



Version 8.0

Deployment Guide

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Contacting Veeam Software

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Customer Support

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Company Contacts

For the most up-to-date information about company contacts and office locations, visit the [Veeam Contacts Webpage](#).

Online Support

If you have any questions about Veeam products, you can use the following resources:

- Full documentation set: veeam.com/documentation-guides-datasheets.html
- Veeam R&D Forums: forums.veeam.com

About Veeam Service Provider Console

Veeam Service Provider Console is a cloud-enabled platform for centralized management and monitoring of data protection operations and services. The solution is intended for physical and virtual environments protected with Veeam Agent for Microsoft Windows, Veeam Agent for Linux and Veeam Agent for Mac (further referred to as Veeam backup agents), Veeam Backup & Replication and Veeam Backup for Microsoft 365.

Veeam Service Provider Console is designed for service providers and enterprises. Service providers can deploy Veeam Service Provider Console to deliver Veeam-powered Backup-as-a-Service (BaaS) and Disaster Recovery-as-a-Service (DRaaS) services to their customers. Enterprises can use the solution to streamline backup operations in remote and branch offices (ROBO), or other locations.

Veeam Service Provider Console offers the following major capabilities:

- **Automated deployment, configuration and management of Veeam backup agents.** You can automate deployment and configuration of Veeam Agent for Microsoft Windows, Veeam Agent for Linux and Veeam Agent for Mac on computers in local and remote networks, manage backup jobs, and monitor the status of data protection operations in environments protected with Veeam backup agents.
- **Centralized monitoring and management of Veeam Backup & Replication.** You can manage Veeam Backup & Replication jobs configured to protect virtual and cloud machines, run failover plans, monitor and report on the status of data protection operations in virtual environments, or connect to backup servers remotely.
- **Resource management and monitoring for Veeam Cloud Connect.** You can allocate cloud repository and cloud host resources to store backups and replicas created with Veeam backup agents and Veeam Backup & Replication, monitor and calculate the cost of resources provided with Veeam Cloud Connect.
- **Centralized license management and usage reporting.** You can manage licenses and collect license usage information for Veeam Cloud Connect, Veeam Backup & Replication, Veeam backup agents, Veeam Backup for Microsoft 365 and Veeam ONE in a single view. Veeam Service Provider Console also allows you to create and manage VCSP Pulse license keys and assign license keys internally or to client companies and resellers without accessing VCSP Pulse portal.
- **Streamlined billing, chargeback and reporting.** You can automate billing or chargeback operations for provided data protection services, and create backup reports showing whether you meet established RPO requirements.

Architecture in Brief

Veeam Service Provider Console is a cloud-based solution with a distributed architecture. The product architecture comprises the following structural components:

- Veeam Service Provider Console portal
- Cloud infrastructure components
- Management agents

Veeam Service Provider Console Portal

The core component of the solution architecture is Veeam Service Provider Console. **Veeam Service Provider Console** is a multitenant web-based portal for centralized management and monitoring of backup operations and services.

Veeam Service Provider Console includes two structural parts – Veeam Service Provider Console Server and Veeam Service Provider Console Web UI. **Veeam Service Provider Console Server** is the engine responsible for providing centralized management of Veeam backup agents and Veeam Backup & Replication. **Veeam Service Provider Console Web UI** provides a web interface that allows users to interact with Veeam Service Provider Console Server.

Cloud Infrastructure

Veeam Service Provider Console allows you to manage Veeam products installed on machines in local or remote networks. To communicate with managed machines, Veeam Service Provider Console utilizes a **cloud infrastructure** implemented with Veeam Cloud Connect.

The major components of the cloud infrastructure are cloud gateways and the Veeam Cloud Connect server. **Cloud gateways** build a bridge between the Veeam Service Provider Console portal on one side and managed machines on the other side, and implement a TLS-secured communication tunnel between these two sides.

The **Veeam Cloud Connect server** is responsible for managing cloud infrastructure components. Additionally, if you use Veeam Cloud Connect to provide cloud repository and cloud host resources to clients or enterprise business units, the Veeam Cloud Connect server is responsible for managing these resources.

Management Agents

To interact with machines in managed infrastructures, Veeam Service Provider Console uses management agents. **Management agents** are Veeam Service Provider Console software components responsible for collecting data and performing all types of management, software installation and configuration tasks on managed machines. Management agents must be installed on machines that run Veeam products (Veeam backup agents, Veeam Backup & Replication, Veeam Cloud Connect, Veeam ONE and Veeam Backup for Microsoft 365 servers). You can also install management agents on Veeam Backup Enterprise Manager.

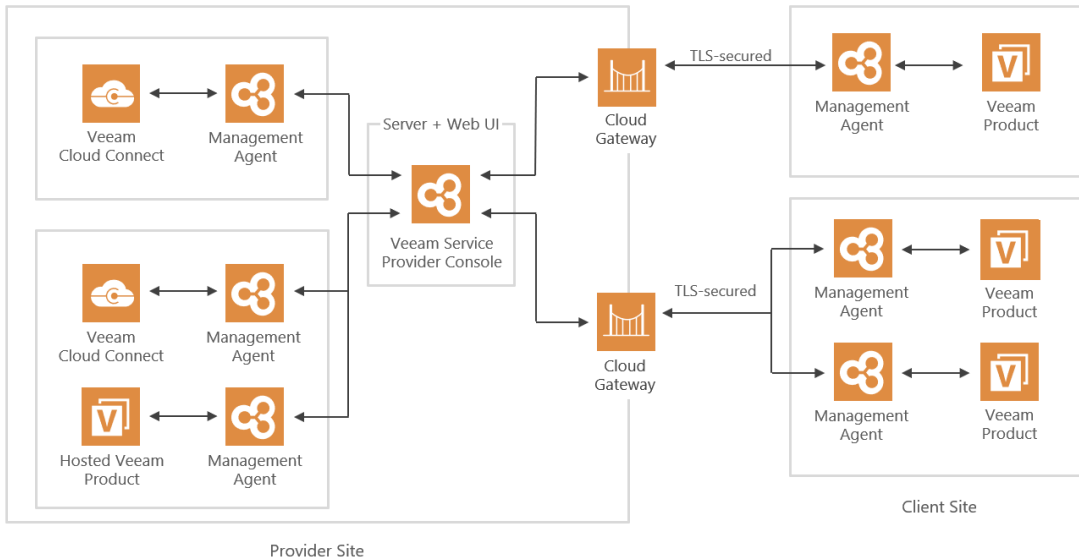
A Veeam Service Provider Console management agent can act as a cloud agent, client agent, master agent or infrastructure agent.

- **Cloud management agent** is used to interact with Veeam Cloud Connect servers in the service provider infrastructure.
- **Client management agent** is used to interact with Veeam products installed on client computers.
- **Master management agent** is used to perform discovery of computers in the client infrastructure, and automate installation and update of Veeam backup agents.

- **Infrastructure management agent** is used to interact with Veeam products hosted in the service provider infrastructure.

Communication Between Components

Communication between management agents and Veeam Service Provider Console is performed as follows:



Veeam Service Provider Console management agent setup file contains the list of FQDN or IP addresses of cloud gateways assigned to the company. This list can include only up to 7 IP addresses or 150 FQDN symbols. When you deploy a management agent on a computer, the agent connects to Veeam Service Provider Console using the first available gateway from the list. If the connection fails, the management agent will automatically fail over to the next gateway. Once the connection is established, the management agent obtains from Veeam Service Provider Console FQDN or IP addresses of all cloud gateways assigned to the company.

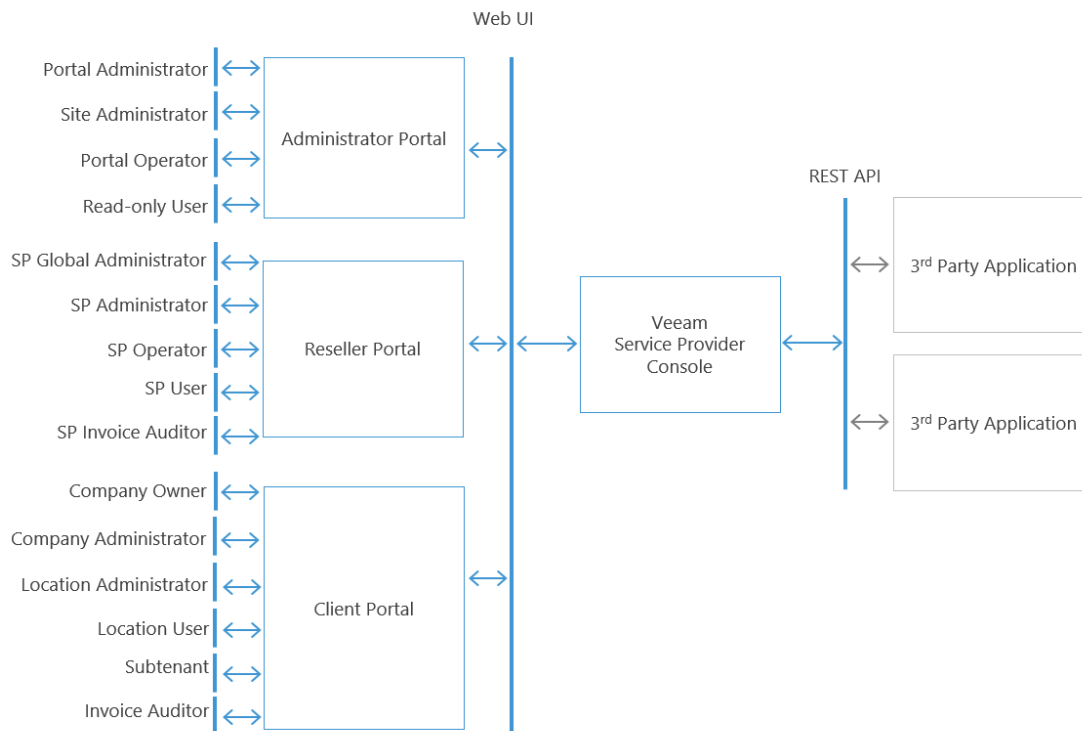
Management agents deployed on machines that run client Veeam products (Veeam backup agents, Veeam Backup & Replication, Veeam ONE and Veeam Backup for Microsoft 365) collect data about the managed software, and send this data to cloud gateways. Cloud gateways, in their turn, communicate obtained data to Veeam Service Provider Console. Management agents deployed on Veeam Cloud Connect servers and on machines that run hosted Veeam products send data to Veeam Service Provider Console directly, bypassing cloud gateways. Commands from Veeam Service Provider Console to management agents are communicated in the reverse order, by the same path.

Veeam Service Provider Console stores collected data to the Veeam Service Provider Console database, and makes it available in the Veeam Service Provider Console portal. The database can be hosted on a Microsoft SQL Server that runs on the same machine where Veeam Service Provider Console is installed, or on a remote Microsoft SQL Server (recommended).

Veeam Service Provider Console Interfaces

There are two ways of interaction with Veeam Service Provider Console:

- For interaction with end users, the solution includes web-based portals – Administrator Portal, Reseller Portal and Client Portal.
- For integration with 3rd-party applications and services, the solution provides REST API.



Veeam Service Provider Console Portals

Veeam Service Provider Console includes the following web-based portals:

- **Administrator Portal** is the main configuration and management interface of Veeam Service Provider Console. In this portal, users can configure Veeam Service Provider Console settings, manage companies, perform billing and run management, monitoring and reporting tasks.

The Administrator Portal can be accessed by users who have the Portal Administrator, Site Administrator, Portal Operator or Read-only User role assigned.

For details on functionality available in the Administrator Portal, see [Guide for Service Providers](#).

- **Reseller Portal** is the interface for resellers who act as intermediate providers of backup services. In this portal, users can manage companies, allocate to companies backup and replication resources of service provider, perform billing and run management, monitoring and reporting tasks.

The Reseller Portal can be accessed by users who have one of the following roles assigned: Service Provider Global Administrator, Service Provider Administrator, Service Provider Operator, Service Provider User and Service Provider Invoice Auditor. The scope of data available to users in this portal is restricted to companies allocated to a reseller by the root service provider. Users cannot access data pertaining to other resellers and client companies.

For details on functionality available in the Reseller Portal, see [Guide for Resellers](#).

- **Client Portal** is a self-service area for companies that act as consumers of managed backup services. In this portal, users can monitor how much resources they have consumed, deploy Veeam backup agents, manage backup jobs, view invoices or chargeback reports, perform basic configuration tasks and so on.

The Client Portal can be accessed by users who have the Company Owner, Company Administrator, Location Administrator, Location User, Subtenant or Invoice Auditor role assigned. The scope of data available to users in this portal is restricted to a corresponding company only. Users cannot access data pertaining to other companies.

For details on functionality available in the Client Portal, see [Guide for End Users](#).

Integration with 3rd-Party Solutions

For integration with 3rd-party applications and services, Veeam Service Provider Console provides REST Web Services API exposed over HTTPS. REST responses are supported in the JSON, XML and CSV formats.

For details on REST API, see [REST API Reference](#).

Encryption Standards

Veeam Service Provider Console uses the following industry-standard data encryption algorithms:

Sensitive Data Encryption

To encrypt sensitive data such as credentials, Veeam Service Provider Console uses Data Protection API (DPAPI). For details, see [Microsoft Docs](#).

Certificates Generation

To generate self-signed certificates, Veeam Service Provider Console uses RSA algorithm with a 2048-bit key length and SHA-2 hashing algorithm.

Prerequisites

This section describes system requirements and prerequisites that you must consider before deploying Veeam Service Provider Console.

System Requirements

Before you deploy Veeam Service Provider Console, make sure that your environment meets the necessary system requirements.

Veeam Service Provider Console

The machine where you want to install Veeam Service Provider Console must meet the following requirements.

Specification	Requirement
Hardware	CPU: modern x64 processor (minimum 4 cores) Memory: 8GB RAM (recommended)
Network	1 Mbit/s
OS	Only 64-bit versions of the following operating system are supported: <ul style="list-style-type: none">• Microsoft Windows Server 2022• Microsoft Windows Server 2019• Microsoft Windows Server 2016• Microsoft Windows Server 2012 R2• Microsoft Windows Server 2012• Microsoft Windows 11• Microsoft Windows 10 (starting from version 1909)• Microsoft Windows 10 LTSC versions (1607, 1809) Note: You cannot install Veeam Service Provider Console on a machine running Microsoft Windows Server Core.

Specification	Requirement
Software	<ul style="list-style-type: none"> • Microsoft SQL Server 2022/2019 CU4*/2017/2016/2014/2012 (SQL Server Express 2017 is included in the setup) • Microsoft OLE DB Driver for SQL Server (included in the setup) • Microsoft SQL Server 2014 System CLR Types (included in the setup) • Microsoft .NET Framework 4.7.2 (included in the setup) • Microsoft ASP .NET Core Shared Framework 6.0.24 (included in the setup) • Microsoft .NET Runtime 6.0.24 (included in the setup) • Microsoft .NET 6.0.24 Windows Server Hosting (included in the setup) • Microsoft Visual C++ 2015 Redistributable Update 3 (included in the setup) • Microsoft Report Viewer 2015 (included in the setup) • Microsoft Application Request Routing 3.0 (included in the setup) • IIS URL Rewrite Module 2.1 (included in the setup) • Microsoft Internet Information Services (IIS) 7.0 or later • Windows Installer 5.0 • Microsoft PowerShell 5 or later • Microsoft Edge, Mozilla Firefox, Google Chrome (latest versions) • PDF viewer for viewing reports <p>*Microsoft SQL Server 2019 requires Cumulative Update package 4 (CU4). For details, see this Microsoft KB article.</p>

IMPORTANT!

For proper Veeam Service Provider Console Web UI operation, apply all required changes to cipher suites before installing Veeam Service Provider Console. Changing cipher suites after installation may cause network connection issues.

Veeam Cloud Connect

Veeam Service Provider Console integrates with Veeam Cloud Connect and requires the following components to be deployed in the backup infrastructure.

Specification	Requirement
Platforms	<ul style="list-style-type: none">• Veeam Backup & Replication• VMware Cloud Director
Infrastructure	<ul style="list-style-type: none">• Veeam Backup & Replication 12.1 (recommended)• Veeam Backup & Replication 12• Veeam Backup & Replication 11a• Veeam Backup & Replication 11• VMware Cloud Director 10.x (up to 10.5) <p>For details on version compatibility of Service Provider and Tenant Veeam Backup & Replication servers, see Product Versions in Veeam Cloud Connect Infrastructure.</p>
Software	Veeam Cloud Connect server must have PowerShell 5.0 or later

Plugins

Specification	Requirement
Platforms	<ul style="list-style-type: none"> • VCSP Pulse • Veeam Backup & Replication • Veeam Agent for Microsoft Windows • Veeam Agent for Linux • Veeam Agent for Mac • Veeam Backup for Microsoft 365 • Veeam ONE • ConnectWise Automate • ConnectWise Manage • Grafana

Infrastructure

- Veeam Backup & Replication 12.1 (recommended)
- Veeam Backup & Replication 12
- Veeam Backup & Replication 11a
- Veeam Backup & Replication 11
- Veeam Backup & Replication 10a
- Veeam Agent for Microsoft Windows 6.1 (recommended)
- Veeam Agent for Microsoft Windows 6
- Veeam Agent for Microsoft Windows 5
- Veeam Agent for Linux 6.1 (recommended)
- Veeam Agent for Linux 6
- Veeam Agent for Linux 5
- Veeam Agent for Mac 2.1 (recommended)
- Veeam Agent for Mac 2
- Veeam Agent for Mac
- Veeam Backup for AWS 7 using Veeam Backup & Replication plug-in (recommended)
- Veeam Backup for AWS 6a using Veeam Backup & Replication plug-in
- Veeam Backup for AWS 6 using Veeam Backup & Replication plug-in
- Veeam Backup for AWS 5 using Veeam Backup & Replication plug-in
- Veeam Backup for AWS 4 using Veeam Backup & Replication plug-in
- Veeam Backup for Microsoft Azure 6 using Veeam Backup & Replication plug-in (recommended)
- Veeam Backup for Microsoft Azure 5a using Veeam Backup & Replication plug-in
- Veeam Backup for Microsoft Azure 5 using Veeam Backup & Replication plug-in
- Veeam Backup for Microsoft Azure 4 using Veeam Backup & Replication plug-in
- Veeam Backup for Microsoft Azure 3 using Veeam Backup & Replication plug-in
- Veeam Backup for Google Cloud 5 using Veeam Backup & Replication plug-in (recommended)
- Veeam Backup for Google Cloud 4 using Veeam Backup & Replication plug-in
- Veeam Backup for Nutanix AHV 5 using Veeam Backup & Replication plug-in (recommended)
- Veeam Backup for Nutanix AHV 4a using Veeam Backup & Replication plug-in
- Veeam Backup for Nutanix AHV 4 using Veeam Backup & Replication plug-in
- Veeam Backup for Nutanix AHV 3 using Veeam Backup & Replication plug-in
- Veeam Backup for Nutanix AHV 2.x using Veeam Backup & Replication plug-in
- Veeam Backup for Microsoft 365 version 7a (recommended)

Specification	Requirement
	<ul style="list-style-type: none"> • Veeam Backup for Microsoft 365 version 7 • Veeam Backup for Microsoft 365 version 6 • Veeam ONE 12.1 (recommended) • Veeam ONE 12 • Veeam ONE 11a • ConnectWise Automate v7 or later • ConnectWise Manage 2020.1 or later • Grafana 6.5 or later

Management Agents

Machines running Veeam Service Provider Console management agents must meet the following requirements:

Specification	Requirement
Hardware	<p>CPU: x86-64 processor architecture</p> <p>Memory: 2 GB RAM*</p> <p>*Memory sizing depends on managed products and workloads. For details on additional sizing requirements, see Veeam Service Provider Console Agents Management.</p>
Network	<p>Management agent channel bandwidth:</p> <ul style="list-style-type: none"> • 64 kbit/s for managing Veeam backup agents • 128 kbit/s for managing Veeam Backup & Replication, Veeam ONE, Veeam Backup for Microsoft 365 <p>For remote network discovery rules, discovered computers must have the following firewall rules enabled:</p> <ul style="list-style-type: none"> • File and Printer Sharing (SMB-In), TCP port 445 • Windows Management Instrumentation (WMI-In) • Remote Scheduled Tasks Management (RPC), Remote Scheduled Tasks Management (RPC-EPMAP), Incoming TCP, RPC Dynamic Ports firewall rule

Specification	Requirement
<p>Windows OS</p>	<p>Both 64-bit and 32-bit (where applicable) versions of the following operating systems are supported, except Server Core installations for server OS:</p> <ul style="list-style-type: none"> • Microsoft Windows Server 2022 • Microsoft Windows Server 2019 • Microsoft Windows Server 2016 • Microsoft Windows Server 2012 R2 • Microsoft Windows Server 2012 • Microsoft Windows Server 2008 R2 SP1 • Microsoft Windows 11 • Microsoft Windows 10 (starting from version 1909) • Microsoft Windows 10 LTSC versions (1507, 1607, 1809) • Microsoft Windows 8.1 • Microsoft Windows 7 SP1
<p>Linux OS</p>	<p>Linux kernel versions 2.6.32 – 6.8 are supported as long as you use kernels supplied by your distribution.</p> <p>Only 64-bit versions of the following operating systems are supported:</p> <ul style="list-style-type: none"> • Debian 10.13 – 12.5 • Ubuntu 16.04, 18.04, 20.04, 22.04, 22.10, 23.04, 23.10, 24.04 • RHEL 6.4 – 8.9, 9.0 – 9.4 • CentOS 7.x • Oracle Linux 6 – 8.9, 9.0 – 9.4 (RHCK) • Oracle Linux 6 (starting from UEK R2) – Oracle Linux 9 (up to kernel versions 5.15.0-200.131.27.el9uek) • SLES 12 SP4, 12 SP5, 15 SP1 – 15 SP5 • SLES for SAP 12 SP4, 12 SP5, 15 SP1 – 15 SP5 • Fedora 36, 37, 38, 39 • openSUSE Leap 15.3 – 15.5 • openSUSE Tumbleweed (experimental support) <p>Consider the following limitations:</p> <ul style="list-style-type: none"> • Linux kernel version 2.6.32 or later is supported as long as you use kernels supplied by your distribution. • Fedora and openSUSE Tumbleweed are supported up to kernel 6.8. • Linux kernel 2.6.32 – 754.6.3 in CentOS / RHEL and Oracle Linux (RHCK) is not supported. • Automatic deployment from the Veeam Service Provider Console portal is not supported for the following distributions: Fedora 36 – 39, openSUSE Tumbleweed.

Specification	Requirement
macOS	<ul style="list-style-type: none">• Sonoma 14.x• Ventura 13.x• Monterey 12.6.X• Big Sur 11.7.X• Catalina 10.15.X• Mojave 10.14.X• High Sierra 10.13.6
Software	Microsoft .NET Framework 4.6 or later (Windows computers)

Limitations

You cannot install the following Veeam Service Provider Console components on a Domain Controller:

- Veeam Service Provider Console Server
- Veeam Service Provider Console Web UI

Permissions

The following sections describe permissions required for proper operation of Veeam Service Provider Console.

Veeam Service Provider Console Service Account

The service account must have *Local Administrator* permissions on the machine where Veeam Service Provider Console Server component is installed.

Connecting to Microsoft SQL Server

The account used to connect to the Microsoft SQL Server hosting the Veeam Service Provider Console database must have the following permissions:

- **public** role (default permissions)
- **dbcreator** role (needed to create the Veeam Service Provider Console database during the Veeam Service Provider Console installation procedure)
- **db_owner** and **public** roles on the Veeam Service Provider Console database
- **public** permissions on the **master** database
- **public** permissions on the **msdb** database
- **VIEW SERVER STATE**, **ALTER ANY CONNECTION** and **CONNECT SQL** permissions
- [For Always-On Availability Groups] **VIEW ANY DEFINITION** permission

Connecting Veeam Cloud Connect Server

- **Connection account**

The account used to connect a Veeam Cloud Connect server to Veeam Service Provider Console must have:

- local Administrator permissions on the Veeam Cloud Connect machine
- access to the *admin\$* share on the Veeam Cloud Connect machine

- **Service account**

The account used to authenticate the management agent installed on the Veeam Cloud Connect server in Veeam Service Provider Console must have:

- local Administrator permissions on the Veeam Cloud Connect machine
- Backup Administrator role assigned in Veeam Cloud Connect
- access to the *admin\$* share on the Veeam Cloud Connect machine

Discovery

The account used to discover computers in the client infrastructure must have local Administrator permissions on all discovered computers.

Installing and Uninstalling Veeam Backup Agents

The account used to install and uninstall Veeam backup agents must have local Administrator permissions on computers where the install and uninstall procedures are performed.

