

## Veeam Management Pack for Microsoft System Center v9 Release Notes

This document provides last-minute information about Veeam Management Pack for Microsoft System Center v9, including system requirements, installation and upgrade procedure, as well as relevant information on technical support, documentation, online resources and so on.

The release version of Veeam Management Pack for Microsoft System Center v9 is available for download at: <https://www.veeam.com/vmware-microsoft-esx-monitoring-download.html> starting from July 13, 2020.

### See next:

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# System Requirements

## NOTES

- Unless otherwise stated, all 3<sup>rd</sup> party software must be at the latest update and/or patch level.
- Only English (US) Windows OS is fully QA tested for Veeam components. However, Veeam will support customers using any other-language OS, to reproduce problems and establish if the root cause is a language-related issue.
- Any system configuration which is not supported by the platform vendor (Microsoft, VMware) is also unsupported by Veeam.
- Installation of Veeam MP Microsoft System Center components on a Domain Controller is not supported.
- Safe mode is not supported for the Veeam MP for Microsoft System Center services operation.
- OpsMgr agent data is collected only for VMs running Microsoft Windows OS.

## VMware Infrastructure

### Platforms

- vSphere 7.x
- vSphere 6.x
- vSphere 5.5

### Hosts

- ESXi 7.x
- ESXi 6.x
- ESXi 5.5
- vSphere Hypervisor (FREE ESXi)

### Software

- vCenter Server 7.x
- vCenter Server 6.x
- vCenter Server 5.5

## Microsoft Hyper-V Infrastructure

### Platforms

- Windows Server 2022
- Windows Server 2019
- Windows Server 2016
- Windows Server 2012 R2

### Hosts

- Windows Server Hyper-V 2019
- Windows Server Hyper-V 2016
- Windows Server Hyper-V 2016 (FREE)
- Windows Server Hyper-V 2012 R2
- Windows Server Hyper-V 2012 R2 (FREE)

### Software

- Microsoft System Center Virtual Machine Manager 2019
- Microsoft System Center Virtual Machine Manager 2016
- Microsoft System Center Virtual Machine Manager 2012 R2

### NOTES

- OpsMgr agents must be installed on every Hyper-V host. For system requirements for OpsMgr agents, please refer to the OpsMgr documentation.
- Windows Server Core is supported.
- Semi-Annual Channel (SAC) releases of Microsoft Windows Server and Microsoft Windows Server Hyper-V are supported.
- Windows Nano Server (with Hyper-V role installed) is not supported.
- System Center Virtual Machine Manager is not a requirement.
- If you add a SCVMM server to Veeam Backup & Replication infrastructure, you must connect this SCVMM server with OpsMgr to ensure proper discovery of monitored object relations. For more information on how to connect SCVMM with OpsMgr, see [this Microsoft KB article](#).

## Veeam Infrastructure

### Platforms

- Veeam Backup & Replication 9.5 Update 4 and later

### Agents

- Veeam Agent for Windows 3.0 and later

## NOTES

- Only Standard, Enterprise and Enterprise Plus editions of Veeam Backup & Replication are supported.
- Veeam Backup & Replication running in Community Edition or using Backup Starter package are not supported and cannot be monitored.
- Veeam Backup & Replication server that manages jobs must have the Veeam Backup & Replication PowerShell SDK component installed.
- OpsMgr agent must be installed on Veeam Backup & Replication servers, Veeam Backup Enterprise Manager server, backup proxies, backup repositories, and WAN accelerators. For system requirements for OpsMgr agents, refer to the OpsMgr documentation.

## Microsoft System Center Operations Manager

### Operations Manager

- Microsoft System Center Operations Manager 2019
- Microsoft System Center Operations Manager 2016
- Microsoft System Center Operations Manager 2012 R2

### Hardware

- Hard disk space: variable storage size (OpsMgr database)

## NOTE

See the Veeam MP for VMware Sizing Calculator available as a part of [Veeam MP for Microsoft System Center Resource Kit](#).

### Software

- Microsoft SQL Server 2019 Reporting Services
- Microsoft SQL Server 2017 Reporting Services
- Microsoft SQL Server 2016 Reporting Services
- Microsoft SQL Server 2014 Reporting Services
- Microsoft SQL Server 2012 SP3 Reporting Services

## NOTE

OpsMgr Reporting Server and Data Warehouse are optional and only required for reporting capabilities of Veeam Management Pack for Microsoft System Center

## Veeam Virtualization Extensions Service

### Hardware

- Hard disk space: minimum 2GB – required for .NET Framework installation, binaries and log files
- Memory and Processor: processor architecture must be x64

### OS

Only 64-bit version of the following operating systems are supported:

- Microsoft Windows Server 2022
- Microsoft Windows Server 2019
- Microsoft Windows Server 2016
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2012

#### NOTE

Semi-Annual Channel (SAC) releases are supported.

