoft 365 integration

**Enhanced job error handling.** The new release improves usability by implementing job session log collection and detailed error message display, offering users deeper insights and transparency into backup job performance.

**Enhanced granular control over job scheduling.** Job scheduling options can now be turned on or off on a per-company basis in the self-service backup portal.

## ConnectWise Manage integration

**Enhanced billing options.** In the latest update, Veeam Service Provider Console introduced an upgraded subscription plan for ConnectWise Manage, offering enhanced functionalities to better meet user needs within the ConnectWise Manage integration.

## Reporting

**Unstructured data backup report.** Service providers, resellers, and end customers can now create the protected unstructured data report, providing a holistic view of data protection.

**Reporting time-zone selection.** Veeam Service Provider Console now displays and aggregates data in the specified time zone, a feature previously limited to the server time zone. This enhancement lets users view and consolidate report data according to their chosen time zone, promoting a more customized and user-friendly reporting experience.

## Billing

**License usage billing.** The new release of the Console introduces a new section in the subscription plan settings that allows the creation of multi-tenant invoices for rental license usage.

**Unstructured data support.** Service providers and resellers can now create invoices based on their customers' unstructured data source size.

**New billing options for storage usage.** New options to round up storage usage and break it into chunks have been introduced for maximum flexibility when creating subscription plans for end customers.

## UI & UX

**Session States dashboard updates.** Starting from version 8, the Session States dashboard is now accessible to all companies by default. This change allows tenant companies to benefit from enhanced monitoring and visibility in their job management, promoting a more inclusive and streamlined user experience.

**Region selection for the world map widget.** In the most recent update of Veeam Service Provider Console, the expansion of companies' region selection now includes all countries. This enhancement ensures that every company is accurately represented on the world map based on its designated region, offering a more comprehensive and precise geographical overview.

**Product Updates widget enhancements.** The Veeam Service Provider Console product state is now also present on the Product Updates widget on the main dashboard. This change ensures that service providers stay up-to-date on the most recent version available for the backup portal.

**Backup portal UI facelift.** Veeam Service Provider Console v8 brings a UI facelift coupled with enhanced user experience features. The improvements include refined navigation, updated UI styles, and boosted data grid performance. These changes contribute to a more intuitive and visually appealing interface, making user interactions more enjoyable and productive.

**Billing Summary tab.** In the recent update, a Billing Summary tab has been included for Reseller (Operator, Admin, and Owner roles) within the Veeam Service Provider Console. This tab offers a consolidated view of billing details, ensuring a more comprehensive and accessible billing overview for different user roles.

**Company mapping enhancements.** When re-installing a management agent all assigned resources and mappings are preserved. This allows keeping the backup portal configuration intact when troubleshooting technical issues.

## VCSP Pulse plugin

**Reseller tier enhancements.** Starting from v8, service providers can share the authentication token for VCSP Pulse Portal with their resellers who act as a sub-departments of the service provider.

## Grafana plugin

**Enhanced metrics reporting for UI and REST API requests.** This latest update seamlessly integrates the UI application with the REST API application requests, enhancing the metrics system to encompass UI API requests. This improvement offers more comprehensive insights into user interactions and system performance, enabling service providers to better understand and optimize their installation usage and performance.

## REST APIs

**Updated endpoints and actions.** Over 120 new endpoints and changes to existing endpoints were introduced in this release. For the detailed change log, refer to the REST API documentation.

## Scalability

**Optimized resource usage.** Reduced memory usage during data saving and processing procedures.

## Platforms

The new Veeam Service Provider Console release brings support for the following Veeam platform updates. This gives a lot of options for service providers when creating unique managed services:

- Veeam Backup & Replication v12.1
- Veeam Agent for Microsoft Windows v6.1
- Veeam Agent for Linux v6.1
- Veeam Agent for Mac v2.1
- Veeam Backup for Nutanix AHV v5.1
- Veeam ONE v12.1
- Veeam Backup for Microsoft 365 7a