Configuring ConnectWise Manage Connection

The account used to configure ConnectWise Manage plugin connection must be assigned a security role that has access to the following security modules:

Companies Security Module

Security Module Parameter	Add Level	Edit Level	Delete Level	Inquire Level
Company Maintenance	None	None	None	All
Configurations (Allow Access to Veeam Managed Computer)	All	All	All	All
Contacts	None	None	None	All

Finance Security Module

Security Module Parameter	Add Level	Edit Level	Delete Level	Inquire Level
Agreements	All	All	None	All
Invoicing	None	None	None	All

Procurement Security Module

Security Module Parameter	Add Level	Edit Level	Delete Level	Inquire Level
Product Catalog	All	All	None	All

Service Desk Security Module

Security Module Parameter	Add Level	Edit Level	Delete Level	Inquire Level
Close Service Tickets	All	All	None	All

Security Module Parameter	Add Level	Edit Level	Delete Level	Inquire Level
Service Tickets	My	My	My	My

System Security Module > Table Setup

Security Module Parameter	Add Level	Edit Level	Delete Level	Inquire Level
Company / Company Status	All	None	None	All
Company / Company Type	All	None	None	All
Company / Configuration	All	None	None	All
Invoicing / Billing Cycle	All	None	None	All
Products / Category	All	None	None	All
Products / Product Type	All	None	None	All
Products / Subcategory	All	None	None	All
Products / UOM	All	None	None	All
Service / Service Board	All	None	None	All

IMPORTANT!

Make sure you have enabled *All* access on **Add** and **Inquire** levels to the **Table Setup** security module before customizing the security module.

Configuring ConnectWise Automate Connection

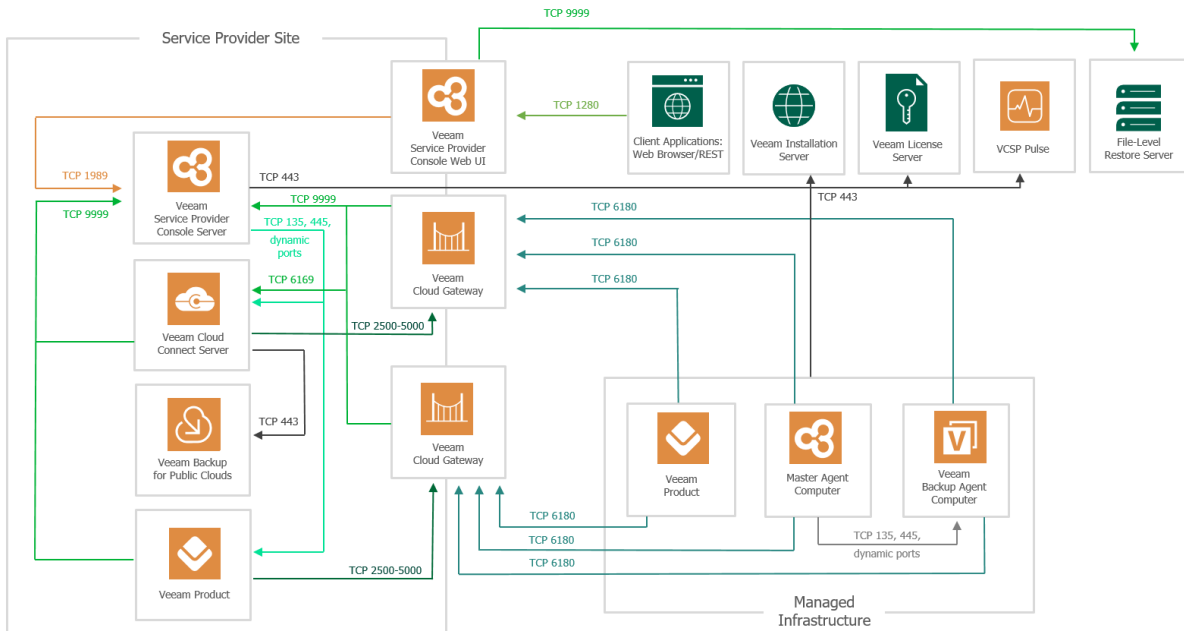
The account used to configure Veeam Service Provider Console plugin for ConnectWise Automate connection must be assigned a user class that has the following permissions:

Permission	Create	Read	Update	Delete	Access
Alerts	N\A	N\A	Full	N\A	Full
Clients	N\A	Full	Full	Full	N\A

Permission	Create	Read	Update	Delete	Access
Computers	Full	N\A	Full	Full	N\A
Computers: Show All	N\A	N\A	N\A	N\A	Full
Contacts	N\A	Full	N\A	N\A	N\A
Groups: Show All	N\A	N\A	N\A	N\A	Full
Internal Monitors	Full	N\A	Full	Full	N\A
Plugin Manager	N\A	N\A	N\A	N\A	Full
Remote Monitors	Full	N\A	N\A	Full	N\A
Solution Center	N\A	N\A	N\A	N\A	Full
System Config	N\A	N\A	N\A	N\A	Full
System Dashboard: Config	N\A	N\A	N\A	N\A	Full
System Dashboard: Management	N\A	N\A	N\A	N\A	Full
System Dashboard: Overview	N\A	N\A	N\A	N\A	Full
System Dashboard: Tickets	N\A	N\A	N\A	N\A	Full
Tickets	Full	Full	Full	Full	N\A
Ticket Requests	N\A	N\A	N\A	N\A	Full
Plugin: Veeam Service Provider Console plugin for ConnectWise Automate	N\A	N\A	N\A	N\A	Full

Ports

The following diagram and table describe ports that must be open to ensure that Veeam Service Provider Console components and machines interacting with these components can exchange data.



From	To	Protocol	Port	Description
Veeam Service Provider Console Web UI	Veeam Service Provider Console Server	TCP	1989	Default port that the Veeam Service Provider Console Web UI component uses to communicate with the Server component.
	ConnectWise Manage plugin	TCP	9996	Port used for communication with ConnectWise Manage plugin.
	File-level restore server	TCP	9999	Default port that the file-level restore plugin Web UI component uses to communicate with the server component.

From	To	Protocol	Port	Description
	SMTP server	TCP	25	<p>Default port used by the SMTP server to send email notifications.</p> <p>Port 25 is most commonly used but the actual port number depends on configuration of your environment.</p>
Management agent	Cloud gateway	TCP	6180	Default port on a cloud gateway used to transfer traffic from management agents, deployed in a client infrastructure, to cloud gateways.
	Veeam Service Provider Console Server	TCP	9999	Default port used to transfer traffic from management agents, deployed in a service provider infrastructure, to Veeam Service Provider Console.
	Certificate Revocation Lists	TCP	80 or 443 (most popular)	<p>Tenant backup server needs access to CRLs (Certificate Revocation Lists) of the CA (Certification Authority) who issued a certificate to the SP.</p> <p>Generally, information about CRL locations can be found on the CA website.</p>

From	To	Protocol	Port	Description
	Windows Automatic Root Certificates Update component	TCP	443	<p>Port used by the Automatic Root Certificates Update component for communication with the Windows Update endpoint.</p> <p>Applicable to Microsoft Windows 10 and later, Microsoft Windows Server 2016 and later.</p> <p>For details, see Microsoft Docs.</p>
Veeam Cloud Connect server	Cloud gateway	TCP	2500-5000	<p>Port range used during transfer of the management agent from the Veeam Cloud Connect server to a tenant's or service provider's backup server.</p> <p>The management agent transfer is performed when a Veeam Backup & Replication, Veeam ONE or Veeam Backup for Microsoft 365 server is connected to Veeam Service Provider Console.</p>
Cloud gateway	Veeam Cloud Connect server	TCP	6169	<p>Default port on the Veeam Cloud Connect server used to listen to cloud commands from a tenant's or service provider's backup server.</p>
Cloud gateway	Veeam Service Provider Console Server	TCP	9999	<p>Default port used to transfer traffic from</p>

From	To	Protocol	Port	Description
Veeam Cloud Connect server				cloud gateways and Veeam Cloud Connect server to Veeam Service Provider Console Server component. Note: If you deploy Veeam Service Provider Console server and Veeam Cloud Connect server in different networks, we recommend to set up a VPN bridge between these networks. Exposing Veeam Service Provider Console server and Veeam Cloud Connect server ports to the internet is not recommended.
Web browser	Veeam Service Provider Console Web UI	TCP	1280	Default port used to transfer traffic between Veeam Service Provider Console Web UI component and a web browser.
Veeam Service Provider Console Server	Veeam License Update Server (autolk.veeam.com, vac.butler.veeam.com)	TCP	443	Default port used to update a license and send license usage statistics to the Veeam License Update Server. Port 443 must be open on the Veeam Service Provider Console Server to allow incoming and outgoing traffic.
	Veeam Installation Server (vac.butler.veeam.com, download.veeam.com, download2.veeam.com)	TCP	443	Default port used to check version availability and download Veeam backup agent setup files from the Veeam Installation Server. Port 443 must be open on the machine that runs the Veeam Service Provider Console Server.
		TCP	80 or 443 (most popular)	

From	To	Protocol	Port	Description
	Certificate Revocation Lists	HTTP	Certificate verification endpoints: <ul style="list-style-type: none"> • *.ss2.us • *.amazontrust.com 	<p>Veeam Service Provider Console server needs access to CRLs (Certificate Revocation Lists) of the CA (Certification Authority) who issued a certificate to the SP.</p> <p>Generally, information about CRL locations can be found on the CA website.</p> <p>Certificate validation is required when Veeam Service Provider Console server connects to Veeam Installation Server (autolk.veeam.com, vac.butler.veeam.com, download.veeam.com, download2.veeam.com) and VCSP Pulse plugin (propartner.veeam.com, openapi.veeam.com) to check for new product versions and license update.</p>
	VCSP Pulse plugin (propartner.veeam.com, openapi.veeam.com)	TCP	443	Port used for communication with VCSP Pulse.
	Amazon S3 object storage	TCP	80	Used to verify the certificate status.
		HTTP	Certificate verification endpoints: <ul style="list-style-type: none"> • *.amazontrust.com 	Consider that certificate verification endpoints (CRL URLs and OCSP servers) are subject to change. The actual list of addresses can be found in the certificate itself.
		TCP	80	

From	To	Protocol	Port	Description
	Amazon S3 object storage	HTTP	Certificate verification endpoints: <ul style="list-style-type: none"> • *.amazontrust.com 	<p>Used to verify the certificate status.</p> <p>Consider that certificate verification endpoints (CRL URLs and OCSP servers) are subject to change. The actual list of addresses can be found in the certificate itself.</p>
	Veeam Cloud Connect server	TCP	135, 445, 49152 to 65535	<p>Ports required for Remote Scheduled Tasks Management (RPC). For details, see Microsoft Docs.</p> <p>Note: If you deploy Veeam Service Provider Console server and Veeam Cloud Connect, Veeam ONE or Veeam Backup for Microsoft 365 server in different networks, we recommend to set up a VPN bridge between these networks. Exposing Veeam Service Provider Console server and Veeam Cloud Connect, Veeam ONE or Veeam Backup for Microsoft 365 server ports to the internet is not recommended.</p>
	Veeam Backup for Microsoft 365 server			
	Veeam ONE server			
	Microsoft SQL Server	TCP	1433	<p>Port used for communication with the Microsoft SQL Server on which the Veeam Service Provider Console database is deployed.</p> <p>You may need to open additional ports depending on your configuration. For details, see Microsoft Docs.</p>

From	To	Protocol	Port	Description
	SMTP server	TCP	25	<p>Default port used by the SMTP server to send email notifications.</p> <p>Port 25 is most commonly used but the actual port number depends on configuration of your environment.</p>
	NTP server	TCP	123	<p>Port used to synchronize time between Veeam Service Provider Console server and NIST Internet Time Servers. The port is required if you configure multi-factor authentication to access Veeam Service Provider Console.</p>
	Amazon S3 object storage	HTTP	<p>Certificate verification endpoints:</p> <ul style="list-style-type: none"> *.amazonaws.com 	<p>Used to upload Veeam product logs to created support cases.</p>
Management agent on Veeam Cloud Connect	Veeam Backup for Public Clouds appliance	TCP	443	<p>Port used for communication with Veeam Backup for Public Clouds appliance.</p>
Master management agent	Veeam Installation Server (vac.butler.veeam.com, download.veeam.com, download2.veeam.com)	TCP	443	<p>Default port used to download Veeam Agent for Microsoft Windows setup file from the Veeam Installation Server. Port 443 must be open on the machine that runs the master management agent.</p>
	Veeam Backup Agent computer (Windows)	TCP	445	<p>Port required for remote network discovery of computers in the client infrastructure.</p>

From	To	Protocol	Port	Description
		TCP	135, 1025 to 5000 (for Microsoft Windows 2003), 49152 to 65535 (for Microsoft Windows 2008 and newer)	Ports required for Remote Scheduled Tasks Management (RPC). For details, see Microsoft Docs .
		TCP	9999	Port used to transfer settings required for Veeam Backup Agent computer to connect to Veeam Service Provider Console.
	Veeam Backup Agent computer (Linux)	TCP	22	Port required to establish SSH connection and remote network discovery of computers in the client infrastructure.
Remote Access Console (SP LAN)	Veeam Cloud Connect server	TCP	8191	Port used for communication with the Veeam Cloud Connect Service and Veeam Cloud Connect-side network redirector(s).
		TCP	9392	Port used for communication with the Veeam Backup Service.
		TCP	10003	Port used for communication with the Veeam Backup Service.
Remote Access Console (Internet)	Cloud gateway	TCP	6180	Default port used for communication with the Veeam Cloud Connect Service and Veeam Cloud Connect-side network redirector(s).

From	To	Protocol	Port	Description
	Certificate Revocation Lists	TCP	80 or 443 (most popular)	<p>Remote Access Console needs access to CRLs (Certificate Revocation Lists) of the CA (Certification Authority) who issued a certificate to the Veeam Cloud Connect provider.</p> <p>Generally, information about CRL locations can be found on the CA website.</p>

Connection Settings

The following network connection settings must be configured for proper operation of Veeam Service Provider Console.

Discovering Client Computers and Installing Veeam Backup Agents

To discover client computers and deploy Veeam backup agents with discovery rules, make sure that these firewall rules are enabled for inbound traffic on client computers:

- **Remote Scheduled Tasks Management (RPC and RPC-EPMAP)** is required for discovery
- **Windows Management Instrumentation (WMI-In)** is required for discovery on Windows desktop OSes
- **File and Printer Sharing (SMB-In)** is required to upload setup files
- **[For Linux computers]** Make sure that SSH port is open

These rules are not required if you plan to deploy Veeam backup agents using 3rd party automation tools, or manually.

Sizing Guidelines

To achieve maximum performance of Veeam Service Provider Console in large-scale environments, use configuration and sizing recommendations provided in this section. The recommended configurations can be equally used for POC deployments and deployments in production.

- [Configuration and sizing recommendations for Veeam Backup Agent management](#)
- [Configuration and sizing recommendations for Veeam Backup & Replication management](#)
- [Configuration and sizing recommendations for Veeam Backup for Microsoft 365 management](#)
- [Configuration and sizing recommendations for Veeam Backup for Public Clouds management](#)
- [Configuration and sizing recommendations for Veeam Service Provider Console agents management](#)

Provided recommendations are based on results obtained from tests performed by Veeam Software in our lab environment. Recommendations for your environment may depend on the intensity of operations and specific use cases.

General Recommendations

We recommend that you install the following Veeam Service Provider Console infrastructure components on dedicated machines.

- Veeam Service Provider Console server
- Microsoft SQL Server hosting the Veeam Service Provider Console database
- Veeam Cloud Connect server

In large-scale environments, each of these components may handle a large amount of workload. Installing the components on different machines will help balance the workload.

NOTE:

If you install Veeam Service Provider Console and Microsoft SQL Server hosting product database on the same machine, we recommend to limit memory usage for the SQL Server. Limiting memory usage will let you reserve memory for the operation system and Veeam Service Provider Console server component. For details on memory configuration, see [this Microsoft article](#).

Limitations

In one Veeam Service Provider Console instance, you can manage the following maximum number of objects*:

- 50 Veeam Cloud Connect servers
- 1000 Veeam Backup & Replication servers
- 50 Veeam ONE servers
- 50 Veeam Backup for Microsoft 365 servers
- 100 Veeam Backup for Public Clouds appliances for each managed Veeam Cloud Connect server
- 15 000 Veeam backup agents

- 20 000 workloads protected with Veeam Backup for Public Clouds
- 250 000 VMs protected with Veeam Backup & Replication
- 500 000 workloads protected with Veeam Backup for Microsoft 365
- 500 resellers
- 4000 companies

*The specified limits may differ depending on managed servers configuration.

Veeam Backup Agent Management

To manage large environments with more than 250 Veeam backup agents, use the following sizing recommendations.

Veeam Service Provider Console

For Veeam Service Provider Console, use a server that meets the following requirements:

Managed Computers	< 250	< 1 000	1 000 - 2 000	2 000 - 5 000	5 000 - 15 000
CPU	2 vCPUs	4 vCPUs	4 vCPUs	6 vCPUs	8 vCPUs
Memory	4 GB	6 GB	8 GB	10 GB	16 GB
Minimum bandwidth*	1 Mbit/sec	1 Mbit/sec	2 Mbit/sec	4 Mbit/sec	14 Mbit/sec
Disk space	5 GB	10 GB	15 GB	20 GB	20 GB

* Under the condition that each Veeam backup agent has 1 job scheduled to perform backup once a day.

Microsoft SQL Server

Veeam Service Provider Console ships with the Microsoft SQL Server Express edition. The Express edition is recommended for POC, trial and small-scale environments on a temporary basis. For production deployments, use Microsoft SQL Server Standard and higher.

Microsoft SQL Server that hosts the Veeam Service Provider Console database must meet the following requirements:

Managed Computers	< 250	< 1 000	1 000 - 2 000	2 000 - 5 000	5 000 - 15 000
Microsoft SQL Server Edition	SQL Server Express ¹	SQL Server Standard SQL Server Enterprise	SQL Server Standard SQL Server Enterprise	SQL Server Standard SQL Server Enterprise	SQL Server Standard SQL Server Enterprise
CPU	2 vCPUs	4 vCPUs	4 vCPUs	6 vCPUs	10 vCPUs
Memory	2 GB	4 GB	6 GB	8 GB	16 GB
Database Size² (approximate values)	2 GB in a year ³	15 GB in a year ³	20 GB in a year ³	45 GB in a year ³	130 GB in a year ³

Managed Computers	< 250	< 1 000	1 000 - 2 000	2 000 - 5 000	5 000 - 15 000
Minimal Reservation for Temp DB⁴	-	2 GB	2 GB	8 GB	16 GB

1. Not recommended for production deployments.
2. Under the condition that each Veeam backup agent has 1 job scheduled to perform backup once a day.
3. With default retention settings (3 months).
4. It is recommended to store Temp DB data on SSD.

Veeam Backup & Replication Management

To manage large environments with multiple Veeam Backup & Replication servers, use the following sizing recommendations.

Veeam Service Provider Console

For Veeam Service Provider Console, use a server that meets the following requirements:

Protected VMs*	< 1 000	< 10 000	< 50 000	< 80 000	< 100 000
CPU	2 vCPUs	4 vCPUs	6 vCPUs	8 vCPUs	10 vCPUs
Memory	4 GB	6 GB	10 GB	12 GB	16 GB
Minimum bandwidth	1 Mbit/sec	2 Mbit/sec	4 Mbit/sec	9 Mbit/sec	12 Mbit/sec
Disk space	5 GB	10 GB	15 GB	20 GB	20 GB

* Under the condition that a protected VM has 2 virtual disks and is included in 2 daily data protection jobs: one targeted to a local backup repository, one targeted to cloud. Managed Veeam Backup & Replication server protects 100 VMs.

Microsoft SQL Server

Veeam Service Provider Console ships with the Microsoft SQL Server Express edition. The Express edition can be used for POC, trial and small-scale environments on a temporary basis. It is not recommended to use the Microsoft SQL Server Express edition in case you have more than 10 000 VMs protected by managed Veeam Backup & Replication servers.

For production deployments, use Microsoft SQL Server Standard and higher. Microsoft SQL Server that hosts the Veeam Service Provider Console database must meet the following requirements:

Protected VMs ¹	< 1 000	< 10 000	< 50 000	< 80 000	< 100 000
Microsoft SQL Server Edition	SQL Server Express ²	SQL Server Standard SQL Server Enterprise	SQL Server Standard SQL Server Enterprise	SQL Server Standard SQL Server Enterprise	SQL Server Standard SQL Server Enterprise
CPU	2 vCPUs	4 vCPUs	6 vCPUs	8 vCPUs	10 vCPUs
Memory	4 GB	6 GB	8 GB	12 GB	16 GB
Database Size	2 GB in a year ³	25 GB in a year ³	90 GB in a year ³	130 GB in a year ³	170 GB in a year ³

Protected VMs ¹	< 1 000	< 10 000	< 50 000	< 80 000	< 100 000
Minimal Reservation for Temp DB⁴	-	5 GB	8 GB	16 GB ²	20 GB

1. Under the condition that a protected VM has 2 virtual disks and is included in 2 daily data protection jobs: one targeted to a local backup repository, one targeted to cloud. Managed Veeam Backup & Replication server protects 100 VMs.
2. Not recommended for production deployments.
3. With default retention settings (3 months).
4. It is recommended to store Temp DB data on SSD.

Veeam Backup for Microsoft 365 Management

To manage large environments with multiple Veeam Backup for Microsoft 365 servers, use the following sizing recommendations.

Veeam Service Provider Console

For Veeam Service Provider Console, use a server that meets the following requirements:

Protected users	10 000	50 000	100 000	250 000	500 000
CPU	4 vCPUs	4 vCPUs	6 vCPUs	6 vCPUs	8 vCPUs
Memory	2 GB	4 GB	6 GB	8 GB	12 GB
Minimum bandwidth	2 Mbit/sec	4 Mbit/sec	6 Mbit/sec	10 Mbit/sec	16 Mbit/sec
Disk space	5 GB	10 GB	15 GB	20 GB	20 GB

* Under the condition that each Veeam Backup for Microsoft 365 server has up to 400 jobs scheduled to run once a day. Managed Veeam Backup for Microsoft 365 server protects 45000 users.

Microsoft SQL Server

Veeam Service Provider Console ships with the Microsoft SQL Server Express edition. The Express edition can be used for POC, trial and small-scale environments on a temporary basis. It is not recommended to use the Microsoft SQL Server Express edition in case you have more than 10 000 users protected by managed Veeam Backup for Microsoft 365 servers.

For production deployments, use Microsoft SQL Server Standard and higher. Microsoft SQL Server that hosts the Veeam Service Provider Console database must meet the following requirements:

Protected users ¹	10 000	50 000	100 000	250 000	500 000
Microsoft SQL Server Edition	SQL Server Express ²	SQL Server Standard SQL Server Enterprise	SQL Server Standard SQL Server Enterprise	SQL Server Standard SQL Server Enterprise	SQL Server Standard SQL Server Enterprise
CPU	2 vCPUs	4 vCPUs	4 vCPUs	6 vCPUs	8 vCPUs
Memory	2 GB	4 GB	6 GB	8 GB	16 GB

Protected users ¹	10 000	50 000	100 000	250 000	500 000
Database Size	5 GB in a year ³	15 GB in a year ³	25 GB in a year ³	50 GB in a year ³	90 GB in a year ³
Minimal Reservation for Temp DB⁴	-	2 GB	2 GB	8 GB ²	16 GB

1. Under the condition that each Veeam Backup for Microsoft 365 server has up to 400 jobs scheduled to run once a day. Managed Veeam Backup for Microsoft 365 server protects 45000 users.

2. Not recommended for production deployments.

3. With default retention settings (3 months).

4. It is recommended to store Temp DB data on SSD.

Veeam Backup for Public Clouds Management

To manage large environments with multiple Veeam Backup for Public Clouds appliances, use the following sizing recommendations.

Veeam Service Provider Console

For Veeam Service Provider Console, use a server that meets the following requirements:

Backup appliances*	< 10	< 25	< 50	< 75	< 100
CPU	2 vCPUs	4 vCPUs	4 vCPUs	6 vCPUs	8 vCPUs
Memory	4 GB	4 GB	8 GB	12 GB	16 GB
Minimum bandwidth	2 Mbit/sec	4 Mbit/sec	8 Mbit/sec	8 Mbit/sec	10 Mbit/sec
Disk space	5 GB	10 GB	15 GB	20 GB	20 GB

* Under the condition that a backup appliance has 30 workloads included in 2 daily data protection jobs, 1 weekly job and 1 monthly job. Managed Veeam Cloud Connect server protects 100 backup appliances.