#### Software

- Operations Manager Management Server
- Windows Remote Management must be enabled for the Management Server
- Microsoft .NET Framework 4.0 or later
- Windows PowerShell 2.0 or later - required for Veeam Virtualization Extensions Shell

#### NOTES

- Veeam Virtualization Extensions Service must be installed on an OpsMgr Management Server unless remote connection through Gateway Server is desired. In this case, the Remote VES installation package should be used for installing Veeam Virtualization Extensions Service. Refer to the [Veeam MP for Microsoft System Center Resource Kit](#) guide for more information.
- All instances of Virtualization Extensions Service must have Enterprise Plus license in order to unlock full functionality of the Enterprise Plus Edition. For further information on Veeam MP licensing, see FAQs on Veeam Management Pack for Microsoft System Center.
- The Virtualization Extensions Service does not perform heavy-load data processing. The minimum hardware requirement for an Operations Manager Management Server will support the Virtualization Extensions Service with no significant additional load generated.
- All patches and updates and for the current operating system must be installed.

## Veeam Virtualization Extensions UI

#### Hardware

- Hard disk space: minimum 2GB – required for .NET Framework installation, binaries and log files

#### OS

The only 64-bit version of the following operating systems are supported:

- Microsoft Windows Server 2022
- Microsoft Windows Server 2019
- Microsoft Windows Server 2016
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2012

#### NOTE

Semi-Annual Channel (SAC) releases are supported.

## Software

- Microsoft Internet Information Services 7.0 or later (IIS with required features is installed as part of Veeam Virtualization Extensions UI installation)
- Microsoft .NET Framework 4.0 or later
- Microsoft Edge 44 or later
- Microsoft Internet Explorer 11 or later
- Google Chrome 83.0 or later

## NOTES

- All patches and updates and for the current operating system must be installed.
- Installing the Veeam Virtualization Extensions UI on a vCenter Server is NOT supported due to conflicts between the IIS requirement for Veeam Virtualization Extensions UI and the embedded web server used by vCenter Server.

## Veeam VMware Collector

### Hardware

- Processor: 4 x 2GHz minimum
- Memory: 4GB minimum. To achieve maximum scalability and performance, x64 OS with 6GB RAM is recommended
- Hard disk space: 2GB minimum— required for .NET Framework installation, binaries, and log files

### OS

Only 64-bit version of the following operating systems are supported:

- Microsoft Windows Server 2022
- Microsoft Windows Server 2019
- Microsoft Windows Server 2016
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2012

## NOTE

Semi-Annual Channel (SAC) releases are supported.

### Software

Microsoft .NET Framework 4.0 or later

## NOTES

- All patches and updates and for the current operating system must be installed.
- Veeam VMware Collector component is only required for gathering monitoring data from VMware environments.

# Known Issues

## General

- Latest versions of the Microsoft System Center Operations Manager Web Console support HTML5 widgets only. That is why Silverlight dashboards can not be displayed in the latest versions of the Web console, and the Web console will not display Veeam MP heatmaps and dashboards.
- The Traffic Lights widget does not show the **Path** property. even if you configure the widget to display the **Path** property, dashboards will still show no data for it.
- The Drill-down option in the **Capacity Planning for Azure Hybrid Cloud** report may not work if the number of VMs is over 200. You will get the following error: *'The value of parameter 'Object' is not valid. (rsInvalidParameter). Invalid URI: The Uri string is too long.'* This is a known limitation of Microsoft SQL Server 2012 SP1.
- If you use a non-default SQL Collation that is not supported by OpsMgr, after installation of Veeam MP you may receive errors, such as: *'Cannot resolve the collation conflict between 'SQL collation', 'SQL\_Latin1\_General\_CP1\_CI\_AS' and 'Latin1\_General\_CI\_AS' in the equal to operation'.*
- When the Veeam Virtualization Extensions Service and Veeam Virtualization Extensions UI are installed on different machines, login to the UI using Windows credentials fails with the error: *'System.UnauthorizedAccessException: Attempted to perform an unauthorized operation.'* This happens because Microsoft IIS does not pass authentication data across two different machines.
- **Virtual machines. UptimeStatistics** and **Veeam State Details** reports may show *'No relevant data'* if the end date of the reporting period is more than one month far from the current date.

