Veeam Service Provider Console v8.1

What's New

Contents

Major New features

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

Here's a list of new features and enhancements that were added to the latest release.

Enhanced Microsoft 365 Data Protection

With more organizations moving their workloads to SaaS-based solutions like Microsoft 365, service providers need to be able to extend full remote management, monitoring, reporting, and billing to match these workloads at scale. With the release of Veeam Service Provider Console v8.1 and Veeam Backup for Microsoft 365 v8, service providers can continue taking advantage of the following capabilities:

Leverage the new scale-out architecture of Veeam Backup for *Microsoft 365* v8. Partners can create tailored service packages for large Microsoft 365 deployments via the enhanced scalability and integration for high-volume data environments.

View information on protected Microsoft 365 objects in backup reports. This would allow service providers to prove results with clear-cut reporting to meet service level agreement (SLA) requirements and give full transparency to clients.

Bill clients for the managed services of Microsoft 365 data protection. Service providers can create invoices based on the number of protected users, including backup and archive storage usage. In case third party billing systems were used, service providers can leverage REST APIs to retrieve the required data to create a customer invoice.

Use our self-service portal to create backup jobs and perform item-level restores of Veeam Backup for *Microsoft 365* objects. This should reduce dependency on service provider workforces by empowering managed clients to perform these activities when necessary.

Enhanced Support for On-premises Virtual Infrastructures

Service providers can broaden their market reach by expanding their service offerings to new virtual environments and boosting operational efficiencies. They can do this easier with the self-service capabilities that come in the latest features of Veeam Service Provider Console v8.1:

Deliver multi-tenant monitoring, reporting, and billing for Proxmox VE and oVirt KVM backup environments. This allows service providers to expand their service offerings and market reach beyond VMware vSphere & Cloud Director, Hyper-V, and AHV with feature-rich functionality that's extendable to Proxmox VE and oVirt KVM-based virtual environments.

Provide multi-tenant job management for VMware Cloud Director-based environments. In addition to multi-tenant monitoring, reporting, and billing for VMware Cloud Director infrastructures, service providers can now offer self-service job management solutions to their clients. Offloading backup job management should help boost operational efficiency and simplify backup management processes.

Enhanced Public Cloud Workload Protection

With organizations rapidly moving workloads into AWS, Microsoft Azure, and Google Cloud, service providers can further reach into public cloud-hosted workloads. This new solution includes the following features:

Deploy, monitor, and report on Veeam backup appliances that run in Google Cloud. Service providers can now expand their cloud backup solutions to include Google Cloud and boost their public cloud data protection offerings to existing and potential clients.

Leverage new releases of Veeam Backup for AWS and Veeam Backup *for Microsoft Azure*. Service providers can create bundled offerings that combine data protection for hybrid environments and attract customers who use a combination of AWS, Azure, and Google Cloud.

Provide data protection services for new workloads. Service providers can expand their AWS and Microsoft Azure data protection scope further with remote monitoring, management, reporting, and billing for managed workloads.

Other Enhancements

In addition to these significant improvements, version 8.1 includes other enhancements including direct responses to customer feedback and ongoing R&D insights. The most significant ones are listed below:

UI and UX

Improved backup policy view. Starting from v8.1, processed public cloud workloads are now grouped by their corresponding backup policy. This should enhance the backup policy user experience.

Uses and Roles

Operator role enhancements. Operators now have access to the "My Company" organization, which allows service providers to improve their user management experience and have better control over the scope of the operator role. This should also improve overall security and make backup resource management more efficient in a hosted scenario.

Company Management

New quotas for managed companies. New quotas for managed services are now available for service providers to set. These new quotas include the following:

- Remote backup repository storage quota
- Hosted backup repository storage quota
- Microsoft 365 backup repository storage quota
- Managed workstation agents
- Managed server agents

This allows for better management and tracking of assigned resources to companies.

Management Agents

Ability to save user credentials in the management agent configuration. Service providers and managed clients can set user credentials from a managed computer via management agent configuration. These credentials can then be used in backup portal tasks, like installing Veeam Backup & Replication servers. This should enhance the overall security of the backup portal, since required user credentials will be stored in a decentralized manner.

Enhanced Veeam Backup & Replication Support

Prestaging of installation files download. This should allow service providers to better control their maintenance window during installs and upgrades of managed Veeam Backup & Replication servers.

Backup job configuration enhancements. Managed clients can now set encryption for their backup jobs in the self-service management portal.

An improved installation and upgrade procedure experience. When installing or upgrading Veeam Backup & Replication servers, service providers now have a way to download the most recent answer file that's used for unattended installations. This will eliminate potential confusion on what file to use depending on the installed or upgraded Veeam Backup & Replication server.