Microsoft SQL Server

Veeam Service Provider Console ships with the Microsoft SQL Server Express edition. The Express edition can be used for POC, trial and small-scale environments on a temporary basis. It is not recommended to use the Microsoft SQL Server Express edition in case you have more than 10 backup appliances.

For production deployments, use Microsoft SQL Server Standard and higher. Microsoft SQL Server that hosts the Veeam Service Provider Console database must meet the following requirements:

Backup appliances ¹	< 10	< 25	< 50	< 75	< 100
Microsoft SQL Server Edition	SQL Server Express ²	SQL Server Standard SQL Server Enterprise	SQL Server Standard SQL Server Enterprise	SQL Server Standard SQL Server Enterprise	SQL Server Standard SQL Server Enterprise
CPU	2 vCPUs	4 vCPUs	6 vCPUs	8 vCPUs	10 vCPUs
Memory	4 GB	6 GB	8 GB	12 GB	16 GB

Backup appliances ¹	< 10	< 25	< 50	< 75	< 100
Database Size	15 GB in a year ³	35 GB in a year ³	55 GB in a year ³	85 GB in a year ³	120 GB in a year ³
Minimal Reservation for Temp DB⁴	-	5 GB	8 GB	16 GB ²	20 GB

1. Under the condition that a backup appliance has 30 workloads included in 2 daily data protection jobs, 1 weekly job and 1 monthly job. Managed Veeam Cloud Connect server protects 100 backup appliances.
2. Not recommended for production deployments.
3. With default retention settings (3 months).
4. It is recommended to store Temp DB data on SSD.

Veeam Service Provider Console Agents Management

To manage large environments with multiple Veeam Service Provider Console management agents, size the machines on which the management agents are installed in accordance with the following requirements:

Managed Veeam Product ¹	Veeam Backup Agent	Veeam Backup & Replication	Veeam Cloud Connect ²	Veeam Backup for Microsoft 365	Veeam Backup for Public Clouds
CPU	+1 vCPU	+1 vCPU	+2 vCPUs	+1 vCPU	+2 vCPUs
Memory	+2 GB	+2 GB	+4 GB	+8 GB	+8 GB
Disk space	+15 GB	+20 GB	+20 GB	+30 GB	+20 GB

1. Requirements for one Veeam product. For multiple products, add up the required resources.
2. It is not recommended to use more than 1000 subtenants per tenant.

Deploying Veeam Service Provider Console

To deploy and configure Veeam Service Provider Console, complete the following steps:

1. [Install Veeam Service Provider Console](#).

You can install Veeam Service Provider Console components on the same machine (single-server scenario), or on different machines (distributed scenario).

2. [Configure cloud infrastructure](#).

Configure the cloud infrastructure for Veeam Service Provider Console.

Step 1. Install Veeam Service Provider Console

You can install Veeam Service Provider Console on a physical or virtual machine using a single-server or a distributed scenario:

- [Single-server installation scenario](#)

In this scenario, the Veeam Service Provider Console Server and Web UI structural components are installed on the same machine.

- [Distributed installation scenario](#)

In this scenario, the Veeam Service Provider Console Server and Web UI structural components are installed on different machines, to separate the client and server roles of the solution.

We recommend to install Veeam Service Provider Console on a dedicated machine to balance the load. However, for small scale and POC deployments, you can install Veeam Service Provider Console on a machine that runs Veeam Cloud Connect.

Single-Server Installation Scenario

You can install Veeam Service Provider Console on a physical or virtual machine, using the single-server installation scenario. In this scenario, the Veeam Service Provider Console Server and Web UI components are installed on the same machine. Single-server scenario is preferable for small- to medium-scale deployments.

Before you begin the installation process, make sure that:

- The machine where you plan to install Veeam Service Provider Console meets software and hardware requirements.

For details, see [System Requirements](#).

- All required ports are open.

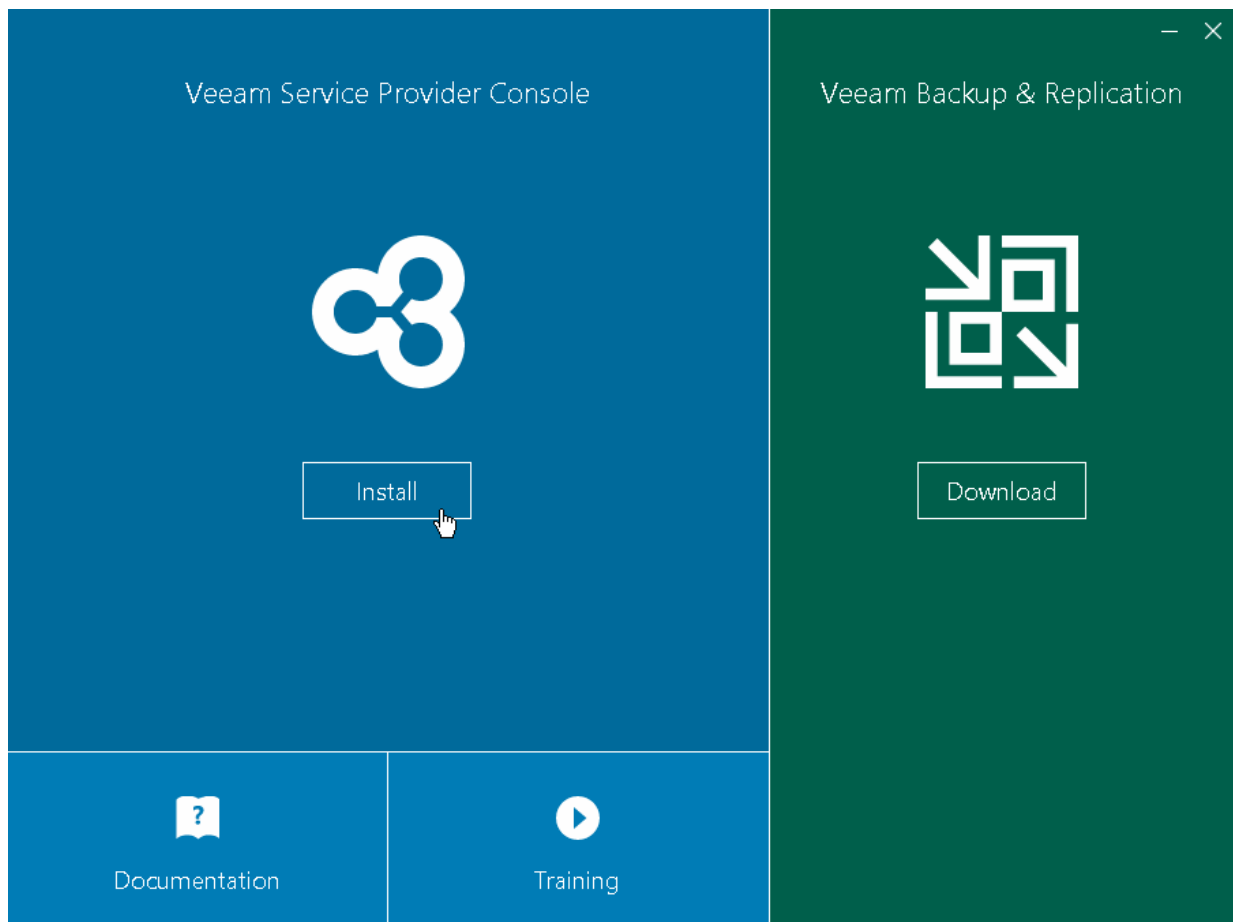
For details, see [Ports](#).

To install Veeam Service Provider Console:

1. Log on as Administrator to the machine where you want to install Veeam Service Provider Console.
2. Mount the installation image using disk image emulation software or burn the downloaded image to a CD/DVD.

If you are installing Veeam Service Provider Console on a VM, use built-in tools of the virtualization management software to mount the installation image to the VM.

3. Run the `Setup.exe` file from the image to launch the setup splash screen.
4. On the splash screen, click the **Install** tile to launch the **Veeam Service Provider Console Setup** wizard.



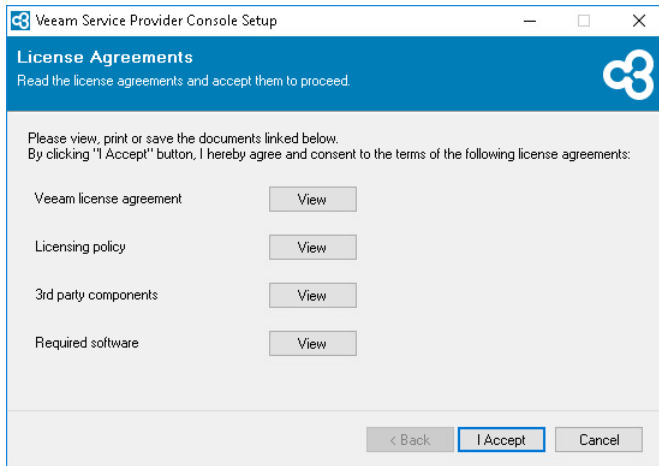
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NOTE:

The installer will verify what version of .NET Framework is currently present on the machine. If the required version is not found, the installer will prompt to automatically install .NET Framework that is included with the Veeam Service Provider Console installer. After installing .NET Framework, you may need to reboot the machine, and then continue with installation.

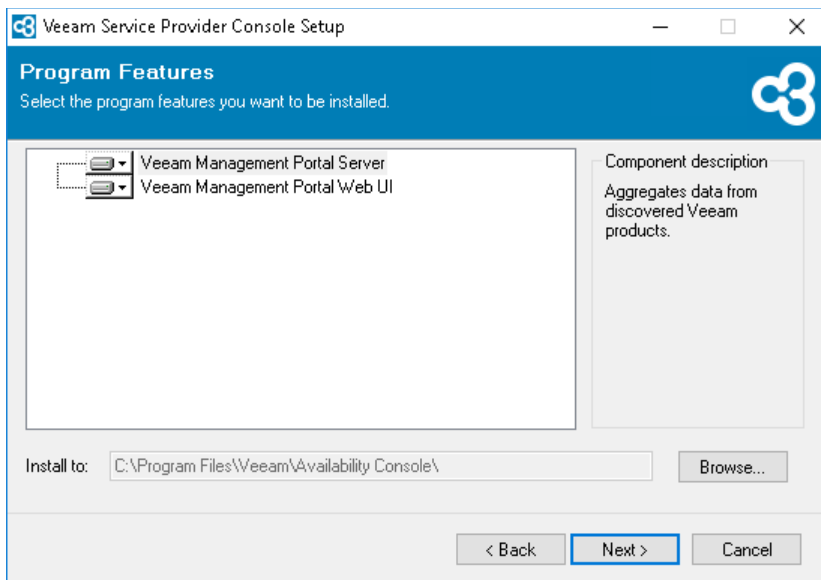
- At the **License Agreements** step of the wizard, read and accept the Veeam license agreement, Veeam licensing policy, 3rd party components license agreement and required software license agreement.

If you do not accept the license agreement terms, you will not be able to continue the installation.



- At the **Program Features** step of the wizard, make sure that both the Server and Web UI components are selected.

If necessary, you can change the installation directory at this step.

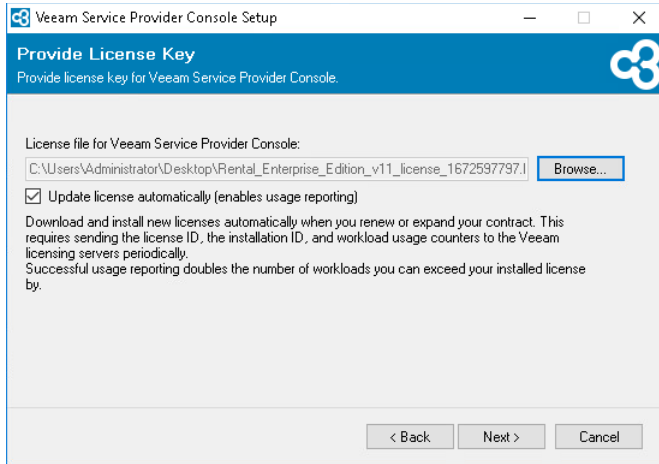


- At the **Provide License Key** step of the wizard, click **Browse** and point to the license file.

To install new licenses automatically when you renew or expand your contract, select the **Update license automatically** check box. If you enable the automatic license update, and therefore enable usage reporting, you will double the number of workloads by which you can exceed your installed license. For details, see section [Exceeding License Limit](#) of the Guide for Service Providers.

Note that for *Evaluation* and *NFR* licenses automatic license update must be enabled. For details on license types, see section [License Types](#) of the Guide for Service Providers.

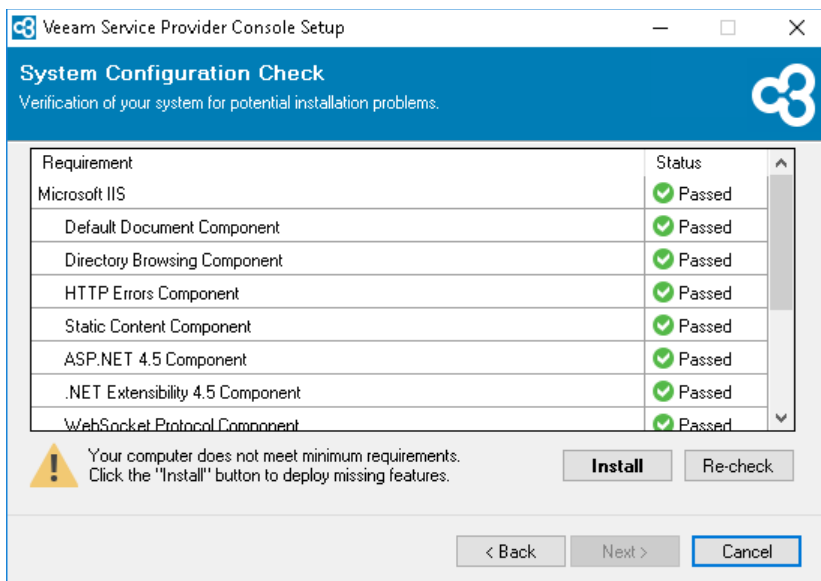
For details on license requirements, see section [Licensed Objects](#) of the Guide for Service Providers.



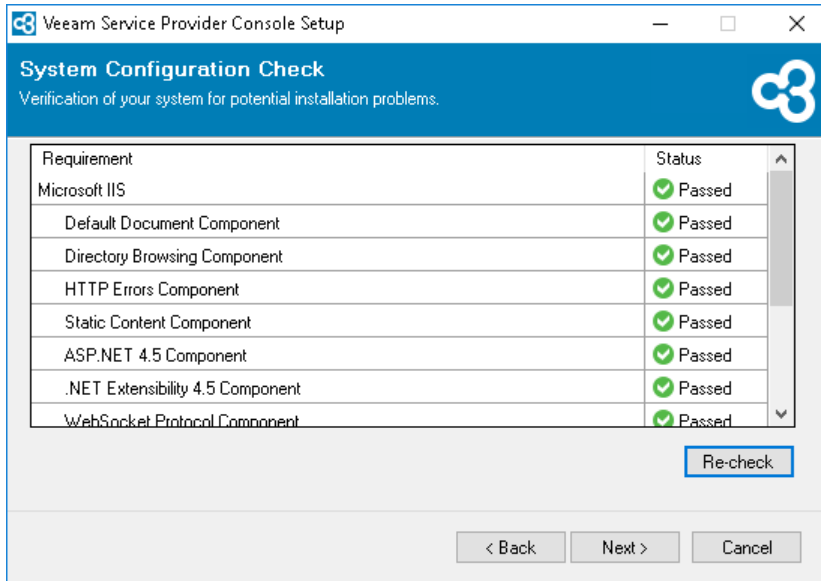
8. At the **System Configuration Check** step of the wizard, check what prerequisite software is missing.

Before proceeding with the installation, the installer will perform system configuration check to determine if all prerequisite software is available on the machine. To learn what software is required for Veeam Service Provider Console, see [System Requirements](#).

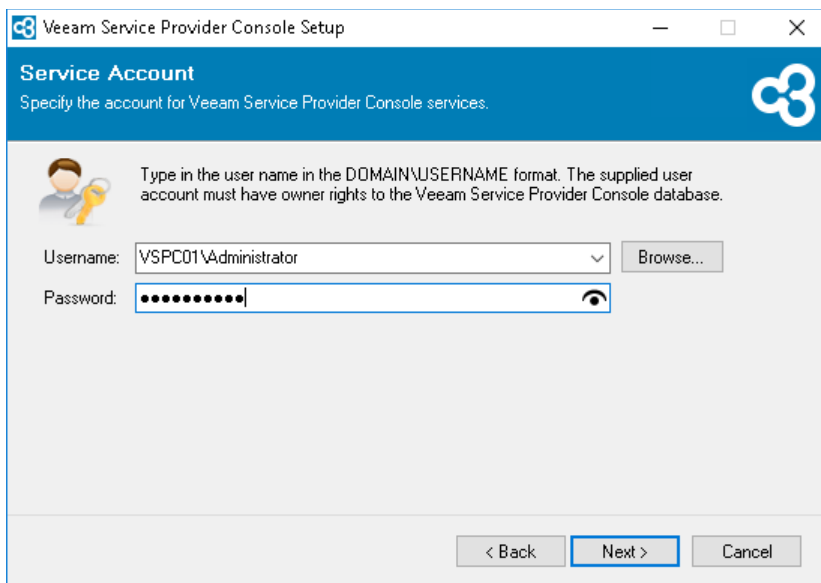
If some of the required software components are missing, the setup wizard will offer you to install the missing software components and enable missing features automatically. To install the missing software components and enable missing features automatically, click the **Install** button.



You can cancel automatic software installation. In this case, you will need to install the missing software components and enable missing features manually (otherwise, you will not be able to proceed to the next step of the setup wizard). After you install and enable all required software components, click **Re-check** to repeat the system configuration check.



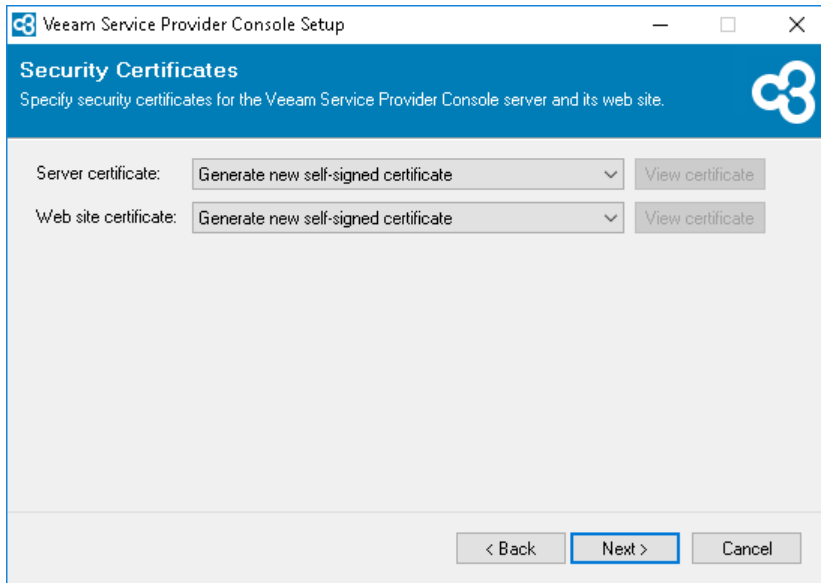
- At the **Service Account** step of the wizard, type credentials of the account under which Veeam Service Provider Console services will run.



- At the **Security Certificates** step of the wizard, select certificates that will be used to establish secure connection with Veeam Service Provider Console Server and Veeam Service Provider Console Web UI components.

You can choose an existing certificate from the Certificate Store on the machine where you run the installation. If for the Veeam Service Provider Console website you generate or choose a self-signed certificate, you will need to configure a trusted connection between Veeam Service Provider Console and the client application. For details on importing certificates, see [Microsoft Docs](#).

For details on security recommendations and certificates, see section [Installing Security Certificates](#) of the Guide for Service Providers.

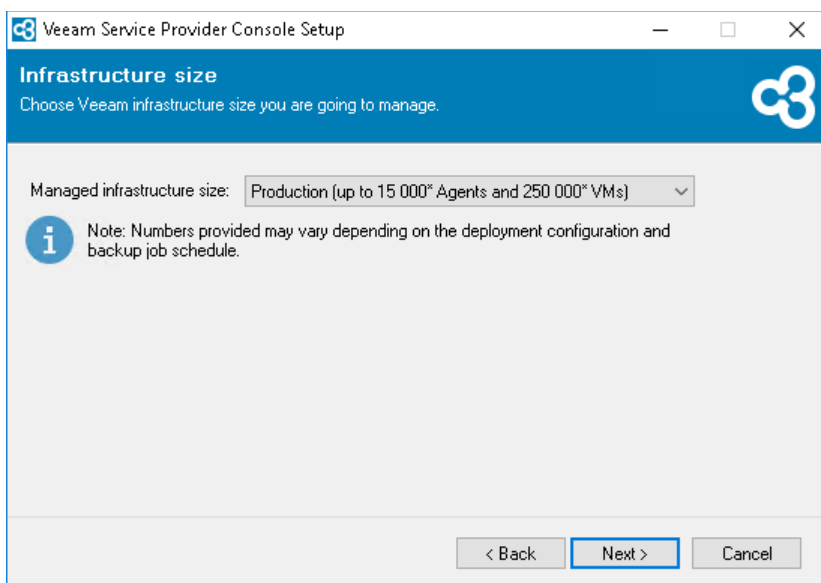


11. At the **Infrastructure size** step of the wizard, select the size of infrastructure that you plan to manage with Veeam Service Provider Console:

- **Evaluation** – select this option if you plan to manage not more than 250 Veeam backup agents and 1000 VMs.

With this option selected, you will be offered to install Veeam Service Provider Console with the default settings. To specify custom installation settings, on the **Default Configuration** step of the wizard, select the **Let me specify different settings** check box. If you want Veeam Service Provider Console to automatically check for managed Veeam products updates, select the **Allow Veeam Service Provider Console to check the latest versions of Veeam products** check box. When a new product build is published on the Veeam update server, a notification will be displayed in Veeam Service Provider Console.

- **Production** – select this option if you plan to manage up to 15 000 Veeam backup agents and 250 000 VMs.



12. At the **SQL Server Instance** step of the wizard, choose a Microsoft SQL Server instance to host the Veeam Service Provider Console database.

- If you do not have a Microsoft SQL Server instance that you can use for Veeam Service Provider Console database, select the **Install new instance of SQL Server** option. This option is available if at the **Infrastructure size** step of the wizard you have selected **Evaluation**.

If this option is selected, the setup will install Microsoft SQL Server Express locally, on the machine where you are installing Veeam Service Provider Console, and will create a database with the default name *VSPC*.

NOTE:

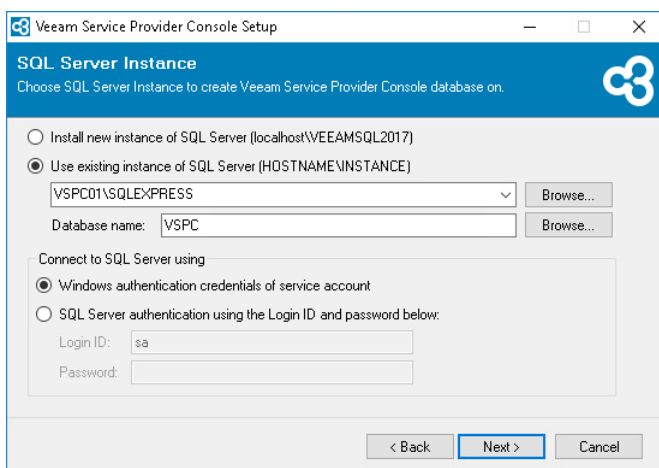
- The **Install new instance of SQL Server** option is not recommended for large-scale environments. For details on recommended Microsoft SQL Server configuration, see [Sizing Guidelines](#).
- If at the **Infrastructure size** step of the wizard you have selected the **Production** option, you can only use the existing local Microsoft SQL Server instance or choose an instance that runs remotely. The option to install a new Microsoft SQL Server instance will be unavailable.

- If you want to use an existing local or remote Microsoft SQL Server instance, select the **Use existing instance of SQL Server** option and choose a local Microsoft SQL Server instance or browse to a Microsoft SQL Server instance running remotely. You can type the address of the Microsoft SQL Server manually or use the **Browse** button to choose among available remote instances.

If your Microsoft SQL Server instance uses dynamic ports to communicate with Veeam Service Provider Console Server, make sure to open these ports before installation.

In the **Database name** field, type the name of a database that will be created for Veeam Service Provider Console. You can also click the **Browse** button to choose an existing database.

Provide credentials of an account that will be used by Veeam Service Provider Console to access the database. You can specify credentials explicitly or use Windows authentication credentials of the Veeam Service Provider Console service account. For details on permissions required for the account, see [Permissions](#).