## VMware vSphere

### General

- In case a Veeam MP for VMware Collector is installed on an OpsMgr agent-managed machine that communicates with the Management Server through a gateway server, the Management Server will be unaware of hosts that were placed in the Maintenance Mode in the VMware vSphere Client.  
To work around the issue, after you put a host in the Maintenance Mode in the VMware vSphere Client, do the same in the OpsMgr console.
- The **Veeam Relationship History**, **Storage vMotions History**, and **vMotions History** reports may not work or work slowly. The OpsMgr Data Warehouse DB may accumulate huge amounts of discovered objects and relationships between them. If you have many management packs installed and lots of discoveries are not unusual, in 3-5 years the Relationship Table may include millions of records.  
To resolve the issue, please contact Veeam Technical Support for manually cleaning the obsolete DB records.
- The **VMCluster-memory** and **memoryUsedMB** metrics may report incorrect values if you choose to split host clusters into multiple monitoring jobs to allow more flexible load-balancing.  
To resolve the issue, disable the SplitClusters option, and try redistributing the monitoring load across Collectors.
- In some cases, no performance data can be obtained from a vCenter Server for a specific ESXi host during the configured interval due to an issue on the vCenter Server side. Veeam MP for VMware handles this situation by generating VP510 events and corresponding alerts in OpsMgr.
- For thin-provisioned VMs, vSphere may report that used space values are higher than the allocated space values. This may happen in several cases: memory swapped out to a datastore, VM being migrated

or suspended. For such VMs, the **Datastores. Overprovisioned Storage** report may show negative overprovisioning values. This is a known limitation of the vSphere API.

- If you configure multiple monitoring jobs for one vCenter Server and assign these jobs to different Veeam Collectors, all Collectors will generate events and trigger monitors. That is why the monitor State Change Events table will have multiple entries with the same events.
- Under certain circumstances, when the environment has multiple Veeam Collectors, and datastore discovery on the Collector that runs the datastore monitoring job is delayed, then OpsMgr may show datastore GUIDs instead of datastore names. This issue will be resolved automatically within 4-24 hours when discoveries from all Collectors will have completed. Alternatively, you can manually re-launch the discovery process by restarting the OpsMgr agent.
- If a vSphere host NIC is not connected to any vSwitch or Distributed vSwitch, Veeam MP for VMware will not monitor its state. Monitoring will only start when the NIC is added to a switch.
- The default 5-minute setting for statistics collection should not be changed in a vCenter Server. This interval is required for gathering VMware data.
- If the time on a Collector is not synchronized with the time on monitored ESXi hosts, the Collector will be unable to gather hardware data from the hosts via CIM. CIM data collection is considered obsolete and will only be used if the Veeam VMware Advanced ESXi Hardware Monitoring (CIM-based) MP is installed.
- The **Host Security Profile** report may not display all expected audit events when you drill down to a specific change. This can occur due to synchronization issues around discovery and update of the *Host Security Profile* object that happens daily and the storing of the associated security change events that happen in real-time.

To view all host security profile audit events, click the **Total number of changes** link under the hostname. This link will always display all security events captured during the reporting period.

- After Veeam MP for VMware is installed, the **Veeam VMware Collector: Health Service recommended configuration** monitor runs a recovery action – a script that adjusts registry configuration settings for the OpsMgr Health Service on Collector servers. After the script is performed, the Health Service (Microsoft Monitoring Agent Service) is restarted. Note that automatic restart only occurs when the Collector is installed on a server with an OpsMgr agent – not an OpsMgr Management Server. In some cases, the script may fail to restart the Health Service (Microsoft Monitoring Agent); as a result, the monitor will stay in the *Warning* state.

To resolve the issue, restart the Microsoft Monitoring Agent service manually.

- On the OpsMgr Management Server, the Maintenance Mode synchronization script may fail with the following error: '*MaintenanceMode.ps1 : OpsMgr Shell Module or Snap-in not found.*'

To resolve the issue, install **PowerShell 3.0** and reboot the server. If this does not resolve the issue, install the Operations Console on the Management Server.