Improved job management in multi-tenant infrastructures. With the new release of Veeam Service Provider Console, backup jobs are automatically assigned to a corresponding tenant based on the backup job's source configuration. This should eliminate the need to manually assign tenant jobs and enable multi-tenancy for monitoring, reporting, and billing.

Enhanced Veeam Backup for Public Cloud Support

Private fixes installation. The new release of the backup portal brings the ability to install private fixes via the backup portal UI to managed public cloud backup appliances. This should make the troubleshooting and support of backup appliances much easier.

Enhanced Veeam ONE Support

Cloned servers support. With the new backup portal release, service providers can now be notified about cloned Veeam ONE servers that prevent data from processing correctly and can see an automatic way to change required Veeam ONE IDs. This will make the configuration fully supported by the backup portal.

Alarms

"Backup portal infrastructure performance monitoring" alarm. A new alarm was introduced to track the backup portal load, and when that load is close to the maximum for your current configuration, it'll warn service providers. This should enable proactive monitoring and avoid scalability issues.

New quota-based alarms. With this new release, service providers can now be notified when managed clients exceed allocated quotas for provided services. This should allow service providers to stay on top of resource usage and be proactive when additional resources are required for managed clients. The list of new quota-based alarms is the following:

- Remote backup repository storage quota

- Hosted backup repository storage quota
- Microsoft 365 backup repository storage quota
- Company workstation agents quota
- Company server agents quota

"Cloud backup health check session state" alarm. A new alarm was introduced for public cloud workloads to be notified about potential corruption of metadata or disk blocks in created restore points.

Job name exclusions in alarms. An exclusion mask field has also been added to the following alarms: "Max allowed job duration", "Max allowed backup agent job duration," and "Job State". This should allow for maximum flexibility when certain backup jobs should be excluded from alerting.

Enhanced "Scale-out backup repository offload session state" alarm. Alarm detection logic was improved with additional tolerance parameters that can be applied to failed session runs. This should decrease the "noise" coming from retry task sessions.

Enhanced Billing

Backup copy job mapping. Service providers who run backup copy jobs on Veeam Cloud Connect servers can now map these jobs to managed tenants. This will enable multi-tenant monitoring, reporting, and billing capabilities for these job types.

Hosted location for a company. With this new release, service providers can now bill and report on usage based on remote and hosted locations. This allows for maximum flexibility when creating customer invoices.

Enhanced ConnectWise Manage Plugin

New settings for ticketing. Service providers can now select a time delay for triggered alarms in their backup portal before a corresponding ticket is opened in the ConnectWise Manage application.

Tickets priority. With the new release of the backup portal, service providers can select priorities for tickets that are raised in the ConnectWise Manage application. This should provide maximum flexibility for the operations team when dealing with tickets.

Units of measurement selection for used storage counters. The new plugin now allows users to select units of measurement (TB/GB) for all metrics that are storage related. This gives service providers maximum flexibility when creating invoices to customers.

New resources for billing. Service providers can now create invoices for new resources introduced in the latest release of Veeam Service Provider Console, including:

- Remote backup repository storage quota
- Hosted backup repository storage quota
- Microsoft 365 backup repository storage quota
- Educational user (Microsoft 365)
- Cloud network (public cloud)

This helps bring additional revenue streams to service providers.

Enhanced Veeam Agent Support

Veeam Agent *for Mac* Support Updates. The new backup portal release now allows users to configure new elements (i.e., Library) for backup policy exclusions. In addition, service providers can now configure GFS settings in managed backup agent jobs.

Enhanced VCSP Pulse Integration

Common authentication for service providers and resellers. Starting from v8.1, service providers can automatically apply their authentication settings to resellers who act as a part of the service provider's organization. This streamlines integration with the VCSP Pulse portal for resellers and makes the initial configuration easier for service providers.

Licensing

License description visibility. The new backup portal release now exposes the descriptions for each managed Veeam license key. This should improve the license management experience for service providers and managed tenants.

Single-sign-on (SSO)

Improved SSO experience. With the new release, in case of connection drops to identity provider (IDP) servers for various reasons, the reconnection task will automatically be started to avoid issues with the login process to the backup portal.

Setup

Improved backup portal upgrade procedure. New checks and verifications in the setup wizard were added to detect outdated managed product versions. In addition, management agents are now upgraded only after all backup portal components are successfully upgraded. In case there's issues with the database upgrade procedure, service providers now have a manual way in the UI to retry the operation. This should make the user experience smoother and better controlled for upgrades.

REST API

New endpoints and updates to existing APIs. The new version of the Veeam Service Provider Console introduces a set of new endpoints and updates existing ones to allow for maximum flexibility when integrating the backup portal via third party applications. The list of new endpoints and a detailed change log can be found in the documentation too.

Early access to new endpoints. With the new release, service providers can now see what endpoints are coming by filtering them based on the "preview" tag. This should allow service providers to be more prepared for future changes and optimize development with VSPC APIs.