13. At the **Port Configuration** step of the wizard, specify port configuration:

- a. In the **Communication port** field, type a number of the port on the Veeam Service Provider Console machine that will be used to collect data from cloud gateways and Veeam Cloud Connect server.

The default port number is 9999.

b. In the **Management port** field, type a number of the port that the Veeam Service Provider Console Web UI component will use to communicate with the Server component.

The default port number is 1989.

c. In the **Website and REST API port** field, type a number of the port that will be used to access the Veeam Service Provider Console website through a web browser and to interact with the Veeam Service Provider Console REST API.

The default port number is 1280.

d. In the **Plugins communication port** field, type a number of the port that will be used to interact with ConnectWise Manage plugin.

The default port number is 9996.

e. To enforce TLS 1.2 encryption protocol for communication between the components, select the **High security mode** check box.

IMPORTANT!

The **High security mode** option disables the following Windows Registry settings:

- Protocols\SSL 2.0\Server
- Protocols\TLS 1.0\Server
- Protocols\SSL 3.0\Server
- Ciphers\Triple DES 168
- Ciphers\RC4 128/128
- Ciphers\RC4 40/128
- Ciphers\RC4 56/128

For older versions of Microsoft Windows (2008 R2 and earlier), the following Windows Registry settings are enabled instead:

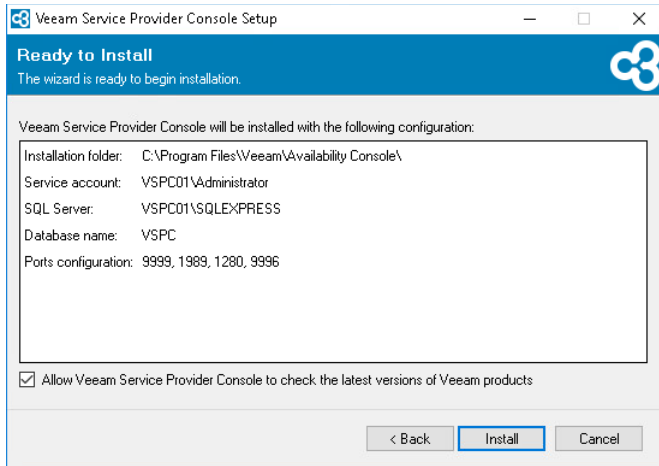
- Protocols\TLS 1.2\Server
- Protocols\TLS 1.2\Client

This may interfere with the operation of 3rd party software installed on the same machine.

The screenshot shows the 'Port Configuration' dialog box from the Veeam Service Provider Console Setup. The dialog has a blue header with the Veeam logo and the text 'Specify port configuration to be used by Veeam Service Provider Console.' Below the header, there are four input fields: 'Communication port:' with the value '9999', 'Management port:' with '1989', 'Website and REST API port:' with '1280', and 'Plugins communication port:' with '9996'. Below these fields is a checked checkbox labeled 'High security mode (forces TLS 1.2 usage and disables weak ciphers)'. Underneath the checkbox is a note: 'These server-wide settings may not be compatible with legacy applications running on the same server.' At the bottom of the dialog are three buttons: '< Back', 'Next >', and 'Cancel'.

14. At the **Ready to Install** step of the wizard, review the provided configuration settings and click **Install**.

If you want Veeam Service Provider Console to automatically check for managed Veeam products updates, select the **Allow Veeam Service Provider Console to check the latest versions of Veeam products** check box. When a new product build is published on the Veeam update server, a notification will be displayed in Veeam Service Provider Console. This option is available if at the **Infrastructure size** step of the wizard you have selected **Production**.



15. After installation completes, click **Finish** to exit the wizard.

Distributed Installation Scenario

You can install Veeam Service Provider Console on a physical or virtual machine, using the distributed installation scenario. In this scenario, the Veeam Service Provider Console Server and Web UI components are installed on different machines. Distributed scenario is preferable for large-scale deployments.

To install Veeam Service Provider Console using the distributed installation scenario, perform the following steps:

1. [Check prerequisites.](#)
2. [Install Veeam Service Provider Console Server component.](#)
3. [Install Veeam Service Provider Console Web UI component.](#)

IMPORTANT!

If you choose the distributed installation scenario, consider the following limitation: you cannot install the server part on the computer that is already hosting the client part, and vice versa.

Before You Begin

Before you begin the installation process, make sure that:

- The machine where you plan to install Veeam Service Provider Console components meets software and hardware requirements.
For details, see [System Requirements](#).
- All required ports are open.
For details, see [Ports](#).
- Make sure that the machines on which you plan to install Veeam Service Provider Console Server and Web UI components can communicate with each other over the network.

Installing Server Component

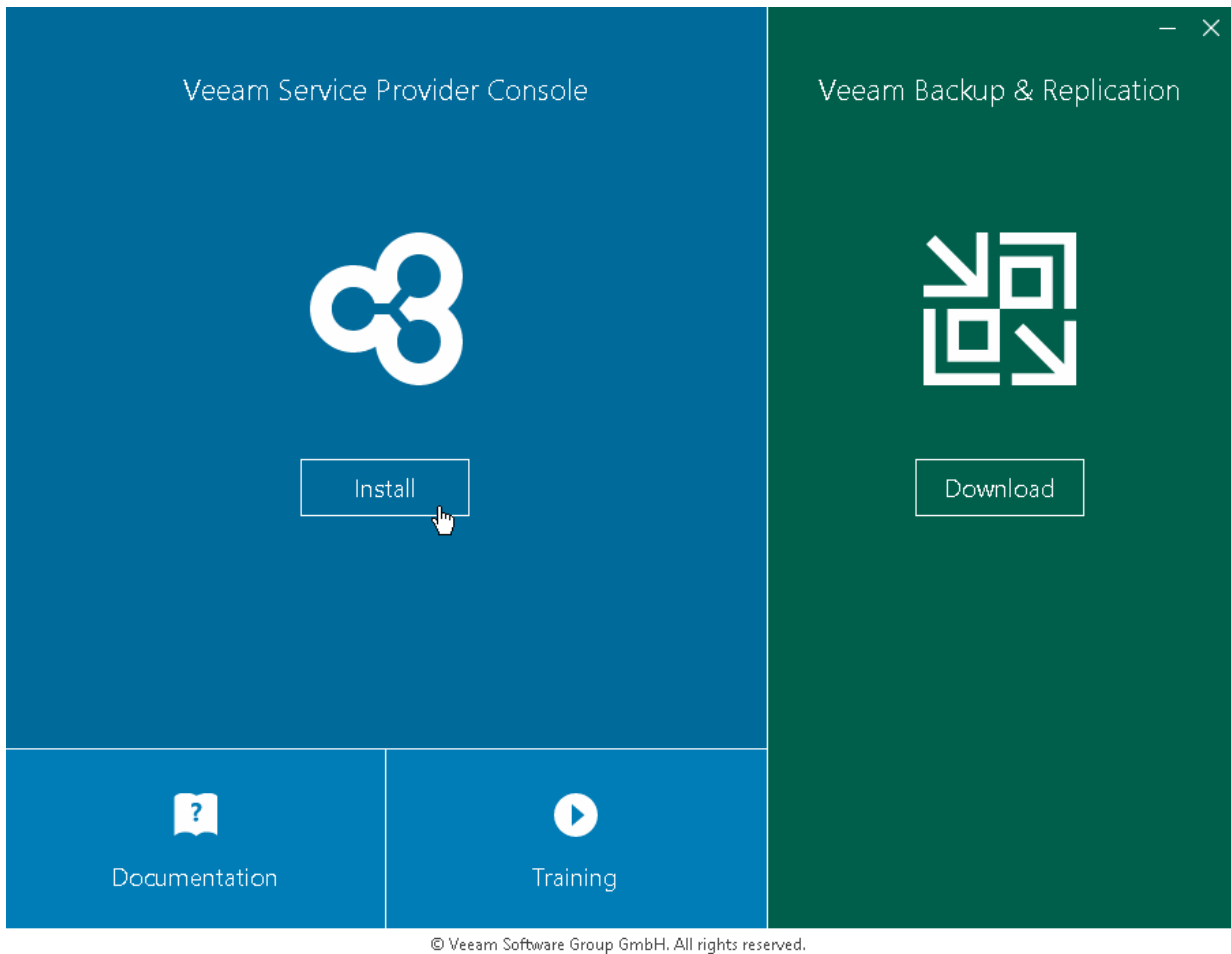
To install the Veeam Service Provider Console Server component:

1. Log on as Administrator to the machine where you want to install the Veeam Service Provider Console Server component.
2. Mount the installation image using disk image emulation software or burn the downloaded image to a CD/DVD.

If you are installing Veeam Service Provider Console on a VM, use built-in tools of the virtualization management software to mount the installation image to the VM.

3. Run the `Setup.exe` file from the image to launch the setup splash screen.

4. On the splash screen, click the **Install** tile to launch the **Veeam Service Provider Console Setup** wizard.

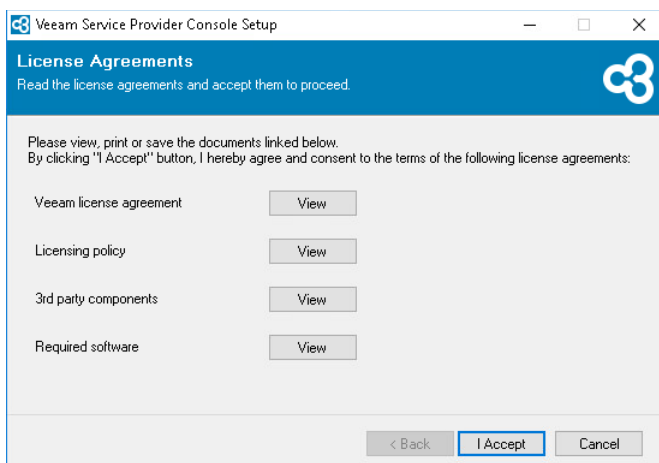


NOTE:

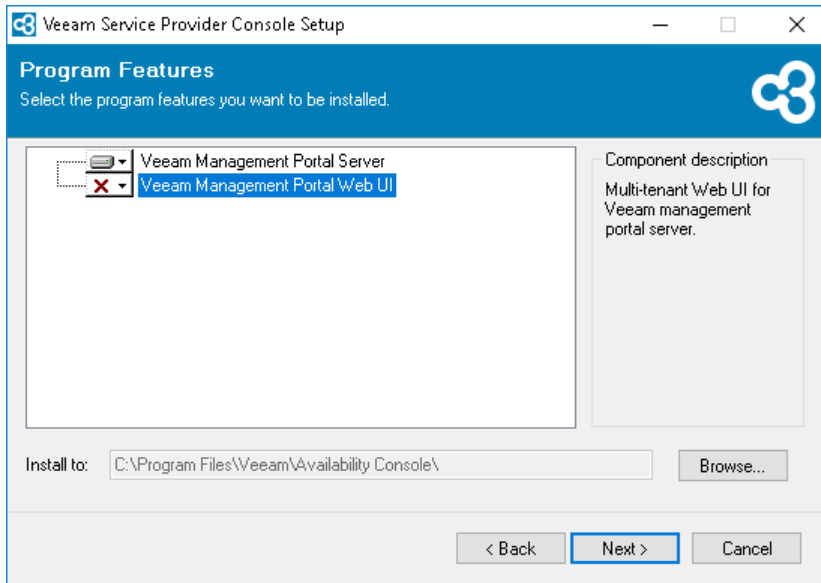
The installer will verify what version of .NET Framework is currently present on the machine. If the required version is not found, the installer will prompt to automatically install .NET Framework that is included with the Veeam Service Provider Console installer. After installing .NET Framework, you may need to reboot the machine, and then continue with installation.

5. At the **License Agreements** step of the wizard, read and accept the Veeam license agreement, Veeam licensing policy, 3rd party components license agreement and required software license agreement.

If you do not accept the license agreement terms, you will not be able to continue the installation.



- At the **Program Features** step of the wizard, choose to install **Veeam Service Provider Console Server** only. If necessary, you can change the installation directory at this step.

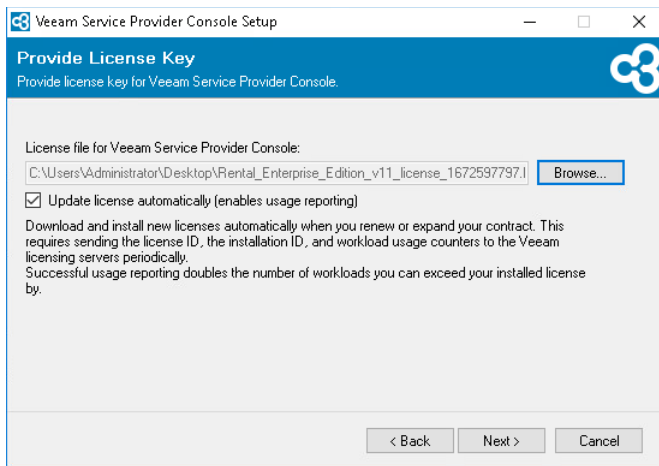


- At the **Provide License Key** step of the wizard, click **Browse** and point to the license file.

To install new licenses automatically when you renew or expand your contract, select the **Update license automatically** check box. If you enable the automatic license update, and therefore enable usage reporting, you will double the number of workloads by which you can exceed your installed license. For more information, see section [Exceeding License Limit](#) of the Guide for Service Providers.

Note that for *Evaluation* and *NFR* licenses automatic license update must be enabled. For details on license types, see section [License Types](#) of the Guide for Service Providers.

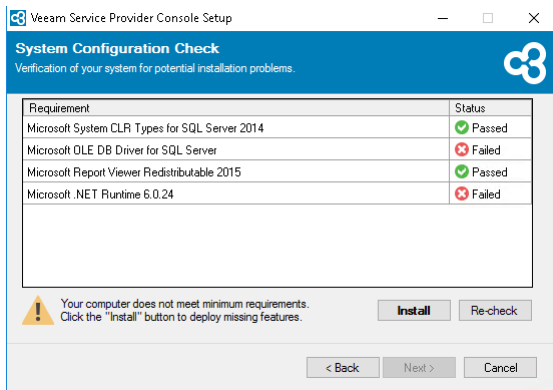
For details on license requirements, see section [Licensed Objects](#) of the Guide for Service Providers.



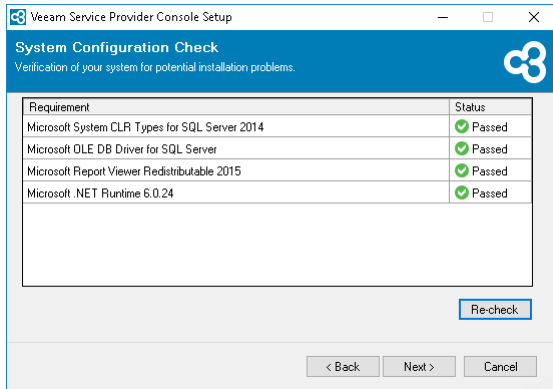
- At the **System Configuration Check** step of the wizard, check what prerequisite software is missing.

Before proceeding with the installation, the installer will perform system configuration check to determine if all prerequisite software is available on the machine. To learn what software is required for Veeam Service Provider Console, see [System Requirements](#).

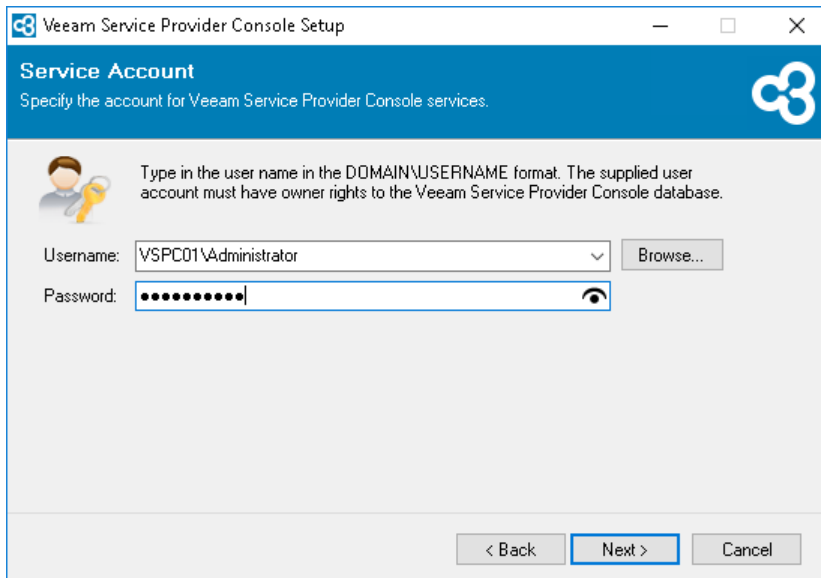
If some of the required software components are missing, the setup wizard will offer you to install the missing software components and enable missing features automatically. To install the missing software components and enable missing features automatically, click the **Install** button.



You can cancel automatic software installation. In this case, you will need to install the missing software components and enable missing features manually (otherwise, you will not be able to proceed to the next step of the setup wizard). After you install and enable all required software components, click **Re-check** to repeat the system configuration check.

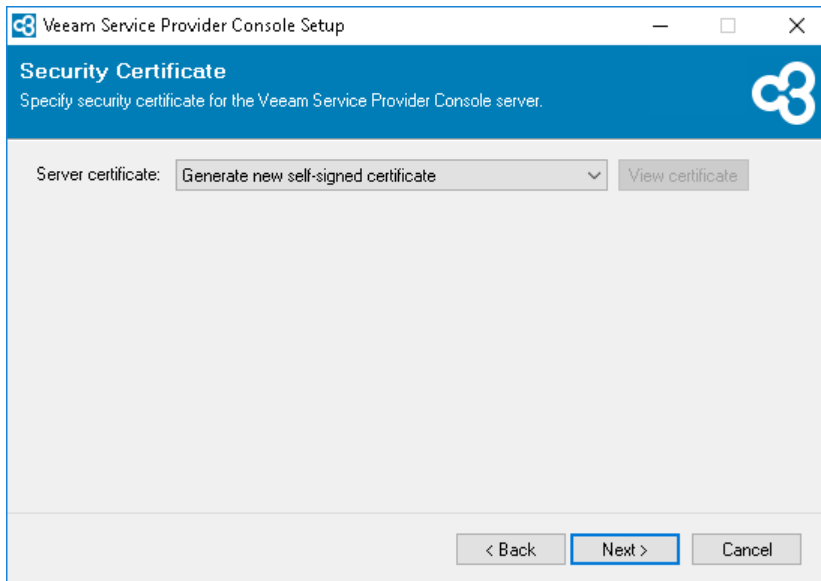


- At the **Service Account** step of the wizard, type credentials of the account under which Veeam Service Provider Console services will run.



10. At the **Security Certificates** step of the wizard, select certificate that will be used to establish secure connection with Veeam Service Provider Console Server component.

For details on security recommendations and certificates, see section [Installing Security Certificates](#) of the Guide for Service Providers.

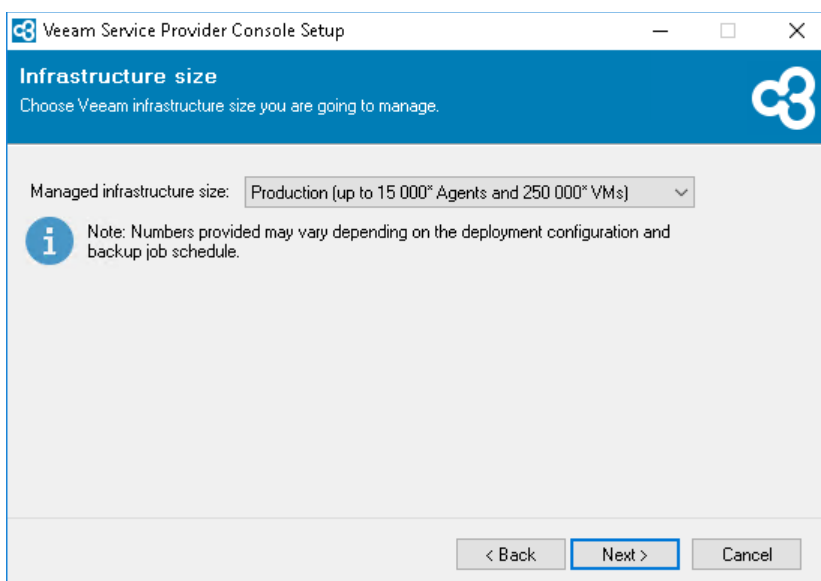


11. At the **Infrastructure size** step of the wizard, select the size of infrastructure that you plan to manage with Veeam Service Provider Console:

- **Evaluation** – select this option if you plan to manage not more than 250 Veeam backup agents and 1000 VMs.

With this option selected, you will be offered to install Veeam Service Provider Console with the default settings. To specify custom installation settings, on the **Default Configuration** step of the wizard, select the **Let me specify different settings** check box. If you want Veeam Service Provider Console to automatically check for managed Veeam products updates, select the **Allow Veeam Service Provider Console to check the latest versions of Veeam products** check box. When a new product build is published on the Veeam update server, a notification will be displayed in Veeam Service Provider Console.

- **Production** – select this option if you plan to manage up to 15 000 Veeam backup agents and 250 000 VMs.



12. At the **SQL Server Instance** step of the wizard, choose a Microsoft SQL Server instance that will host the Veeam Service Provider Console database.

- If you do not have a Microsoft SQL Server instance that you can use for Veeam Service Provider Console database, select the **Install new instance of SQL Server** option. This option is available if at the **Infrastructure size** step of the wizard you have selected **Evaluation**.

If this option is selected, the setup will install Microsoft SQL Server locally, on the machine where you are installing Veeam Service Provider Console, and will create a database with the default name *VSPC*.

NOTE:

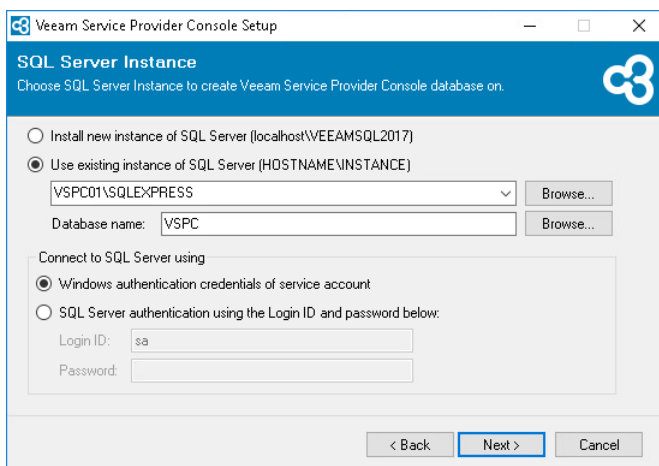
- The **Install new instance of SQL Server** option is not recommended for large-scale environments. For details on recommended Microsoft SQL Server configuration, see [Sizing Guidelines](#).
- If at the **Infrastructure size** step of the wizard you have selected the **Production** option, you can only use the existing local Microsoft SQL Server instance or choose an instance that runs remotely. The option to install a new Microsoft SQL Server instance will be unavailable.

- If you want to use an existing local or remote Microsoft SQL Server instance, select the **Use existing instance of SQL Server** option and choose a local Microsoft SQL Server instance or browse to a Microsoft SQL Server instance running remotely. You can type the address of the Microsoft SQL Server manually or use the **Browse** button to choose among available remote instances.

If your Microsoft SQL Server instance uses dynamic ports to communicate with Veeam Service Provider Console Server, make sure to open these ports before installation.

In the **Database name** field, type the name of a database that will be created for Veeam Service Provider Console. You can also click the **Browse** button to choose an existing database.

Provide credentials of an account that will be used by Veeam Service Provider Console to access the database. You can specify credentials explicitly or use Windows authentication credentials of the Veeam Service Provider Console service account. For details on permissions required for the account, see [Permissions](#).



13. At the **Port Configuration** step of the wizard, perform the following steps:

- a. In the **Communication port** field, type a number of the port on the Veeam Service Provider Console machine that will be used to collect data from cloud gateways and Veeam Cloud Connect server.