- If the same datastore is connected to different Datacenters within one vCenter Server or if the same datastore is connected to different vCenter Servers, it is recognized as two different datastore objects in OpsMgr.
- During the normal Veeam MP for VMware discovery process, some vSphere objects may be temporarily shown as unmanaged and their management will reside on an Operations Manager Management Server. When trying to run Veeam workflows for such objects, the Management Server will attempt to open the Veeam VMware Event log. If there is no Veeam VMware Collector installed on the Management Server, the following error will be observed: '*The Windows Event Log Provider is still unable to open the Veeam VMware Event log on computer '<OpsMgr Manager Server Name>'*'.



When the Veeam MP for VMware discovery process is finished, all vSphere objects will have been 'claimed' for management by a Collector and the errors on the MS should no longer appear.

- Veeam VMware Collector may skip several events from directly-connected ESXi host after the host was rebooted.
- Security profiles data is not collected for standalone ESXi hosts running VMware ESXi 6.5 and later.

### Unknown files analysis

- Running the **Scan Datastore for Unknown Files** task against inactive datastores can cause task failure.
- For datastores with no registered VMs, the **UnknownFilesGB** metric value is returned as '0'.
- During the VM migration process, there can be two copies of VM files while the VM is registered on one host only. The host where the VM is not registered might report VM files as garbage files. This will result in the **UnknownFilesGB** metric showing inaccurate value and the **Veeam VMware: Datastore Unknown Files Analysis** alerts triggered for affected datastores.
- Storage devices with hardware deduplication may report incorrect unknown file values. That is why the **Veeam VMware: Datastore Unknown Files Analysis** monitor is disabled by default for Virtual Volumes, vSAN datastores, and NFS datastores.
- **Veeam VMware: Datastore Unknown Files Analysis** monitor tracks space taken on datastores by a number of files being 'unknown' to a vCenter Server. Some 3rd-party solutions can replicate, backup, or copy VM files without registering them in the vCenter Server.
- **Scan Datastore for Unknown Files** task and **VMware: Datastore Unknown Files Analysis** monitor treat VM swap files residing on a separate datastore as unknown files.

To resolve the issue, follow the instructions provided in [this VMware KB article](#).

## Microsoft Hyper-V

- Hyper-V Integration Services should be installed on all VMs to allow full-featured monitoring.
- Storage migration to another volume halts the storage performance data collection. The following performance metrics are affected: *Storage IOPS*, *Storage KB Total/sec*, *Storage Flush Count*, and *Storage Error Count*. Note that this issue does not affect migration between hosts.  
To resolve the issue, restart the OpsMgr agent after storage migration.
- CSVs and cluster disks must not contain apostrophes in their names. Otherwise, Veeam MP will not be able to discover neither cluster disks nor CSVs.
- Microsoft Windows and Microsoft Hyper-V containers are not supported.
- If you set an override for a Veeam MP performance metric in a way that the specified data collection time interval exceeds the OpsMgr time range configured to collect dependent metrics, the corresponding Veeam MP monitor will not be able to work correctly, and all dependent metrics will return zero values.
- In case if a virtual machine uses the VHDs (VHD Set) type of virtual hard disk, OpsMgr will not be able to collect disk metric values for the VHDs and the **Used Storage GB** metric will return zero values because Hyper-V API does not expose per-VM disk usage for VHDs attached to a specific VM.
- The **Configuration Change Tracking and Alert Correlation** report displays 'GUID to VM name' events as changes.
- The **VM Net and Disk Traffic Analysis** dashboard does not show *Net Used* and *Disk Time* statistics.
- Importing Hyper-V Task Manager VMM plug-in without restarting the SCVMM console may cause the console to crash.

- The **Last Successful Backup** property of Microsoft Hyper-V VMs with crash-consistent backups enabled is always empty.
- The **Veeam HyperV: VM Integration Services Status** monitor may generate errors in the OpsMgr log if a heavily loaded virtual machine has not been able to respond in a timely manner.
- After a VM is renamed a VM reboot is required in order to let Hyper-V collect the new name and related performance metrics.
- When the Hyper-V host does not correctly process a command that the guest VM OS sent to the iSCSI device, it will increase the **Error Count** metric value although the command is valid and not necessarily an error.
- During the initial discovery, VMs may be temporarily represented with GUIDs instead of VM names.
- During the initial discovery, if VMs are removed from Hyper-V Manager inventory while the storage remains offline the VMs will have GUIDs shown instead of VM names.
- If two or more VMs residing on a Hyper-V host have the same VM name, the Hyper-V Task Manager may show inaccurate performance statistics data for such VMs.
- For VMs with static memory, Hyper-V will not send memory usage data to the *PerfMon* classes. As a result, such VMs will have zero memory usage in OpsMgr.
- When all VMs on a Hyper-V host are stopped, events **10103** will be written to the OpsMgr event log on the Hyper-V host: *'In PerfDataSource, could not resolve counter instance [CounterName]. The module will not be unloaded. One or more workflows were affected by this.'* When all VMs are stopped, the Hyper-V server unloads all PerfMon classes, and the OpsMgr *PerfMon* module cannot access data.
- Local disks and volumes on Hyper-V hosts will be discovered only if there are VMs residing on these volumes.
- NFS storage is not supported.
- The size of the pass-through disks is not taken into account when the **Used Storage** metric value for a VM is calculated.
- The **Virtual Machine. Idle VMs** report output tables show *'n/a'* values in the *Down Time (%)* column.
- After installation or upgrade, the **Traffic Light** and **Top N** dashboard widgets will show no data until performance statistics are aggregated in the OpsMgr Data Warehouse DB. Usually, the initial data aggregation takes about 4 hours.
- If a VM is migrated from a volume that has several mount paths, the **Used Storage** property for the VM may be reported incorrectly. For the volume that has multiple mount paths, Veeam Hyper-V MP is able to collect only the last path value. This value may differ from the path value stored in the VM properties. For this reason, the relations between the VM, CSV, and Host Disk may be displayed incorrectly.
- If a Clustered Shared Volume is unavailable (failed status), the **Used Storage GB** metric will be reported as zero.
- If the Run As account configured for the *Veeam Hyper-V MP VMM Connection Account (Read-only)* profile does not have sufficient permissions, *'Unauthorized Access'* exceptions will be written to the event log on the Management Server.

## Veeam Backup & Replication

- Standalone Agent jobs may be still visible in the OpsMgr console after the Agent was moved under the control of the Veeam Backup & Replication server.
- If a Veeam Backup & Replication server runs a large number of jobs, data collection process may consume a high amount of CPU resources and sometimes cause a significant load on the backup server.

To minimize the load you can disable the following rules: **Veeam Job Processing Rate MBps**, **Veeam Job Backup Size GB**, **Veeam Job Processed Size GB**, **Veeam Job Duration**, **Veeam Job Deduplication Ratio %**, **Veeam Job Transferred Size GB** and **Veeam Job Compression Ratio %**.

- The **Backup Job RPO compliance** monitor does not support SureBackup jobs and Backup Copy (Immediate Copy) jobs.
- The **VM Backup Status** report incorrectly displays some backup job statuses for jobs in the 'in progress' state. The '*in-Progress*' job state may indicate poor performance of the Veeam Backup configuration database or other performance issues on the backup server.
- The **Veeam Backup: Job RPO Compliance** monitor tracks job history only for restore points successfully created during the previous 3 months.
- Job sessions that failed before VMs enumeration are excluded from Veeam Backup & Replication reports.
- vCenter Servers must be added to Virtualization Extensions UI using the same unique address as in the Veeam Backup & Replication console, otherwise, the **Protected VMs** report may show incorrect data. Use of FQDN is recommended.
- The *\_Total Instance* value of the **CPU Used %** metric for backup proxy may exceed 100% if the backup proxy is overloaded.
- If a VM has a large volume (more than 2TB) and the volume is distributed among several VMDK files, the **VM Configuration Assessment** report may incorrectly show this volume as having a potential backup issue.
- When a Veeam Backup & Replication server goes down, the WMI providers that are used for gathering monitoring data cannot be accessed. After the server is recovered, the status of the job monitors will become *green* even if the jobs finished with errors or warnings.
- Certain unnecessary configuration data of Veeam Agent for Windows operating in the **Agent Management** mode and being managed by the backup server is not collected from machines running Veeam Agent for Windows 3.0 and later. All relevant job data is properly collected from backup servers.
- Backup policies data is not collected for machines running Veeam Agent for Windows versions 3.0, 3.0.1, 3.0.2, and 4.0. The issue is scheduled to be fixed in the next Veeam Agent for Windows versions.
- Standalone Agent jobs may be un-discovered during backup and restore operations performed on the machines running Veeam Agent for Windows version 3.0, 3.0.1, 3.0.2, and 4.0. Once the backup and restore operation is completed, the job will be re-discovered. The issue is scheduled to be fixed in the next Veeam Agent for Windows versions.
- The **SQL Transaction Log** and **Oracle Archived Log** backup jobs data is not collected for all types of agent backup jobs and backup policies.
- The **Veeam Backup: Job RPO Compliance** monitor, which is disabled by default, ignores agent backup jobs managed by the backup server and containing two or more machines.
- The **Veeam Backup: Job RPO Compliance** monitor may incorrectly calculate the *NextRunTime* values for agent backup jobs managed by the backup server. The issue is observed in Veeam Backup & Replication environments running version 9.5 Update 4.
- The **Backup Repository Maintenance Mode** and **Repository Seal Mode tracking** monitors support only Performance Tier extents of scale-out backup repositories.
- The **Backup Copy Job Overview** report may show backup copy job sessions under the same backup job object if the sessions belong to different backup copy jobs having the same names and running on different backup servers.