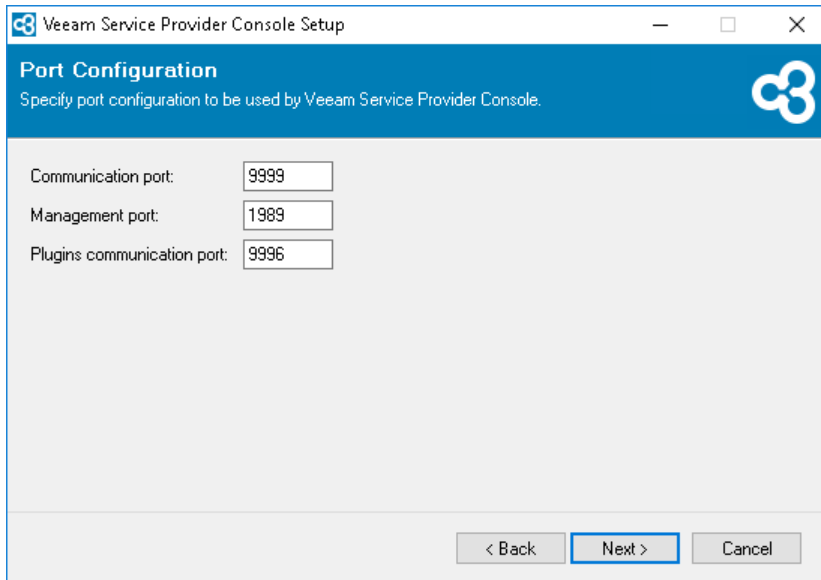
The default port number is 9999.

- b. In the **Management port** field, type a number of the port that the Veeam Service Provider Console Web UI component will use to communicate with the Server component.

The default port number is 1989.

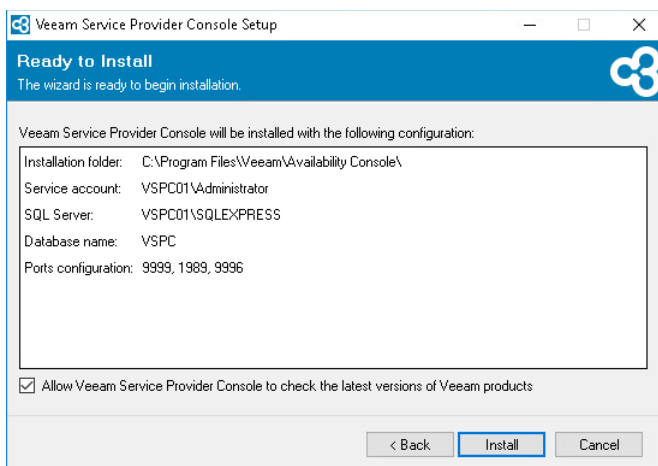
- c. In the **Plugins communication port** field, type a number of the port that will be used to interact with ConnectWise Manage plugin.

The default port number is 9996.



14. At the **Ready to Install** step of the wizard, review the provided configuration settings and click **Install**.

If you want Veeam Service Provider Console to automatically check for managed Veeam products updates, select the **Allow Veeam Service Provider Console to check the latest versions of Veeam products** check box. When a new product build is published on the Veeam update server, a notification will be displayed in Veeam Service Provider Console. This option is available if at the **Infrastructure size** step of the wizard you have selected **Production**.



15. After installation completes, click **Finish** to exit the wizard.

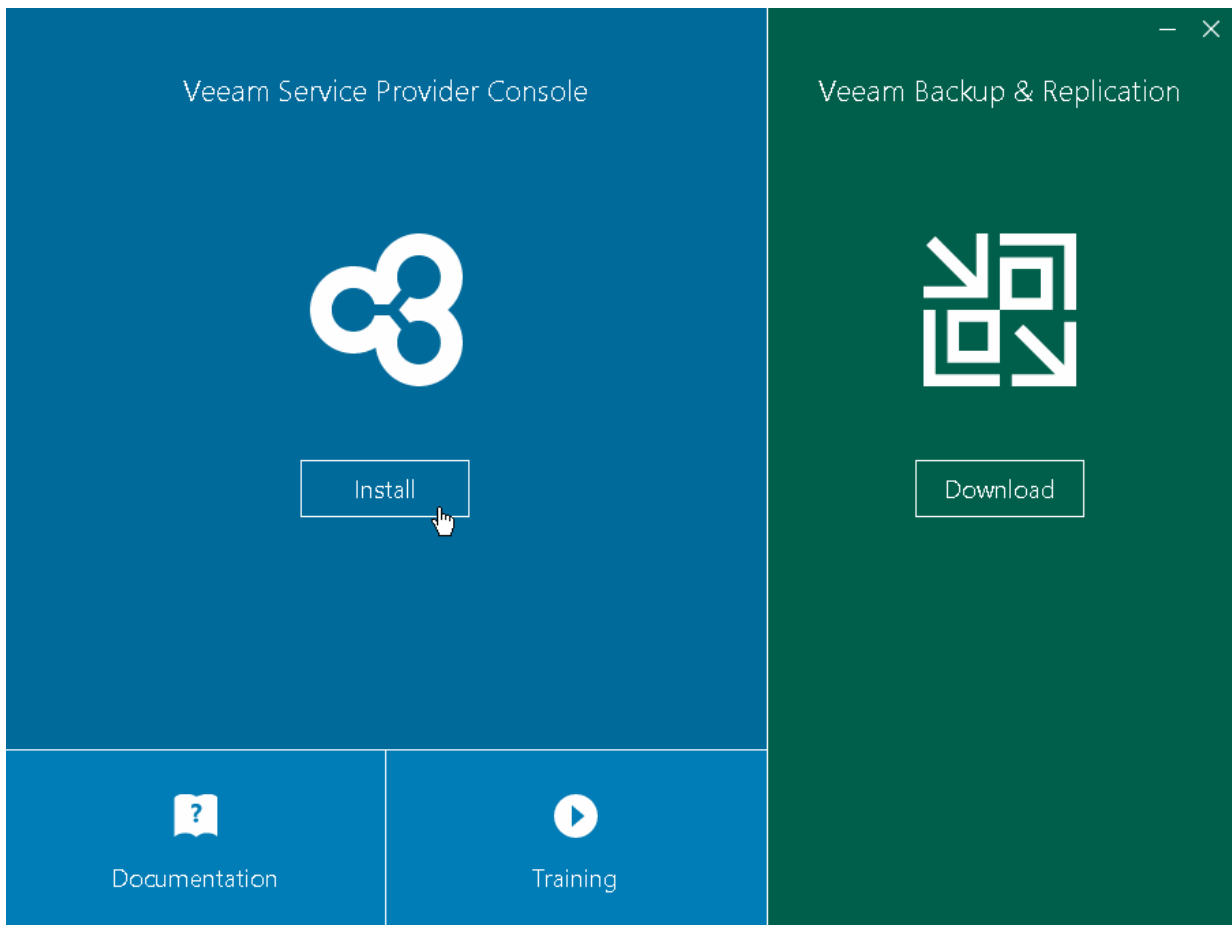
Installing Web UI Component

To install the Veeam Service Provider Console Web UI component:

1. Log on as Administrator to the machine where you want to install the Veeam Service Provider Console Web UI component.
2. Mount the installation image using disk image emulation software or burn the downloaded image to a CD/DVD.

If you are installing Veeam Service Provider Console on a VM, use built-in tools of the virtualization management software to mount the installation image to the VM.

3. Run the `Setup.exe` file from the image to launch the setup splash screen.
4. On the splash screen, click the **Install** tile to launch the **Veeam Service Provider Console Setup** wizard.

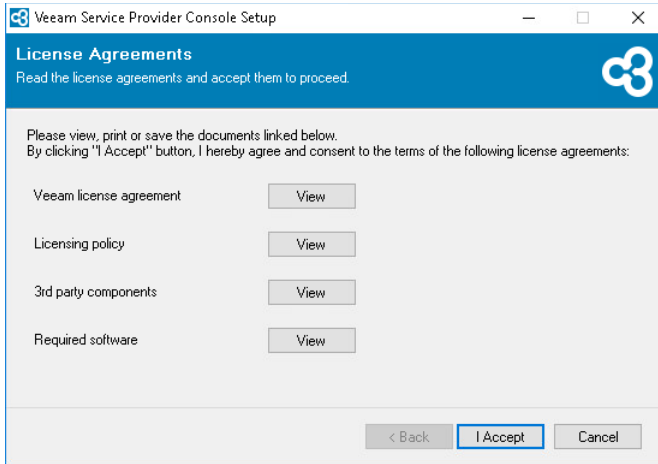


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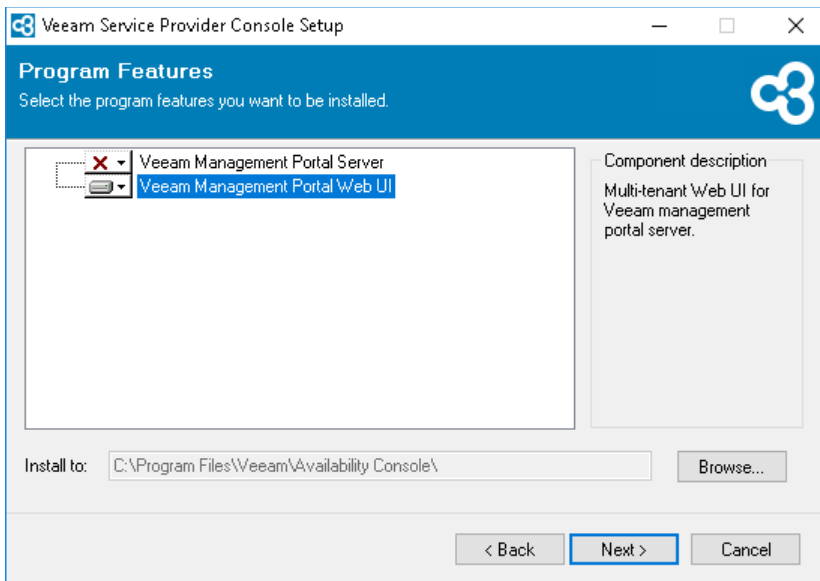
NOTE:

The installer will verify what version of .NET Framework is currently present on the machine. If the required version is not found, the installer will prompt to automatically install .NET Framework that is included with the Veeam Service Provider Console installer. After installing .NET Framework, you may need to reboot the machine, and then continue with installation.

5. At the **License Agreements** step of the wizard, read and accept the Veeam license agreement, Veeam licensing policy, 3rd party components license agreement and required software license agreement. If you do not accept the license agreement terms, you will not be able to continue the installation.

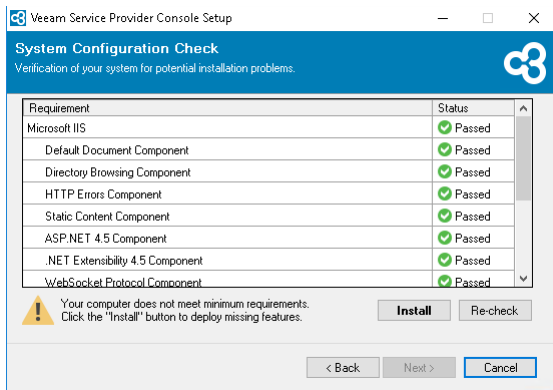


6. At the **Program Features** step of the wizard, choose to install **Veeam Service Provider Console Web UI** only. If necessary, you can change the installation directory at this step.

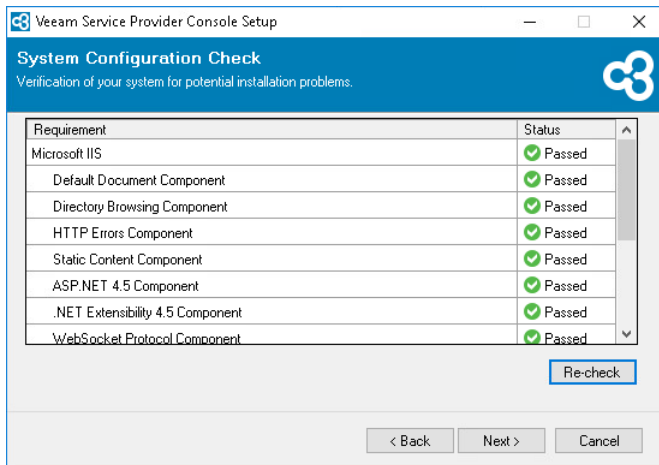


7. At the **System Configuration Check** step of the wizard, check what prerequisite software is missing. Before proceeding with the installation, the installer will perform system configuration check to determine if all prerequisite software is available on the machine. To learn what software is required for Veeam Service Provider Console, see [System Requirements](#).

If some of the required software components are missing, the setup wizard will offer you to install the missing software components and enable missing features automatically. To install the missing software components and enable missing features automatically, click the **Install** button.



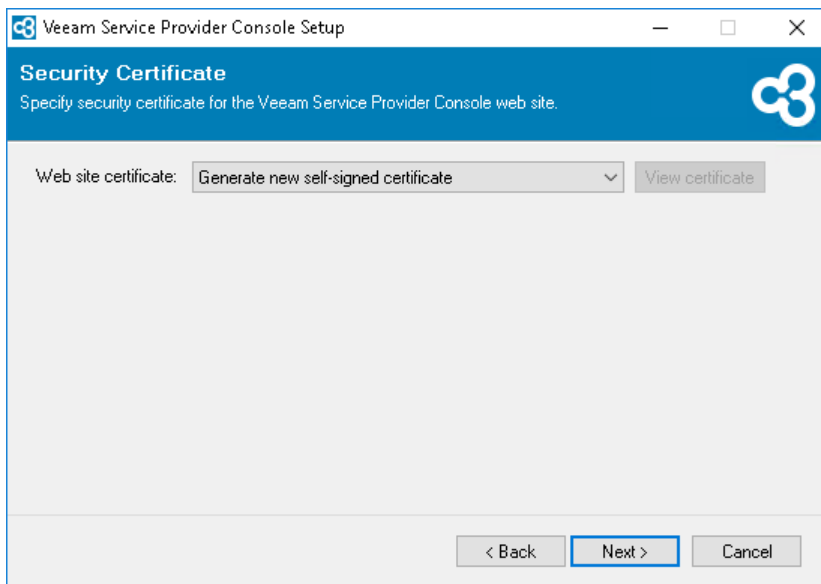
You can cancel automatic software installation. In this case, you will need to install the missing software components and enable missing features manually (otherwise, you will not be able to proceed to the next step of the setup wizard). After you install and enable all required software components, click **Re-check** to repeat the system configuration check.



- At the **Security Certificates** step of the wizard, select certificate that will be used to establish secure connection with Veeam Service Provider Console Web UI component.

You can choose an existing certificate from the Certificate Store on the machine where you run installation. If for the Veeam Service Provider Console website you generate or choose a self-signed certificate, you will need to configure a trusted connection between Veeam Service Provider Console and the client application. For details on importing certificates, see [Microsoft Docs](#).

For details on security recommendations and certificates, see section [Installing Security Certificates](#) of the Guide for Service Providers.



9. At the **Port Configuration** step of the wizard, specify the following settings:
 - a. In the **Website and REST API port** field, type a number of the port that will be used to access the Veeam Service Provider Console website through a web browser and to interact with the Veeam Service Provider Console REST API.
The default port number is 1280.
 - b. In the **Plugins communication port** field, type a number of the port that will be used to interact with ConnectWise Manage plugin.
The default port number is 9996.
 - c. To enforce TLS 1.2 encryption protocol and disable weak ciphers for all communications with the machine on which Veeam Service Provider Console Web UI component runs, select the **High security mode** check box.

IMPORTANT!

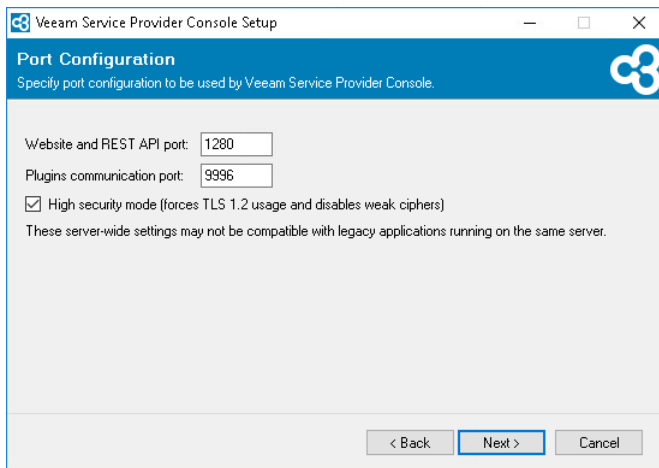
The **High security mode** option disables the following Windows Registry settings:

- Protocols\SSL 2.0\Server
- Protocols\TLS 1.0\Server
- Protocols\SSL 3.0\Server
- Ciphers\Triple DES 168
- Ciphers\RC4 128/128
- Ciphers\RC4 40/128
- Ciphers\RC4 56/128

For older versions of Microsoft Windows (2008 R2 and earlier), the following Windows Registry settings are enabled instead:

- Protocols\TLS 1.2\Server
- Protocols\TLS 1.2\Client

This may interfere with the operation of 3rd party software installed on the same machine.



10. At the **Veeam Management Portal Server** step of the wizard, specify settings that the Web UI component must use to connect to the Server component:

- In the **IP address or DNS name** field, specify an FQDN or IP address of a machine on which you have installed the Veeam Service Provider Console Server component.
- In the **Port** field, type the number of a port that the Web UI component will use to communicate with the Server component.

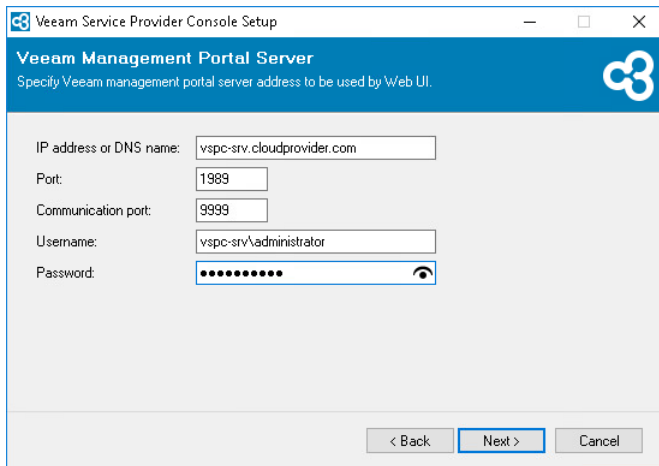
The default port number is 1989.

- In the **Communication port** field, type the number of a port that the Web UI component of the file-level restore plugin will use to communicate with the Server component of the plugin. The port number must be equal to the Veeam Service Provider Console Server communication port number.

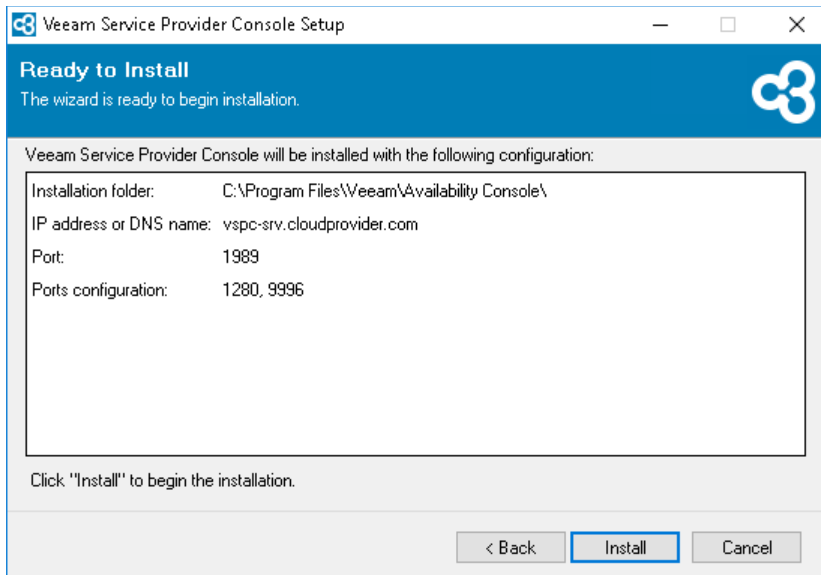
The default port number is 9999.

- d. In the **Username** and **Password** fields, type credentials of the account under which Veeam Service Provider Console Web UI component will connect to the Server component.

The account must have local Administrator permissions on the machine where Veeam Service Provider Console Server component is installed.



11. At the **Ready to Install** step of the wizard, review the provided configuration settings and click **Install**.



12. After installation completes, click **Finish** to exit the wizard.

Installing Veeam Service Provider Console in Unattended Mode

You can install Veeam Service Provider Console in the unattended mode using the command line interface. The unattended installation mode does not require user interaction. You can use it to automate the installation process in large deployments.

Before You Begin

Before you start unattended installation, make sure that you perform the following steps:

1. Download the Veeam Service Provider Console installation image from the Veeam website. You can burn the downloaded image to a CD/DVD or mount the image to the target machine using disk image emulation software.
2. Check the system requirements. For details, see [System Requirements](#).
3. Log on to the target machine under the account that has the Local Administrator permissions on the machine. For details, see [Permissions](#).
4. Obtain a license file. If you do not specify a path to the license file during installation, Veeam Service Provider Console installation will fail.
5. [For Veeam Service Provider Console management agents for Linux and Mac] Assign execute permissions to the installation package file.

Installation Command-Line Syntax

You can install the following Veeam Service Provider Console components in the unattended mode:

- [Veeam Service Provider Console Server](#)
- [Veeam Service Provider Console Web UI](#)
- [Veeam Service Provider Console Management Agent for Microsoft Windows](#)
- [Veeam Service Provider Console Management Agent for Linux](#)
- [Veeam Service Provider Console Management Agent for Mac](#)
- [ConnectWise Manage Plugin](#)
- [File-Level Restore Plugin](#)

NOTE:

You must install server component first to create Veeam Service Provider Console database. Installation of other components requires reference to an existing server.

Veeam Service Provider Console Server

To install Veeam Service Provider Console server, use a command with the following syntax:

```
msiexec.exe [/L*v "<path_to_log>"] /qn /i "<path_to_msi>" [ACCEPT_THIRDPARTY_LICENSES="1"][ACCEPT_EULA="1"][ACCEPT_REQUIRED_SOFTWARE="1"][ACCEPT_LICENSING_POLICY="1"][VAC_LICENSE_FILE="<path_to_license_file>"][VSPC_LICENSE_AUTOUPDATE="1"][INSTALLDIR="<path_to_installdir >"] [VAC_SERVICE_ACCOUNT_NAME="<service_account_name>"] [VAC_SERVICE_ACCOUNT_PASSWORD="<service_account_password>"] [VAC_SQL_SERVER="<SQL_server_name>"] [VAC_AUTHENTICATION_MODE="0"] [VAC_DATABASE_NAME="<database_name>"] [VAC_SERVER_MANAGEMENT_PORT="<port_number>"] [VAC_CONNECTION_HUB_PORT="<port_number>"] [VAC_SERVER_CERTIFICATE_THUMBPRINT="<security_certificate_thumbprint>"] [VSPC_PRODUCT_UPDATES = "1"]
```

The command has the following parameters:

Option	Parameter	Required	Description
/L	*v logfile	No	Creates an installation log file with the verbose output. Specify an existing path to the log file as the parameter value. A setup log file created during the previous installation is cleared. Example: /L *v "C:\ProgramData\Veeam\Setup\Temp\Logs\VACServerSetup.txt"
/q	n	Yes	Sets the user interface level to "no", which means no user interaction is needed during installation.
/i	setup file	Yes	Installs Veeam Service Provider Console server. Specify a full path to the setup file as the parameter value. Example: /i "C:\Veeam\VAC\VAC.ApplicationServer.x64.msi" Note: If you copy setup file to the target machine, make sure to copy .cab file from the ApplicationServer folder of the installation image as well. VAC.ApplicationServer.x64.msi addresses to .cab file during installation.
ACCEPT_THIRDPARTY_LICENSES	0/1	Yes	Specifies if you want to accept the terms of the license agreement for the 3rd party components. Specify 1 if you want to accept the terms and proceed with installation. Example: ACCEPT_THIRDPARTY_LICENSES="1"

Option	Parameter	Required	Description
ACCEPT_EULA	0/1	Yes	<p>Specifies if you want to accept the terms of the Veeam license agreement.</p> <p>Specify 1 if you want to accept the terms and proceed with installation.</p> <p>Example: <code>ACCEPT_EULA="1"</code></p>
ACCEPT_LICENSING_POLICY	0/1	Yes	<p>Specifies if you want to accept the terms of the Veeam licensing policy.</p> <p>Specify 1 if you want to accept the terms and proceed with installation.</p> <p>Example: <code>ACCEPT_LICENSING_POLICY="1"</code></p>
ACCEPT_REQUIRED_SOFTWARE	0/1	Yes	<p>Specifies if you want to accept the terms of the required software license agreements.</p> <p>Specify 1 if you want to accept the terms and proceed with installation.</p> <p>Example: <code>ACCEPT_REQUIRED_SOFTWARE="1"</code></p>
VAC_LICENSE_FILE	license path	Yes	<p>Specifies a full path to the license file.</p> <p>For details on license requirements, see section Licensed Objects of the Guide for Service Providers.</p> <p>Example: <code>VAC_LICENSE_FILE="C:\Users\Administrator\Desktop\license.lic"</code></p>
VSPC_LICENSE_AUTOUPDATE	0/1	No	<p>Specifies if you want to enable automatic license update and usage reporting. By default, license auto update is enabled.</p> <p>Note that for <i>Evaluation</i> and <i>NFR</i> licenses automatic license update must be enabled. For details on license types, see section License Types of the Guide for Service Providers.</p> <p>Example: <code>VSPC_LICENSE_AUTOUPDATE="1"</code></p>
INSTALLDIR	path	No	<p>Installs the component to the specified location. By default, Veeam Service Provider Console uses the <code>ApplicationServer</code> subfolder of the <code>C:\Program Files\Veeam\Availability Console</code> folder.</p> <p>Example: <code>INSTALLDIR="C:\Veeam"</code></p> <p>The component will be installed to the <code>C:\Veeam\ApplicationServer</code> folder.</p>

Option	Parameter	Required	Description
VAC_SERVICE_ACCOUNT_NAME	user	Yes	<p>Specifies a user account under which the Veeam Service Provider Console Services will run and that will be used to access Veeam Service Provider Console database in the Microsoft Windows authentication mode.</p> <p>Example: <i>VAC_SERVICE_ACCOUNT_NAME="VAC\Administrator"</i></p>
VAC_SERVICE_ACCOUNT_PASSWORD	password	Yes	<p>This parameter must be used if you have specified the <i>VAC_SERVICE_ACCOUNT_NAME</i> parameter.</p> <p>Specifies a password for the account under which the Veeam Service Provider Console Services will run and that will be used to access Veeam Service Provider Console database.</p> <p>Example: <i>VAC_SERVICE_ACCOUNT_PASSWORD="p@sswOrd"</i></p>
VAC_SQL_SERVER	SQL server\instance	No	<p>Specifies a Microsoft SQL server and instance on which the Veeam Service Provider Console database will be deployed. By default, Veeam Service Provider Console uses the LOCALHOST\VEEAMSQL2017 server.</p> <p>Example: <i>VAC_SQL_SERVER="VAC\VEEAMSQL2017_DB"</i></p>
VAC_DATABASE_NAME	database	No	<p>Specifies a name of the Veeam Service Provider Console database, by default, VSPC.</p> <p>Example: <i>VAC_DATABASE_NAME="VACDB"</i></p>
VAC_AUTHENTICATION_MODE	0/1	No	<p>Specifies if you want to use the Microsoft SQL Server authentication mode to connect to the Microsoft SQL Server where the Veeam Service Provider Console database is deployed. Specify 1 to use the SQL Server authentication mode. If you do not use this parameter, Veeam Service Provider Console will connect to the Microsoft SQL Server in the Microsoft Windows authentication mode (default value, 0).</p> <p>Together with this parameter, you must specify the following parameters: <i>VAC_SQL_USER</i> and <i>VAC_SQL_USER_PASSWORD</i>.</p> <p>Example: <i>VAC_AUTHENTICATION_MODE="1"</i></p>

Option	Parameter	Required	Description
VAC_SQL_USER	user	No	<p>This parameter must be used if you have specified 1 for the <i>VAC_AUTHENTICATION_MODE</i> parameter.</p> <p>Specifies a LoginID to connect to the Microsoft SQL Server in the SQL Server authentication mode.</p> <p>Example: <i>VAC_SQL_USER="sa"</i></p>
VAC_SQL_USER_PASSWORD	password	No	<p>This parameter must be used if you have specified 1 for the <i>VAC_AUTHENTICATION_MODE</i> parameter.</p> <p>Specifies a password to connect to the Microsoft SQL Server in the SQL Server authentication mode.</p> <p>Example: <i>VAC_SQL_USER_PASSWORD="p@sswOrd"</i></p>
VAC_SERVER_MANAGEMENT_PORT	port	No	<p>Specifies the port number that the Veeam Service Provider Console Web UI component uses to communicate with the Server component.</p> <p>If you do not use this parameter, Veeam Service Provider Console Web UI component will use the default port <i>1989</i>.</p> <p>Example: <i>VAC_SERVER_MANAGEMENT_PORT="102"</i></p>
VAC_CONNECTION_HUB_PORT	port	No	<p>Specifies the port used to transfer traffic from cloud gateways and Veeam Cloud Connect server to Veeam Service Provider Console Server component.</p> <p>If you do not use this parameter, Veeam Service Provider Console Web UI component will use the default port <i>9999</i>.</p> <p>Example: <i>VAC_CONNECTION_HUB_PORT="101"</i></p>
VAC_SERVER_CERTIFICATE_THUMBPRINT	thumbprint	No	<p>Specifies a thumbprint to verify the security certificate installed on the Veeam Service Provider Console server.</p> <p>If you do not use this parameter, Veeam Service Provider Console will generate a new self-signed certificate.</p> <p>Example: <i>VAC_SERVER_CERTIFICATE_THUMBPRINT="028EC0FB60A7EBA9B140FCD1553061AF991A7FDE"</i></p>
VSPC_PRODUCT_UPDATES	0/1	No	<p>Specifies if you want to enable automatic update check for managed Veeam products. By default, product updates check is enabled.</p> <p>Example: <i>VSPC_PRODUCT_UPDATES="1"</i></p>

Example

Suppose you want to install Veeam Service Provider Console server with the following configuration:

- Installation log location: *C:\ProgramData\Veeam\Setup\Temp\Logs\VACServerSetup.txt*
- No user interaction
- Path to the MSI file: *C:\Veeam\VAC\VAC.ApplicationServer.x64.msi*
- Accept 3rd party license agreement
- Accept Veeam license agreement
- Accept Veeam licensing policy
- Accept required software agreements
- Installation directory: default
- Service user account: *VAC\Administrator*
- Service user account password: *p@ssw0rd*
- License file location: *C:\Users\Administrator\Desktop\license.lic*
- Enable automatic license update and usage reporting
- Enable automatic check for product updates
- SQL Server instance and database name: default
- Communication ports: default

The command to install Veeam Service Provider Console server with such configuration will have the following parameters:

```
msiexec /qn /l*v "C:\ProgramData\Veeam\Setup\Temp\Logs\VACServerSetup.txt" /
i "C:\Veeam\VAC\VAC.ApplicationServer.x64.msi" VAC_LICENSE_FILE="C:\Users\Admi
nistrator\Desktop\license.lic" VAC_SERVICE_ACCOUNT_NAME="VAC\Administrator" VAC
_SERVICE_ACCOUNT_PASSWORD="p@ssw0rd" ACCEPT_THIRDPARTY_LICENSES="1" ACCEPT_EULA
="1" ACCEPT_REQUIRED_SOFTWARE="1" ACCEPT_LICENSING_POLICY="1" VAC_SERVER_CERTIF
ICATE_THUMBPRINT="C4CCFEE30EFBD201749DEE3D0DBFCA50155342CD"
```

Veeam Service Provider Console Web UI

To install Veeam Service Provider Console web UI, use a command with the following syntax:

```
msiexec.exe [/L*v "<path_to_log>"] /qn /i "<path_to_msi>" [ACCEPT_THIRDPARTY_LI
CENSES="1"] [ACCEPT_EULA="1"] [ACCEPT_REQUIRED_SOFTWARE="1"] [ACCEPT_LICENSING_POL
ICY="1"] [VAC_SERVER_NAME="<product_server_name>"] [INSTALLDIR="<path_to_installd
ir >"] [VAC_SERVER_PORT="<port_number>"] [VAC_WEBSITE_PORT="<port_number>"] [VA
C_CONFIGURE_SCHANNEL="1"] [VAC_SERVER_ACCOUNT_NAME="<server_account_name>"] [VA
C_SERVER_ACCOUNT_PASSWORD="<server_account_password>"]
```

The command has the following parameters:

Option	Parameter	Required	Description
/L	*v logfile	No	<p>Creates an installation log file with the verbose output.</p> <p>Specify an existing path to the log file as the parameter value. A setup log file created during the previous installation is cleared.</p> <p>Example: <code>/L *v "C:\ProgramData\Veeam\Setup\Temp\Logs\VACWebUISetup.txt"</code></p>
/q	n	Yes	<p>Sets the user interface level to "no", which means no user interaction is needed during installation.</p>
/i	setup file	Yes	<p>Installs Veeam Service Provider Console web UI. Specify a full path to the setup file as the parameter value.</p> <p>Example: <code>/i "C:\WebUI\VAC.WebUI.x64.msi"</code></p>
ACCEPT_THIRDPARTY_LICENSES	0/1	Yes	<p>Specifies if you want to accept the terms of the license agreement for the 3rd party components. Specify 1 if you want to accept the terms and proceed with installation.</p> <p>Example: <code>ACCEPT_THIRDPARTY_LICENSES="1"</code></p>
ACCEPT_EULA	0/1	Yes	<p>Specifies if you want to accept the terms of the Veeam license agreement.</p> <p>Specify 1 if you want to accept the terms and proceed with installation.</p> <p>Example: <code>ACCEPT_EULA="1"</code></p>
ACCEPT_LICENSING_POLICY	0/1	Yes	<p>Specifies if you want to accept the terms of the Veeam licensing policy.</p> <p>Specify 1 if you want to accept the terms and proceed with installation.</p> <p>Example: <code>ACCEPT_LICENSING_POLICY="1"</code></p>

Option	Parameter	Required	Description
ACCEPT_REQUIRED_SOFTWARE	0/1	Yes	<p>Specifies if you want to accept the terms of the required software license agreements.</p> <p>Specify 1 if you want to accept the terms and proceed with installation.</p> <p>Example: <i>ACCEPT_REQUIRED_SOFTWARE="1"</i></p>
INSTALLDIR	path	No	<p>Installs the component to the specified location. By default, Veeam Service Provider Console uses the Web UI subfolder of the <code>C:\Program Files\Veeam\Availability Console</code> folder.</p> <p>Example: <i>INSTALLDIR="C: Veeam "</i></p> <p>The component will be installed to the <i>C: Veeam Web UI</i> folder.</p>
VAC_SERVER_NAME	server name or address	Yes	<p>Specifies FQDN or IP address of the server where Veeam Service Provider Console server is deployed.</p> <p>Example: <i>VAC_SERVER_NAME="vac.cloudprovider.com"</i></p>
VAC_SERVER_PORT	port	No	<p>Specifies the port number that the Veeam Service Provider Console Web UI component uses to communicate with the Server component.</p> <p>If you do not use this parameter, Veeam Service Provider Console Web UI component will use the default port <i>1989</i>.</p> <p>Example: <i>VAC_SERVER_PORT="102"</i></p>
VAC_WEBSITE_PORT	port	No	<p>Specifies the port number used to transfer traffic between Veeam Service Provider Console Web UI component and a web browser.</p> <p>If you do not use this parameter, Veeam Service Provider Console Web UI component will use the default port <i>1280</i>.</p> <p>Example: <i>VAC_WEBSITE_PORT="106"</i></p>

Option	Parameter	Required	Description
VAC_CONFIGURE_SCHANNEL	0/1	No	<p>Specifies if the High security mode option must be used for the Veeam Service Provider Console Web UI installation. The option enforces TLS 1.2 encryption protocol and disables using weak ciphers for all communications with the machine on which Veeam Service Provider Console Web UI component runs.</p> <p>Specify 1 to enable High security mode. Specify 0 to proceed with installation without enabling High security mode.</p> <p>If you do not use this parameter, Veeam Service Provider Console Web UI component will use the High security mode by default.</p> <p>Example: <code>VAC_CONFIGURE_SCHANNEL="1"</code></p>
VAC_SERVER_ACCOUNT_NAME	user	Yes	<p>Specifies a user account under which the Veeam Service Provider Console Web UI will connect to Veeam Service Provider Console Server in the Microsoft Windows authentication mode.</p> <p>Example: <code>VAC_SERVER_ACCOUNT_NAME="VSPC\Administrator"</code></p>
VAC_SERVER_ACCOUNT_PASSWORD	password	Yes	<p>Specifies a password for the account under which the Veeam Service Provider Console Web UI will connect to Veeam Service Provider Console Server.</p> <p>Example: <code>VAC_SERVER_ACCOUNT_PASSWORD="p@sswOrd"</code></p>

Example

Suppose you want to install Veeam Service Provider Console web UI with the following configuration:

- Installation log location: `C:\ProgramData\Veeam\Setup\Temp\Logs\VACWebUISetup.txt`
- No user interaction
- Path to the MSI file: `C:\WebUI\VAC.WebUI.x64.msi`
- Accept 3rd party license agreement
- Accept Veeam license agreement
- Accept Veeam licensing policy
- Accept required software agreements
- Installation directory: default
- Communication ports: default

- Secure connection: enabled
- Veeam Service Provider Console Server account: *vspc01\administrator*
- Veeam Service Provider Console Server account password: *p@ssw0rd*

The command to install Veeam Service Provider Console Web UI with such configuration will have the following parameters:

```
msiexec /qn /l*v C:\ProgramData\Veeam\Setup\Temp\Logs\VACWebUISetup.txt /i "C:\WebUI\VAC.WebUI.x64.msi" VAC_SERVER_NAME="vac.cloudprovider.com" ACCEPT_THIRDPARTY_LICENSES="1" ACCEPT_EULA="1" ACCEPT_REQUIRED_SOFTWARE="1" ACCEPT_LICENSING_POLICY="1" VAC_CONFIGURE_SCHANNEL="1" VAC_SERVER_ACCOUNT_NAME="vspc01\administrator" VAC_SERVER_ACCOUNT_PASSWORD="p@ssw0rd"
```

Veeam Service Provider Console Management Agent for Microsoft Windows

To install preconfigured Veeam Service Provider Console management agent that is already assigned to client or service provider company, use a command with the following syntax:

```
ManagementAgent.exe [/L*v "<path_to_log>"] /qn [ACCEPT_THIRDPARTY_LICENSES="1"] [ACCEPT_EULA="1"] [ACCEPT_REQUIRED_SOFTWARE="1"] [ACCEPT_LICENSING_POLICY="1"] [INSTALLEDIR="<path_to_installdir >"] [VAC_MANAGEMENT_AGENT_TAG_NAME="<tag_name>"] [VAC_AGENT_ACCOUNT_TYPE="1/2"] [VAC_CONNECTION_ACCOUNT="<machine\account>"] [VAC_CONNECTION_ACCOUNT_PASSWORD="<agent_account_password>"]
```

The commands have the following parameters:

Option	Parameter	Required	Description
/L	*v logfile	No	Creates an installation log file with the verbose output. Specify an existing path to the log file as the parameter value. A setup log file created during the previous installation is cleared. Example: <i>/L*v "C:\ProgramData\Veeam\Setup\Temp\Logs\VACAgentSetup.txt"</i>
/q	n	Yes	Sets the user interface level to "no", which means no user interaction is needed during installation.

Option	Parameter	Required	Description
ACCEPT_THIRDPARTY_LICENSES	0/1	Yes	<p>Specifies if you want to accept the terms of the license agreement for the 3rd party components. Specify 1 if you want to accept the terms and proceed with installation.</p> <p>Example: <i>ACCEPT_THIRDPARTY_LICENSES="1"</i></p>
ACCEPT_EULA	0/1	Yes	<p>Specifies if you want to accept the terms of the Veeam license agreement.</p> <p>Specify 1 if you want to accept the terms and proceed with installation.</p> <p>Example: <i>ACCEPT_EULA="1"</i></p>
ACCEPT_LICENSING_POLICY	0/1	Yes	<p>Specifies if you want to accept the terms of the Veeam licensing policy.</p> <p>Specify 1 if you want to accept the terms and proceed with installation.</p> <p>Example: <i>ACCEPT_LICENSING_POLICY="1"</i></p>
ACCEPT_REQUIRED_SOFTWARE	0/1	Yes	<p>Specifies if you want to accept the terms of the required software license agreements.</p> <p>Specify 1 if you want to accept the terms and proceed with installation.</p> <p>Example: <i>ACCEPT_REQUIRED_SOFTWARE="1"</i></p>
INSTALLDIR	path	No	<p>Installs the component to the specified location. By default, Veeam Service Provider Console uses the <code>CommunicationAgent</code> subfolder of the <code>C:\Program Files\Veeam\Availability Console</code> folder.</p> <p>Example: <i>INSTALLDIR="C: Veeam "</i></p> <p>The component will be installed to the <i>C: Veeam CommunicationAgent</i>.</p>

Option	Parameter	Required	Description
VAC_AGENT_ACCOUNT_TYPE	1/2	No	<p>Specifies the type of account under which management agent service will run.</p> <p>Specify 2 if you want to run management agent under a custom account.</p> <p>If you do not use this parameter, management agent service will run under local System account (default value, 1).</p> <p>Example: <i>VAC_AGENT_ACCOUNT_TYPE="2"</i></p>
VAC_CONNECTION_ACCOUNT	account name	No	<p>Specifies the name of an account under which management agent service will run.</p> <p>You must use this parameter if you have specified 2 for the <i>VAC_AGENT_ACCOUNT_TYPE</i> parameter.</p> <p>Example: <i>VAC_CONNECTION_ACCOUNT="masteragent\backu padmin"</i></p>
VAC_CONNECTION_ACCOUNT_PASSWORD	password	No	<p>Specifies the password of an account under which management agent service will run.</p> <p>You must use this parameter if you have specified 2 for the <i>VAC_AGENT_ACCOUNT_TYPE</i> parameter.</p> <p>Example: <i>VAC_CONNECTION_ACCOUNT_PASSWORD="P@ssw Ord"</i></p>
VAC_MANAGEMENT_AGENT_TAG_NAME	name	No	<p>Specifies the custom tag for the management agent.</p> <p>Example: <i>VAC_MANAGEMENT_AGENT_TAG_NAME="alfa_com pany"</i></p>

Example

Suppose you want to install preconfigured Veeam Service Provider Console management agent to the service provider infrastructure:

- Installation log location: *C:\ProgramData\Veeam\Setup\Temp\Logs\VACAgentSetup.txt*
- No user interaction
- Path to the setup file: *C:\Veeam\VAC\ManagementAgent.MyCompany.exe*
- Accept 3rd party license agreement

- Accept Veeam license agreement
- Accept Veeam licensing policy
- Accept required software agreements

The command to install Veeam Service Provider Console management agent with such configuration will have the following parameters:

```
"C:\Veeam\VAC\ManagementAgent.MyCompany.x64.exe" /qn /l*v C:\ProgramData\Veeam\Setup\Temp\Logs\VACAgentSetup.txt ACCEPT_THIRDPARTY_LICENSES="1" ACCEPT_EULA="1" ACCEPT_REQUIRED_SOFTWARE="1" ACCEPT_LICENSING_POLICY="1"
```

Example 2

Suppose you want to install preconfigured Veeam Service Provider Console management agent to the client infrastructure:

- Installation log location: *C:\ProgramData\Veeam\Setup\Temp\Logs\VACAgentSetup.txt*
- No user interaction
- Path to the setup file: *C:\Veeam\VAC\ManagementAgent.TenantCompany.exe*
- Accept 3rd party license agreement
- Accept Veeam license agreement
- Accept Veeam licensing policy
- Accept required software agreements
- Communication ports: default

The command to install Veeam Service Provider Console management agent with such configuration will have the following parameters:

```
"C:\Veeam\VAC\ManagementAgent.TenantCompany.exe" /qn /l*v C:\ProgramData\Veeam\Setup\Temp\Logs\VACAgentSetup.txt ACCEPT_THIRDPARTY_LICENSES="1" ACCEPT_EULA="1" ACCEPT_REQUIRED_SOFTWARE="1" ACCEPT_LICENSING_POLICY="1"
```

Veeam Service Provider Console Management Agent for Linux

To install Veeam Service Provider Console management agent, use a command with the following syntax:

```
sudo <path_to_package>/'LinuxAgentPackages.<company_name>.sh' ; veeamconsoleconfig -g add <gateway>:<port> --tag_name <tag> --validate_cert <thumbprint>
```

where:

- *<path_to_package>* – path to the directory where you have saved the installation package.

Make sure you have saved installation package to the directory where you want to install Veeam Service Provider Console management agent.

- `<company_name>` – name of the company and company location to which the management agent is assigned.

If you have downloaded an agent assigned to your company (hosted agent), the setup file name will include your company name.

If you have downloaded an agent not assigned to any company, the setup file name will be `LinuxAgentPackages.sh`.

- `<gateway>` – FQDN or IP address of a cloud gateway.

For hosted management agents, specify FQDN or IP address of Veeam Service Provider Console portal.

- `<port>` – the port that is used to transfer data to Veeam Service Provider Console.
- [optional] `<tag>` – tag that will be assigned to the management agent.

If you do not want to assign tag to the management agent, you can skip the `--tag_name` command.

- `<thumbprint>` – thumbprint of the security certificate that is installed on the Veeam Service Provider Console server.

If you do not specify a certificate thumbprint, you will be asked to verify the security certificate.

IMPORTANT!

It is strongly recommended to provide a certificate thumbprint for automated verification of the security certificate. Do not use the `--validate_cert` command with `-f` argument.

Example

Suppose you want to install Veeam Service Provider Console management agent with the following configuration:

- Path to the package file: `/home/vac/agents/`
- Management agent is assigned to location `Main` of company `Beta`
- Cloud gateway: `gate01.cloudprovider.com`
- Cloud gateway port: `6180`
- Management agent tag: `Linux01`
- Security certificate thumbprint: `028EC0FB60A7EBA9B140FCD1553061AF991A7FDE`

The command to install Veeam Service Provider Console management agent with such configuration will have the following parameters:

```
sudo /home/vac/agents/'LinuxAgentPackages.Beta_Main.sh' ; veeamconsoleconfig -g
add gate01.cloudprovider.com:6180 --tag_name Linux01 --validate_cert 028EC0FB60
A7EBA9B140FCD1553061AF991A7FDE
```

Veeam Service Provider Console Management Agent for Mac

To install Veeam Service Provider Console management agent and Veeam Agent for Mac, download ZIP archive with setup files, unpack the archive and use a command with the following syntax:

```
sudo installer -pkg <path_to_package>; veeamconsoleconfig -g add <gateway>:<port> --tag_name <tag> --validate_cert <thumbprint>
```

where:

- `<path_to_package>` – path to the installation package. Specify a full path to the package as the parameter value.
Example: `-pkg /Users/macbook-air/Downloads/Mac/"Veeam Management Agent - 8.0.0.16877.pkg'`
- `<gateway>` – FQDN or IP address of a cloud gateway.
For hosted management agents, specify FQDN or IP address of Veeam Service Provider Console portal.
- `<port>` – the port that is used to transfer data to Veeam Service Provider Console.
- [optional] `<tag>` – tag that will be assigned to the management agent.
If you do not want to assign tag to the management agent, you can skip the `--tag_name` command.
- `<thumbprint>` – thumbprint of the security certificate that is installed on the Veeam Service Provider Console server.
If you do not specify a certificate thumbprint, you will be asked to verify the security certificate.

IMPORTANT!

It is strongly recommended to provide a certificate thumbprint for automated verification of the security certificate. Do not use the `--validate_cert` command with `-f` argument.