# Installing Veeam Management Pack for Microsoft System Center

Refer to Veeam Management Pack for Microsoft System Center installation guides for more information: [Installing Veeam MP for VMware](#), [Installing Veeam MP for Hyper-V](#), [Installing MP for Veeam Backup & Replication](#).

# Uninstalling Veeam Management Pack for Microsoft System Center

Refer to Veeam Management Pack for Microsoft System Center installation guides for more information: [Uninstalling Veeam MP for VMware](#), [Uninstalling Veeam MP for Hyper-V](#), [Uninstalling MP for Veeam Backup & Replication](#).

# Upgrading Veeam Management Pack for Microsoft System Center

Upgrade to Veeam Management Pack for Microsoft System Center v9 is supported from Veeam Management Pack for Microsoft System Center version 8.0 and later.

Refer to Veeam Management Pack for Microsoft System Center installation guides for more information: [Upgrading Veeam MP for VMware](#), [Upgrading Veeam MP for Hyper-V](#), [Upgrading MP for Veeam Backup & Replication](#).

# Licensing

Veeam Management Pack for Microsoft System Center is licensed per a CPU socket. A CPU socket is defined as a single physical processor chip on a vSphere host in the monitored environment. The Veeam Management Pack for Microsoft System Center solution does not take into account the number of cores on a physical CPU. The minimum purchase is 10 CPU sockets. For more information, refer to Veeam Management Pack for Microsoft System Center pricing page: [veeam.com/management-pack-system-center-pricing.html](http://veeam.com/management-pack-system-center-pricing.html)

The trial license key is sent to you automatically after downloading the product. The trial license is valid for 30 days from that moment and includes Basic technical support. When the trial ends, the monitoring features that for Veeam Backup & Replication environment remain active, giving you the free edition of Veeam Management Pack for Veeam Backup.

To obtain a full license key, please refer to [veeam.com/buy-veeam-products-pricing.html](http://veeam.com/buy-veeam-products-pricing.html)

The perpetual license includes a one-year maintenance plan with Basic support. To renew or upgrade your maintenance plan, please contact Veeam Renewals at [veeam.com/renewal.html](http://veeam.com/renewal.html)

# Technical Documentation References

If you have any questions about Veeam Backup & Replication, you may use the following resources:

- Product web page: [veeam.com/system-center-management-pack-vmware-hyperv.html](http://veeam.com/system-center-management-pack-vmware-hyperv.html)
- User guides: [veeam.com/documentation-guides-datasheets.html?prd=mp](http://veeam.com/documentation-guides-datasheets.html?prd=mp)
- Community forums: [www.veeam.com/forums](http://www.veeam.com/forums)

# Technical Support

We offer email and phone technical support for customers with active maintenance agreements and during the official evaluation period. For a 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.
- Log files.

To submit your support ticket or obtain additional information, please visit [veeam.com/support.html](http://veeam.com/support.html).

## TIP

Before contacting technical support, consider searching for a resolution on Veeam Community Forums at [veeam.com/forums](http://veeam.com/forums)

# Contacting Veeam Software

At Veeam Software, we pay close attention to comments from our customers – and make it our mission to listen to your input, and to build our products with your suggestions in mind. We encourage all customers to join Veeam Community Forums at [veeam.com/forums](https://www.veeam.com/forums) and share their feedback directly with the R&D team.

Should you have a technical or licensing issue or question, please feel free to contact our Customer Support organization directly. 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 [veeam.com/support.html](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 [veeam.com/contacts](https://www.veeam.com/contacts).