Example

Suppose you want to install Veeam Service Provider Console management agent and Veeam Agent for Mac with the following configuration:

- Path to the package file: `/home/vac/agents/`
- Cloud gateway: `gate01.cloudprovider.com`
- Cloud gateway port: 6180
- Management agent tag: `Mac03`
- Security certificate thumbprint: `028EC0FB60A7EBA9B140FCD1553061AF991A7FDE`

The command to install Veeam Service Provider Console management agent and Veeam Agent for Mac with such configuration will have the following parameters:

```
sudo installer -pkg /home/vac/agents/'Veeam Management Agent - 8.0.0.16877.pkg'  
; veeamconsoleconfig -g add gate01.cloudprovider.com:6180 --tag_name Mac03 --va  
lidate_cert 028EC0FB60A7EBA9B140FCD1553061AF991A7FDE
```

ConnectWise Manage Plugin

To install ConnectWise Manage server component, use a command with the following syntax:

```
msiexec.exe [/L*v "<path_to_log>"] /qn /i "<path_to_msi>" [ACCEPT_THIRDPARTY_LICENSES="1"] [ACCEPT_EULA="1"] [ACCEPT_REQUIRED_SOFTWARE="1"] [ACCEPT_LICENSING_POLICY="1"] [INSTALLDIR="<path_to_installdir >"] [USERNAME="<user_name>"] [PASSWORD="<password>"] [SERVER_ACCOUNT_NAME="<account_name>"] [SERVER_ACCOUNT_PASSWORD="<account_password>"] [SERVER_NAME="<server_name>"] [VAC_CW_COMMUNICATION_PORT="<port_number>"] [VAC_SERVER_MANAGEMENT_PORT="<port_number>"]
```

To install ConnectWise Manage UI component, use a command with the following syntax:

```
msiexec.exe [/L*v "<path_to_log>"] /qn /i "<path_to_msi>" [ACCEPT_THIRDPARTY_LICENSES="1"] [ACCEPT_EULA="1"] [ACCEPT_REQUIRED_SOFTWARE="1"] [ACCEPT_LICENSING_POLICY="1"] [VAC_CW_COMMUNICATION_PORT="<port_number>"]
```

The commands have the following parameters:

Option	Parameter	Required	Description
/L	*v logfile	No	Creates an installation log file with the verbose output. Specify an existing path to the log file as the parameter value. A setup log file created during the previous installation is cleared. Example: /L *v "C:\ProgramData\Veeam\Setup\Temp\Logs\CWMPuginSetup.txt"
/q	n	Yes	Sets the user interface level to "no", which means no user interaction is needed during installation.
/i	setup file	Yes	Installs ConnectWise Manage components. Specify a full path to the setup file as the parameter value. Example: /i "C:\Veeam\VAC\VAC.ConnectorService.x64.msi"
ACCEPT_THIRDPARTY_LICENSES	0/1	Yes	Specifies if you want to accept the terms of the license agreement for the 3rd party components. Specify 1 if you want to accept the terms and proceed with installation. Example: ACCEPT_THIRDPARTY_LICENSES="1"

Option	Parameter	Required	Description
ACCEPT_EULA	0/1	Yes	<p>Specifies if you want to accept the terms of the Veeam license agreement.</p> <p>Specify 1 if you want to accept the terms and proceed with installation.</p> <p>Example: <i>ACCEPT_EULA="1"</i></p>
ACCEPT_LICENSING_POLICY	0/1	Yes	<p>Specifies if you want to accept the terms of the Veeam licensing policy.</p> <p>Specify 1 if you want to accept the terms and proceed with installation.</p> <p>Example: <i>ACCEPT_LICENSING_POLICY="1"</i></p>
ACCEPT_REQUIRED_SOFTWARE	0/1	Yes	<p>Specifies if you want to accept the terms of the required software license agreements.</p> <p>Specify 1 if you want to accept the terms and proceed with installation.</p> <p>Example: <i>ACCEPT_REQUIRED_SOFTWARE="1"</i></p>
INSTALLDIR	path	No	<p>Installs the component to the specified location. By default, Veeam Service Provider Console uses the <code>ConnectWiseManage</code> subfolder of the <code>C:\Program Files\Veeam\Availability Console\Integrations\</code> folder.</p> <p>Example: <i>INSTALLDIR="C:\Veeam\CWM"</i></p> <p>The component will be installed to the <code>C:\Veeam\CWM\ConnectWiseManage</code>.</p>
USERNAME	user	Yes	<p>Specifies a user account under which the ConnectWise Manage Service will run.</p> <p>The account must have local Administrator permissions on the machine where Veeam Service Provider Console server is installed.</p> <p>Example: <i>USERNAME="VAC\cwm.admin"</i></p>
PASSWORD	password	Yes	<p>This parameter must be used if you have specified the USERNAME parameter.</p> <p>Specifies a password for the account under which the ConnectWise Manage Service will run.</p> <p>Example: <i>PASSWORD="p@sswOrd"</i></p>

Option	Parameter	Required	Description
SERVER_ACCOUNT_NAME	account name	Yes	<p>Specifies a user account under which the ConnectWise Manage plugin will connect to Veeam Service Provider Console server.</p> <p>The account must have local Administrator permissions on the machine where Veeam Service Provider Console server is installed.</p> <p>Example: <i>SERVER_ACCOUNT_NAME="Administrator"</i></p>
SERVER_ACCOUNT_PASSWORD	account password	Yes	<p>Specifies a password for the account under which the ConnectWise Manage plugin will connect to Veeam Service Provider Console server.</p> <p>Example: <i>SERVER_ACCOUNT_PASSWORD="p@sswOrd"</i></p>
SERVER_NAME	server name or address	Yes	<p>Specifies FQDN or IP address of the server where Veeam Service Provider Console server is deployed.</p> <p>Example: <i>SERVER_NAME="vspc.cloudprovider.com"</i></p>
VAC_CW_COMMUNICATION_PORT	port	No	<p>Specifies the port number that ConnectWise Manage plugin uses to communicate with Veeam Service Provider Console.</p> <p>This parameter must be used for both ConnectWise Manage server and ConnectWise Manage UI components.</p> <p>If you do not use this parameter, ConnectWise Manage plugin will use the default port <i>9996</i>.</p> <p>Example: <i>VAC_CW_COMMUNICATION_PORT="102"</i></p>
VAC_SERVER_MANAGEMENT_PORT	port	No	<p>Specifies the port number that the ConnectWise Manage Server component uses to communicate with the Veeam Service Provider Console Server component.</p> <p>If you have customized this parameter during Veeam Service Provider Console installation, make sure to specify the customized port number.</p> <p>If you do not use this parameter, ConnectWise Manage Server component will use the default port <i>1989</i>.</p> <p>Example: <i>VAC_SERVER_MANAGEMENT_PORT="102"</i></p>

Example

Suppose you want to install ConnectWise Manage plugin components with the following configuration:

- ConnectWise Manage server installation log location:
C:\ProgramData\Veeam\Setup\Temp\Logs\CWMServerSetup.txt
- ConnectWise Manage UI installation log location:
C:\ProgramData\Veeam\Setup\Temp\Logs\CWMUIServerSetup.txt
- No user interaction
- Path to the ConnectWise Manage server MSI file: *C:\Veeam\VAC\VAC.ConnectorService.x64.msi*
- Path to the ConnectWise Manage UI MSI file: *C:\Veeam\VAC\VAC.ConnectorWebUI.x64.msi*
- Accept 3rd party license agreement
- Accept Veeam license agreement
- Accept Veeam licensing policy
- Accept required software agreements
- Installation directory: default
- Service user account: *VAC\cwm.admin*
- Service user account password: *p@sswOrd*
- Connection account: *administrator*
- Connection account password: *Password!*
- Veeam Service Provider Console server name: *vspc.cloudprovider.com*
- Communication ports: default

The command to install ConnectWise Manage server with such configuration will have the following parameters:

```
msiexec.exe /L*v "C:\ProgramData\Veeam\Setup\Temp\Logs\CWMServerSetup.txt" /qn /i "C:\Veeam\VAC\VAC.ConnectorService.x64.msi" ACCEPT_THIRDPARTY_LICENSES="1" ACCEPT_EULA="1" ACCEPT_REQUIRED_SOFTWARE="1" ACCEPT_LICENSING_POLICY="1" USERNAME="VAC\cwm.admin" PASSWORD="p@sswOrd" SERVER_ACCOUNT_NAME="administrator" SERVER_ACCOUNT_PASSWORD="Password!" SERVER_NAME="vspc.cloudprovider.com"
```

The command to install ConnectWise Manage UI with such configuration will have the following parameters:

```
msiexec.exe /L*v "C:\ProgramData\Veeam\Setup\Temp\Logs\CWMUIServerSetup.txt" /qn /i "C:\Veeam\VAC\VAC.ConnectorWebUI.x64.msi" ACCEPT_THIRDPARTY_LICENSES="1" ACCEPT_EULA="1" ACCEPT_REQUIRED_SOFTWARE="1" ACCEPT_LICENSING_POLICY="1"
```


File-Level Restore Plugin

To install file-level restore server component, use a command with the following syntax:

```
msiexec.exe [/L*v "<path_to_log>"] /qn /i "<path_to_msi>" [ACCEPT_THIRDPARTY_LICENSES="1"] [ACCEPT_EULA="1"] [ACCEPT_REQUIRED_SOFTWARE="1"] [ACCEPT_LICENSING_POLICY="1"] [VAC_FLR_SERVICE_ACCOUNT_NAME="<account_name>"] [VAC_FLR_SERVICE_ACCOUNT_PASSWORD="<account_password>"]
```

To install file-level restore UI component, use a command with the following syntax:

```
msiexec.exe [/L*v "<path_to_log>"] /qn /i "<path_to_msi>" [ACCEPT_THIRDPARTY_LICENSES="1"] [ACCEPT_EULA="1"] [ACCEPT_REQUIRED_SOFTWARE="1"] [ACCEPT_LICENSING_POLICY="1"] [VAC_FLR_WEBAPI_CONNECTION_HUB_HOST_NAME="<hostname>"] [VAC_FLR_WEBAPI_CONNECTION_HUB_PORT="<port_number>"] [VAC_FLR_WEBAPI_CONNECTION_HUB_ACCOUNT_NAME="<account_name>"] [VAC_FLR_WEBAPI_CONNECTION_HUB_ACCOUNT_PASSWORD="<account_password>"]
```

The commands have the following parameters:

Option	Parameter	Required	Description
/L	*v logfile	No	Creates an installation log file with the verbose output. Specify an existing path to the log file as the parameter value. A setup log file created during the previous installation is cleared. Example: <code>/L*v "C:\ProgramData\Veeam\Setup\Temp\Logs\FLRSetup.txt"</code>
/q	n	Yes	Sets the user interface level to "no", which means no user interaction is needed during installation.
/i	setup file	Yes	Installs file-level restore components. Specify a full path to the setup file as the parameter value. Example: <code>/i "C:\Program Files\Veeam\Availability Console\Integrations\VeeamAgentsSelfServicePortal\VS PC.VeeamAgentsSelfServicePortal.x64.msi"</code>
ACCEPT_THIRDPARTY_LICENSES	0/1	Yes	Specifies if you want to accept the terms of the license agreement for the 3rd party components. Specify 1 if you want to accept the terms and proceed with installation. Example: <code>ACCEPT_THIRDPARTY_LICENSES="1"</code>

Option	Parameter	Required	Description
ACCEPT_EULA	0/1	Yes	<p>Specifies if you want to accept the terms of the Veeam license agreement.</p> <p>Specify 1 if you want to accept the terms and proceed with installation.</p> <p>Example: <code>ACCEPT_EULA="1"</code></p>
ACCEPT_LICENSING_POLICY	0/1	Yes	<p>Specifies if you want to accept the terms of the Veeam licensing policy.</p> <p>Specify 1 if you want to accept the terms and proceed with installation.</p> <p>Example: <code>ACCEPT_LICENSING_POLICY="1"</code></p>
ACCEPT_REQUIRED_SOFTWARE	0/1	Yes	<p>Specifies if you want to accept the terms of the required software license agreements.</p> <p>Specify 1 if you want to accept the terms and proceed with installation.</p> <p>Example: <code>ACCEPT_REQUIRED_SOFTWARE="1"</code></p>
VAC_FLR_SERVICE_ACCOUNT_NAME	account name	Yes	<p>Specifies a user account under which the file-level restore service will run.</p> <p>The account must have local Administrator permissions on the machine where Veeam Service Provider Console server is installed.</p> <p>Example: <code>VAC_FLR_SERVICE_ACCOUNT_NAME="VAC\flr.admin"</code></p>
VAC_FLR_SERVICE_ACCOUNT_PASSWORD	account password	Yes	<p>This parameter must be used if you have specified the <code>VAC_FLR_SERVICE_ACCOUNT_NAME</code> parameter.</p> <p>Specifies a password for the account under which the file-level restore service will run.</p> <p>Example: <code>VAC_FLR_SERVICE_ACCOUNT_PASSWORD="p@sswOrd"</code></p>

Option	Parameter	Required	Description
VAC_FLR_WEBAPI_CONNECTION_HUB_ACCOUNT_NAME	account name	Yes	<p>Specifies a user account under which the file-level restore plugin will connect to Veeam Service Provider Console server.</p> <p>The account must have local Administrator permissions on the machine where Veeam Service Provider Console server is installed.</p> <p>Example: <i>VAC_FLR_WEBAPI_CONNECTION_HUB_ACCOUNT_NAME="Administrator"</i></p>
VAC_FLR_WEBAPI_CONNECTION_HUB_ACCOUNT_PASSWORD	account password	Yes	<p>Specifies a password for the account under which the file-level restore plugin will connect to Veeam Service Provider Console server.</p> <p>Example: <i>VAC_FLR_WEBAPI_CONNECTION_HUB_ACCOUNT_PASSWORD="p@sswOrd"</i></p>
VAC_FLR_WEBAPI_CONNECTION_HUB_HOST_NAME	server name or address	Yes	<p>Specifies FQDN or IP address of the server where Veeam Service Provider Console Web UI is deployed.</p> <p>Example: <i>VAC_FLR_WEBAPI_CONNECTION_HUB_HOST_NAME="vs.pc.cloudprovider.com"</i></p>
VAC_FLR_WEBAPI_CONNECTION_HUB_PORT	port	No	<p>Specifies the port number that file-level restore plugin uses to communicate with Veeam Service Provider Console.</p> <p>If you do not use this parameter, file-level restore plugin will use the default port <i>9999</i>.</p> <p>Example: <i>VAC_FLR_WEBAPI_CONNECTION_HUB_PORT="105"</i></p>

Example

Suppose you want to install file-level restore plugin components with the following configuration:

- File-level restore server installation log location:
C:|ProgramData|Veeam|Setup|Temp|Logs|FLRServiceSetup.txt
- File-level restore UI installation log location: *C:|ProgramData|Veeam|Setup|Temp|Logs|FLRUISetup.txt*
- No user interaction
- Path to the file-level restore server MSI file: *C:|Veeam|VAC|VSPC.VeeamAgentsSelfServicePortal.x64.msi*

- Path to the file-level restore UI MSI file:
C:\Veeam\VAC\VSPC.VeeamAgentsSelfServicePortalWebUI.x64.msi
- Accept 3rd party license agreement
- Accept Veeam license agreement
- Accept Veeam licensing policy
- Accept required software agreements
- Service user account: *VAC\flr.admin*
- Service user account password: *p@sswOrd*
- Connection account: *administrator*
- Connection account password: *Password!*
- Veeam Service Provider Console server name: *vspc.cloudprovider.com*
- Communication port: default

The command to install file-level restore server with such configuration will have the following parameters:

```
msiexec.exe /L*v "C:\ProgramData\Veeam\Setup\Temp\Logs\FLRServiceSetup.txt" /qn /i "C:\Veeam\VAC\VSPC.VeeamAgentsSelfServicePortal.x64.msi" ACCEPT_THIRDPARTY_LICENSES="1" ACCEPT_EULA="1" ACCEPT_REQUIRED_SOFTWARE="1" ACCEPT_LICENSING_POLICY="1" VAC_FLR_SERVICE_ACCOUNT_NAME="VAC\flr.admin" VAC_FLR_SERVICE_ACCOUNT_PASSWORD="p@ssw0rd"
```

The command to install file-level restore UI with such configuration will have the following parameters:

```
msiexec.exe /L*v "C:\ProgramData\Veeam\Setup\Temp\Logs\FLRUISetup.txt" /qn /i "C:\Veeam\VAC\VSPC.VeeamAgentsSelfServicePortalWebUI.x64.msi" ACCEPT_THIRDPARTY_LICENSES="1" ACCEPT_EULA="1" ACCEPT_REQUIRED_SOFTWARE="1" ACCEPT_LICENSING_POLICY="1" VAC_FLR_WEBAPI_CONNECTION_HUB_HOST_NAME="vspc.cloudprovider.com" VAC_FLR_WEBAPI_CONNECTION_HUB_ACCOUNT_NAME="administrator" VAC_FLR_WEBAPI_CONNECTION_HUB_ACCOUNT_PASSWORD="Password!"
```

Step 2. Configure Cloud Infrastructure

Cloud-based functionality in Veeam Service Provider Console is provided by means of the Veeam Cloud Connect infrastructure. As part of the deployment procedure, you must perform the following steps to set up the cloud infrastructure:

1. [Set up Veeam Cloud Connect infrastructure components.](#)

Set up the Veeam Cloud Connect server, install a certificate and deploy cloud gateways. At this step, you can also expose cloud repository and cloud host resources.

2. [Connect Veeam Cloud Connect servers to Veeam Service Provider Console.](#)

Configure a connection from Veeam Cloud Connect servers to Veeam Service Provider Console.

Step 2.1 Set Up Veeam Cloud Connect Components

The cloud infrastructure used by Veeam Service Provider Console includes the Veeam Cloud Connect server and cloud gateways.

To set up the Veeam Cloud Connect server and configure cloud gateways:

1. Install Veeam Backup & Replication.
 - You must install Veeam Backup & Replication on the machines that will be used as Veeam Cloud Connect servers. You can install Veeam Backup & Replication from the Veeam Service Provider Console installation ISO image. The setup splash page includes options for installing Veeam Backup & Replication, Veeam Backup Enterprise Manager and Veeam Backup & Replication Console.

For details on the installation procedure, see section [Installing Veeam Backup & Replication](#) of the Veeam Backup & Replication User Guide.

- If you already have one or more Veeam Cloud Connect servers deployed, you can integrate them with Veeam Service Provider Console.

For details on supported versions of Veeam Backup & Replication, see [System Requirements](#).

2. Log in to the Veeam Backup & Replication console.

For details, see section [Logging in to Veeam Backup & Replication](#) of the Veeam Backup & Replication User Guide.

3. Install a Veeam Cloud Connect license to unlock the cloud functionality on the backup server.

You can install a free or paid Veeam Cloud Connect license.

For details, see section [Installing License](#) of the Veeam Cloud Connect Guide.

4. Open the **Cloud Connect** view.

5. Set up a certificate that will be used to establish a secure connection between the Veeam Cloud Connect server, managed Veeam Backup & Replication servers and computers running Veeam backup agents.

For details, see section [Managing TLS Certificates](#) of the Veeam Cloud Connect Guide.

6. Configure a cloud gateway.

A cloud gateway is required to route commands and traffic between management agents on client machines running Veeam Backup & Replication and Veeam backup agents, and components of Veeam Cloud Connect infrastructure. You can assign the role of a cloud gateway to the Veeam Cloud Connect server, or deploy cloud gateways on another machine.

If you plan to manage a large number of Veeam Backup & Replication or Veeam Agent for Microsoft Windows instances, you can deploy several cloud gateways (one gateway to handle traffic from 50 management agents).

For details, see section [Adding Cloud Gateways](#) of the Veeam Cloud Connect Guide.

NOTE:

At this stage, you can also create tenant accounts in Veeam Cloud Connect. These accounts will become available as companies in Veeam Service Provider Console. However, if you create tenants in Veeam Cloud Connect, you will need to fill out missing company details in Veeam Service Provider Console later. For this reason, we recommend to create companies directly in Veeam Service Provider Console.

Configuring Veeam Cloud Connect Resources

You can use Veeam Cloud Connect to expose cloud repository and cloud host resources. In this case companies will be able to store their backups and replicas in the cloud, and you will be able to bill clients for consumed resources in Veeam Service Provider Console.

To expose cloud host and cloud repository resources, you must perform further steps for configuring Veeam Cloud Connect.

1. Log in to the Veeam Backup & Replication console on the Veeam Cloud Connect server.

For details, see section [Logging in to Veeam Backup & Replication](#) of the Veeam Backup & Replication User Guide.

2. Open the **Backup Infrastructure** view.

3. Connect managed servers.

Connect virtual infrastructure management servers that will be used as cloud hosts, servers that will be used as WAN accelerators and cloud gateways, and servers that will be used as backup repositories.

For details, see section [Backup Infrastructure](#) of the Veeam Backup & Replication User Guide.

4. Create backup repositories that will be used to assign cloud storage quotas.

Veeam Backup & Replication comes with a preconfigured default backup repository that is targeted at the `Backup` folder on the disk with the greatest amount of free space. Resources of this backup repository may not be enough, or the size of the underlying disk may be limited. For this reason, we recommend to create additional backup repositories with sufficient disk resources.

For details, see section [Configuring Cloud Repositories](#) of the Veeam Cloud Connect Guide.

5. [Optional] Add target WAN accelerators to reduce traffic transferred between the service provider side and tenant side.

For details, see section [Configuring Target WAN Accelerators](#) of the Veeam Cloud Connect Guide.

6. Open the **Cloud Connect** view.

7. Configure hardware plans.

To expose cloud host resources to tenants, configure one or more hardware plans.

For details, see section [Configuring Hardware Plans](#) of the Veeam Cloud Connect Guide.

8. Deploy additional cloud gateways on dedicated machines to balance backup traffic from tenant backup servers.

If you plan to expose cloud repository and cloud host resources, you must deploy additional cloud gateways. All gateways you configure will be used to perform the following operations: transfer backup and replica data to and from the cloud, collect data from management agents, and run management operations on managed machines.

For details, see section [Adding Cloud Gateways](#) of the Veeam Cloud Connect Guide.

Step 2.2 Connect Veeam Cloud Connect Servers to Veeam Service Provider Console

To allow Veeam Service Provider Console to communicate with the Veeam Cloud Connect server, you must configure a connection to this Veeam Cloud Connect server. When you connect the Veeam Cloud Connect server, Veeam Service Provider Console deploys its management agent on the Veeam Cloud Connect server.

You can add multiple Veeam Cloud Connect servers located at different sites.

Required Privileges

To perform this task, a user must have the following role assigned: Portal Administrator, Site Administrator.

Site Administrator cannot connect and disconnect Veeam Cloud Connect servers.

Connecting Veeam Cloud Connect Servers

To configure a connection to the Veeam Cloud Connect server:

1. Log in to Veeam Service Provider Console.
For details, see [Accessing Veeam Service Provider Console](#).
2. At the top right corner of the Veeam Service Provider Console window, click **Configuration**.
3. In the configuration menu on the left, click **Cloud Connect Servers**.
4. At the top of the server list, click **New**.
Veeam Service Provider Console will launch the **New Cloud Connect Server** wizard.
5. At the **Name** step of the wizard, specify the following settings:
 - a. In the **DNS name or IP address of the server** field, type FQDN or IP address of the Veeam Cloud Connect server.
 - b. In the **Site name** field, specify the name of the site at which Veeam Cloud Connect server is located.

c. In the **Description** field, type server description or comments.

New Cloud Connect Server [X]

Name

Specify Veeam Cloud Connect server address and type in a friendly name for the server.

DNS name or IP address of the server:
vspc01.tech.local

Site name:
Golden Coast

Description:
On-premise cloud server

Next Cancel

6. At the **Connection Account** step of the wizard, specify credentials of a user account with local administrator privileges on the Veeam Cloud Connect server.

This account will be used to install a Veeam Service Provider Console management agent on the Veeam Cloud Connect server.

The user name must be specified in the `DOMAIN\USERNAME` format for domain accounts, or `HOST\USERNAME` format for local accounts.

The screenshot shows a wizard window titled "New Cloud Connect Server" with a close button (X) in the top right corner. On the left, there is a navigation pane with four items: "Name", "Connection Account" (which is selected and highlighted in blue), "Service Account", and "Summary". The main area of the wizard is titled "Connection Account" and contains the following text: "Select an account with local administrator privileges on the server you are adding. This account will be used to install the management agent. Use DOMAIN\USER format for domain accounts, or HOST\USER for local accounts. The specified account should have an access to the administrative share on the target machine." Below this text are two input fields: "Username:" with the value "vspc01\administrator" and "Password:" with a masked password "....." and a toggle icon for visibility. At the bottom right of the wizard, there are three buttons: "Back", "Next" (highlighted in blue), and "Cancel".

7. At the **Service Account** step of the wizard, specify the account that will be used to run a management agent on the Veeam Cloud Connect server:
 - Select **Local System account**, if you want to run management agent under Local System account of the machine on which Veeam Cloud Connect server is installed.
 - To use a different account, select **The following user account** and specify credentials of a user account with Veeam Backup Administrator privileges in Veeam Backup & Replication on the Veeam Cloud Connect server and Local Administrator privileges on the machine on which Veeam Backup & Replication server is installed.

The user name must be specified in the `DOMAIN\USERNAME` format for domain accounts, or `HOST\USERNAME` format for local accounts.

For details on Veeam Backup & Replication users, roles and privileges, see section [Roles and Users](#) of the Veeam Backup & Replication User Guide.

The screenshot shows the 'New Cloud Connect Server' wizard window. The left sidebar has four steps: Name, Connection Account, Service Account (highlighted), and Summary. The main area is titled 'Service Account' and contains the following text: 'Specify user account that belongs to Veeam backup and operating system administrator groups. This user will be used to run management agent service. Use DOMAIN\USER format for domain accounts, or HOST\USER for local accounts.' Below this, there are two radio button options: 'Local system account' (unselected) and 'The following user account:' (selected). Under the selected option, there are two input fields: 'Username:' with the value 'vspc01\administrator' and 'Password:' with a masked password '.....' and a visibility icon. At the bottom right, there are three buttons: 'Back', 'Next', and 'Cancel'.

8. At the **Summary** step of the wizard, review connection settings and click **Finish**.

The screenshot shows the 'New Cloud Connect Server' wizard window at the 'Summary' step. The left sidebar has four steps: Name, Connection Account, Service Account, and Summary (highlighted). The main area is titled 'Summary' and contains the text: 'Review and copy data, and click Finish to exit wizard.' Below this, there is a list of settings: 'Name: vspc01.tech.local', 'Site: Golden Coast', 'Description: On-premise cloud server', 'Connection account: vspc01\administrator', and 'Service account: vspc01\administrator'. At the bottom right, there are three buttons: 'Back', 'Finish', and 'Cancel'.

9. Repeat steps 4–8 for all Veeam Cloud Connect servers that you want to add.

Accessing Veeam Service Provider Console

To access Veeam Service Provider Console:

1. In a web browser, navigate to the Veeam Service Provider Console URL.

The URL consists of an FQDN or IP address of the machine where Veeam Service Provider Console is installed, and the website port specified during installation. Note that the Veeam Service Provider Console portal is available over HTTPS.

The Veeam Service Provider Console URL looks like the following one:

```
https://vspc.cloudprovider.com:1280
```

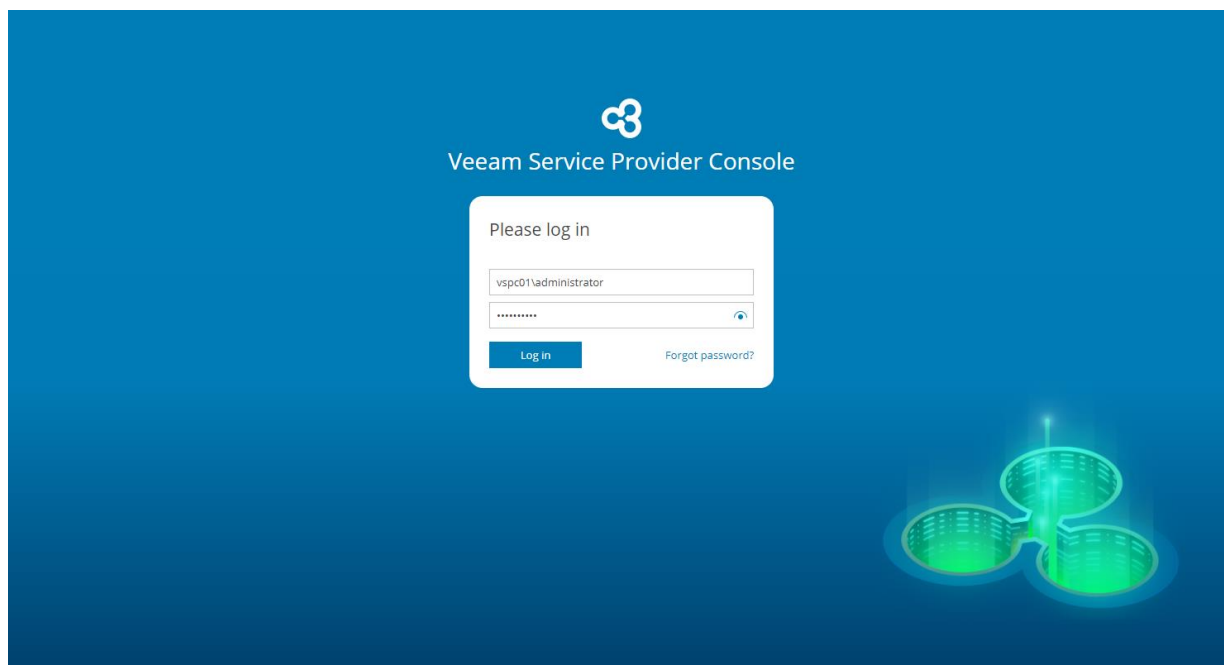
If you installed Veeam Service Provider Console using a distributed deployment scenario, the URL must include an address of the machine where the Web UI component runs.

2. In the **Username** and **Password** fields, specify credentials of an authorized user.

If you log in for the first time, you can use credentials of the local Administrator account on the machine where Veeam Service Provider Console is installed. For future work, you can create other users in Veeam Service Provider Console. For details, see section [Managing Portal Users](#) of the Guide for Service Providers.

If you installed Veeam Service Provider Console using the distributed deployment scenario, this must be an account on the machine where the Veeam Service Provider Console Server component runs.

3. Click **Log in**.



Logging Out

To log out of Veeam Service Provider Console, at the top right corner of the Veeam Service Provider Console window click your user name and choose **Log Out**.

Upgrading Veeam Service Provider Console

Veeam Service Provider Console supports in-place upgrade that preserves settings and configuration of the previous version. You can upgrade product components if you run Veeam Service Provider Console version 7.0.

NOTE:

If you run Veeam Service Provider Console version 6.0, you must first perform an upgrade of all Veeam Service Provider Console components to version 7.0. For details on upgrading Veeam Service Provider Console to version 7.0, see [Upgrading Veeam Service Provider Console](#). For details on upgrading management agents to version 7.0, see [Upgrading Management Agents](#).

Prerequisites

Before you begin the installation process:

- Perform backup of the Microsoft SQL Server configuration database used by Veeam Service Provider Console, so that you can go back to the previous version in case of issues with the upgrade. For details, see this [Veeam KB article](#).
- Make sure that there is enough space provided for Microsoft SQL Server configuration database upgrade. For details on database sizing, see [Sizing Guidelines](#).
- Make sure that versions of Veeam Cloud Connect, Veeam Backup & Replication and Veeam backup agents in the Veeam Service Provider Console infrastructure are supported in version 8.0. For details on version compatibility, see [System Requirements](#).
- If you deployed Veeam Service Provider Console using a distributed installation scenario, make sure that Veeam Service Provider Console maintenance mode is disabled. Otherwise, you will not be able to upgrade the Web UI component.
- Make sure that all active Veeam Service Provider Console Web UI sessions are closed.

If you deployed Veeam Service Provider Console using a distributed installation scenario, you must first upgrade the Server component, and then the Web UI component.

Upgrading Veeam Service Provider Console

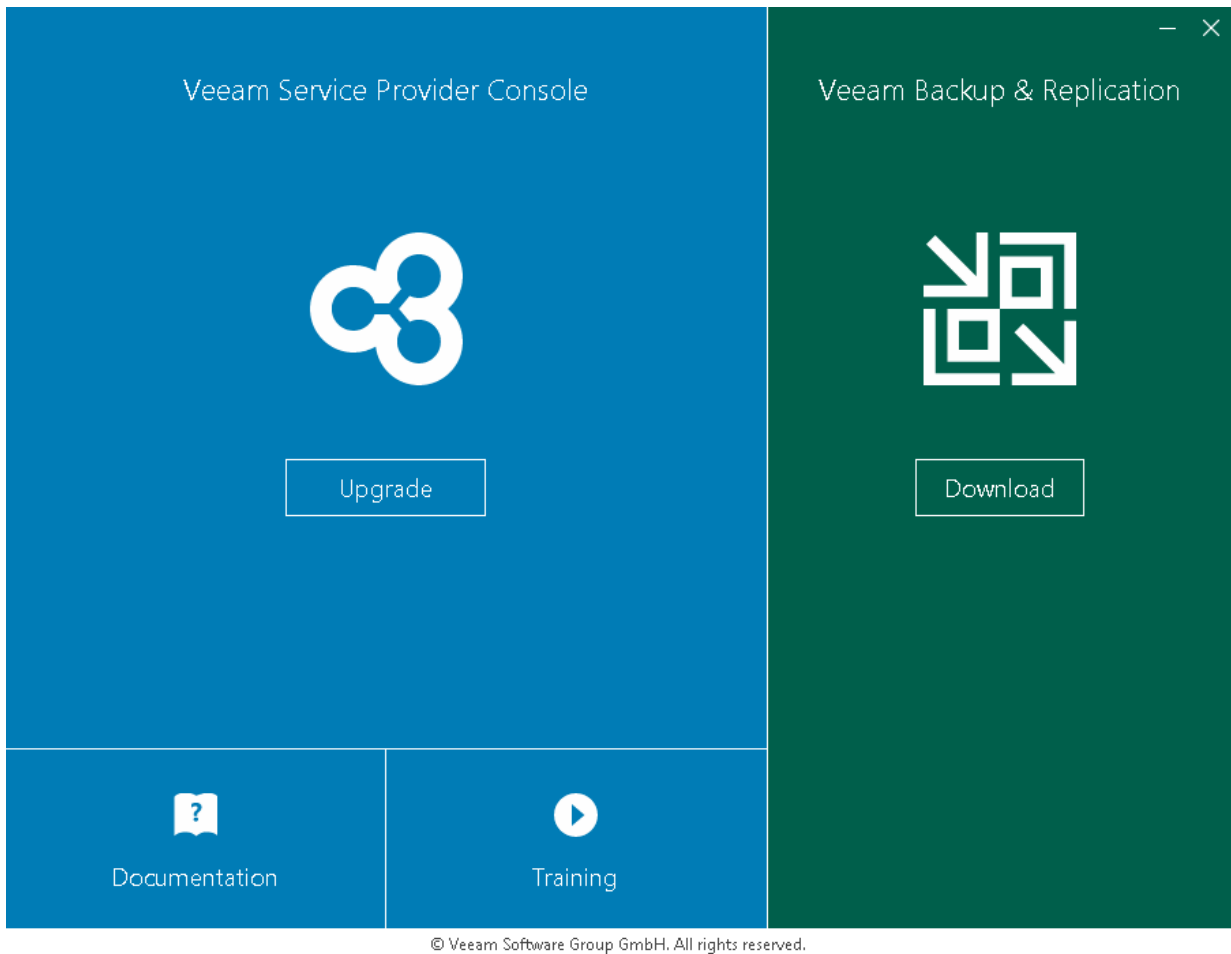
To upgrade Veeam Service Provider Console to version 8.0, perform the following steps:

1. Download the latest version of Veeam Service Provider Console installation image from www.veeam.com/downloads.html.
2. Log on as Administrator to the machine where Veeam Service Provider Console server component is installed.
3. Mount the installation image using disk image emulation software or burn the downloaded image to a CD/DVD.

If you are installing Veeam Service Provider Console on a VM, use built-in tools of the virtualization management software to mount the installation image to the VM.

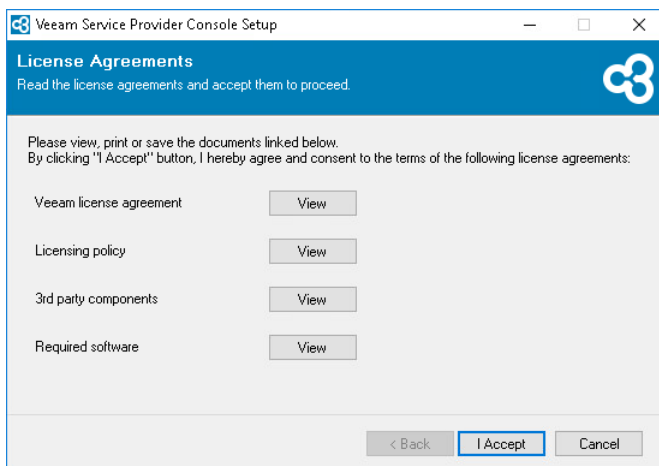
4. Run the `Setup.exe` file from the image to launch the setup splash screen.

5. On the splash screen, click the **Upgrade** tile to launch the **Veeam Service Provider Console Setup** wizard.

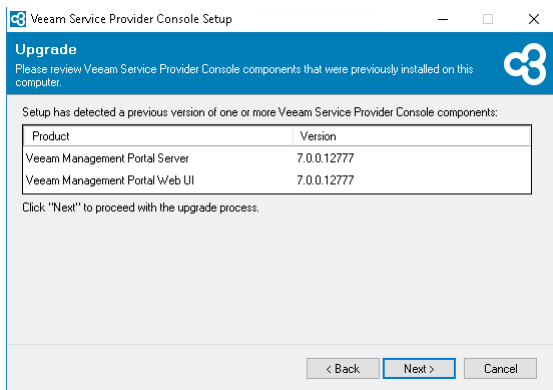


6. At the **License Agreements** step of the wizard, read and accept the Veeam license agreement, Veeam licensing policy, 3rd party components license agreement and required software license agreement.

If you do not accept the license agreement terms, you will not be able to continue the installation.



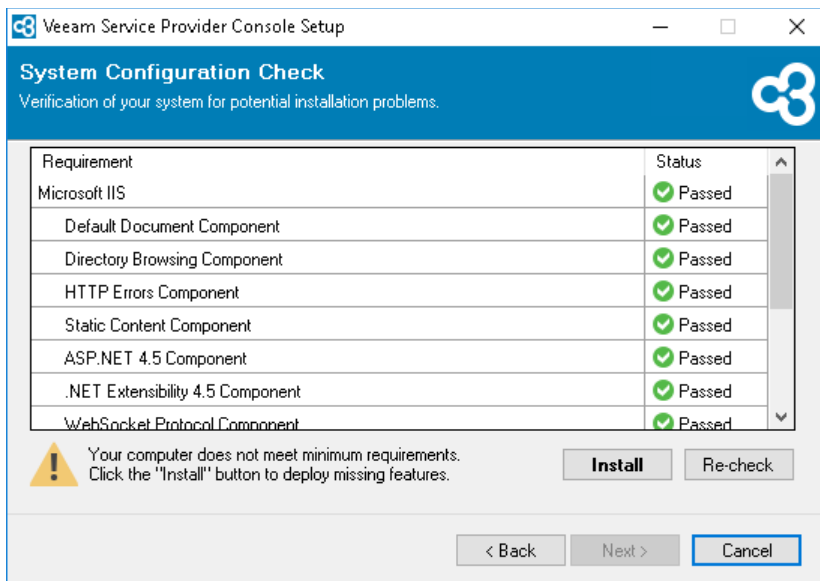
7. At the **Upgrade** step of the wizard, review the components to upgrade.



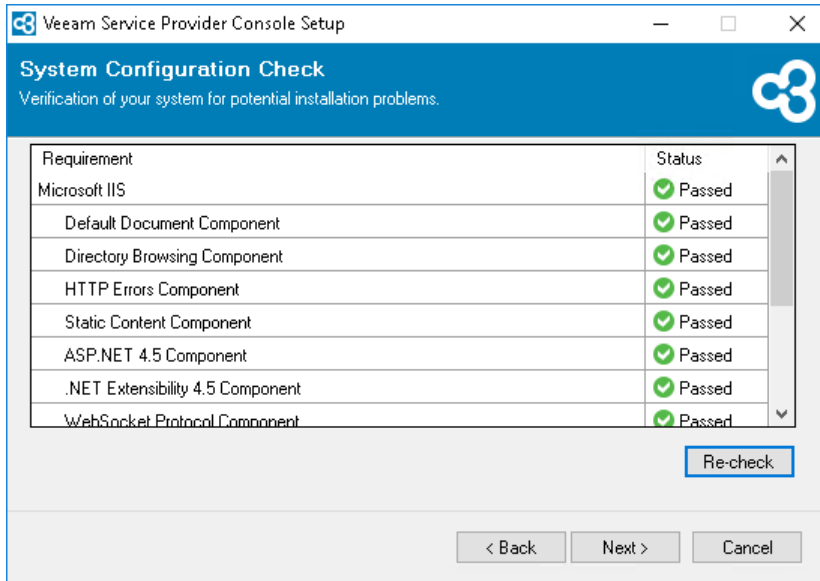
8. At the **System Configuration Check** step of the wizard, check what prerequisite software is missing.

Before proceeding with the upgrade, the installer will perform system configuration check to determine if all prerequisite software is available on the machine. To learn what software is required for Veeam Service Provider Console, see [System Requirements](#).

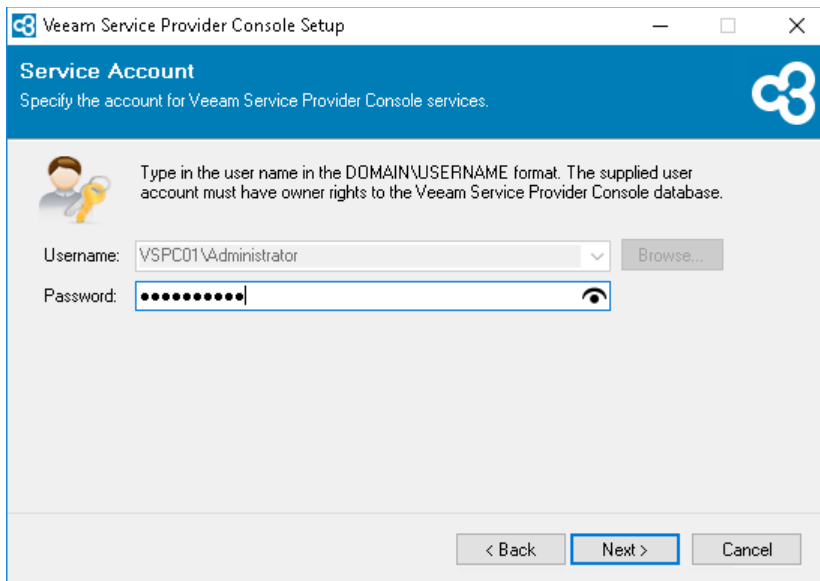
If some of the required software components are missing, the setup wizard will offer you to install the missing software components and enable missing features automatically. To install the missing software components and enable missing features automatically, click the **Install** button.



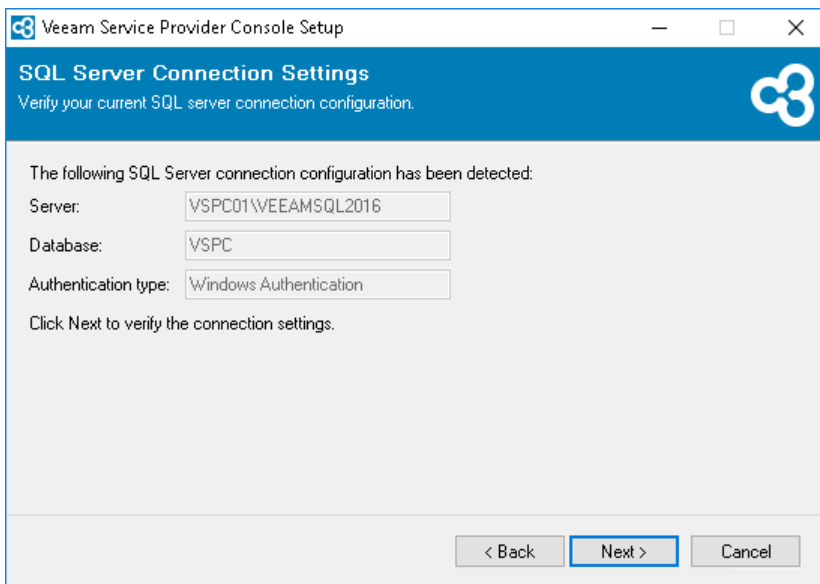
You can cancel automatic software installation. In this case, you will need to install the missing software components and enable missing features manually (otherwise, you will not be able to proceed to the next step of the setup wizard). After you install and enable all required software components, click **Re-check** to repeat the system configuration check.



- At the **Service Account** step of the wizard, specify password for the account under which Veeam Service Provider Console services run.



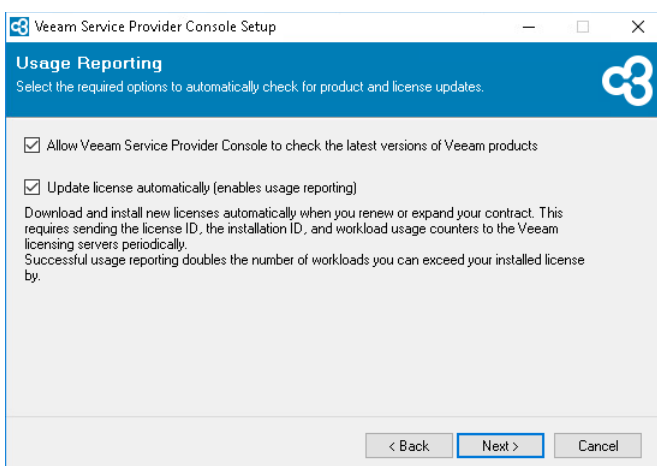
- At the **SQL Server Connection Settings** step of the wizard, check settings of a connection to Microsoft SQL Server instance and Veeam Service Provider Console database.



- At the **Usage Reporting** step of the wizard, configure license usage reporting settings:
 - If you want Veeam Service Provider Console to automatically check for managed Veeam products updates, select the **Allow Veeam Service Provider Console to check the latest versions of Veeam products** check box. When a new product build is published on the Veeam update server, a notification will be displayed in Veeam Service Provider Console.
 - To install new licenses automatically when you renew or expand your contract, select the **Update license automatically (enables usage reporting)** check box. If you enable the automatic license update, and therefore enable usage reporting, you will double the number of workloads by which you can exceed your installed license. For details, see section [Exceeding License Limit](#) of the Guide for Service Providers.

If the automatic license update is enabled, Veeam Service Provider Console will automatically send license usage statistics to Veeam License Update Server. For details, see section [Automatic Usage Reporting](#) of the Guide for Service Providers.

Note that for *Evaluation* and *NFR* licenses automatic license update must be enabled. For details on license types, see section [License Types](#) of the Guide for Service Providers.



- At the **Ready to Install** step of the wizard, click **Install** to begin Veeam Service Provider Console upgrade.

13. When upgrade completes:

- a. Make sure all management agents are up-to-date.

For details on management agents upgrade, see section [Upgrading Management Agents](#) of the Veeam Service Provider Console Guide for Service Providers.

- b. Upgrade managed Veeam backup agents.

For details, see section [Upgrading Veeam Backup Agents](#) of the Veeam Service Provider Console Guide for Service Providers.

- c. Collect data from Veeam Cloud Connect and Veeam Backup & Replication servers.

For details on data collection, see section [Collecting Data](#) of the Veeam Service Provider Console Guide for Service Providers.

Checking for Updates

To stay aware of Veeam Service Provider Console and managed Veeam products updates and patches, you can configure notifications and automatic updates or check for updates manually. Updates eliminate the risk of using out-of-date components and enhance your work experience with the product.

Note that Veeam Service Provider Console automatically downloads updates only for managed Veeam backup agents. Updates and patches for other products must be downloaded and installed manually.

Required Privileges

To perform the task, a user must have the following role assigned: Portal Administrator.

Configuring Update Notifications

To enable notifications about new product versions and updates and download updates for Veeam backup agents automatically:

1. Log in to Veeam Service Provider Console.
For details, see [Accessing Veeam Service Provider Console](#).
2. At the top right corner of the Veeam Service Provider Console window, click **Configuration**.
3. In the configuration menu on the left, click **Product Updates**.
4. In the **Product Updates & Download** section, switch the **Enable periodic checks (recommended)** toggle to *On*.

Veeam Service Provider Console will connect to the Veeam Update Notification Server (dev.veeam.com) and collect information about available updates every 24 hours. If new product versions, patches and updates are available, Veeam Service Provider Console will inform you about them with a notification in the notification bell and download updates for Veeam backup agents. This notification is visible to all users with the Portal Administrator role.

Checking for Updates Manually

To manually check if new product versions and updates for Veeam backup agents are available:

1. Log in to Veeam Service Provider Console.
For details, see [Accessing Veeam Service Provider Console](#).
2. At the top right corner of the Veeam Service Provider Console window, click **Configuration**.
3. In the configuration menu on the left, click **Product Updates**.
4. In the **Product Updates & Download** section, click the **Check for Updates** button.

Veeam Service Provider Console will connect to the Veeam Update Notification Server (dev.veeam.com) and collect information about available updates. If new product versions, patches and updates are available, Veeam Service Provider Console will inform you about them with a notification in the notification bell and download updates for Veeam backup agents. This notification is visible to all users with the Portal Administrator role.

Migrating Veeam Service Provider Console

In case you need to move Veeam Service Provider Console Server to another location, and want to preserve configuration and client data, you can install Veeam Service Provider Console Server on a new machine and connect it to an existing database. Alternatively, you can migrate only the configuration database used by Veeam Service Provider Console or both Veeam Service Provider Console Server and the configuration database.

Before You Begin

Before you start the migration process, complete the following prerequisites:

- Check and save the version of the Veeam Service Provider Console server which you want to migrate to a new machine.
- Make sure that the machine on which you plan to migrate Veeam Service Provider Console meets software and hardware requirements.

For details, see [System Requirements](#)

- Make sure that an account used to connect to Veeam Service Provider Console database has necessary permissions.

For details, see [Connecting to Microsoft SQL Server](#).

Migrating Veeam Service Provider Console Configuration Database

To migrate only the Microsoft SQL Server configuration database used by Veeam Service Provider Console server and connect Veeam Service Provider Console to the migrated database:

1. Move the Veeam Service Provider Console database to an existing Microsoft SQL Server instance that you want to use. For details on database migration, see [Microsoft Docs](#).
2. Update SQL Server connection settings in Veeam Service Provider Console. For details, see section [Configuring SQL Server Connection Settings](#) of the Guide for Service Providers.

Migrating Veeam Service Provider Console Server

To migrate only Veeam Service Provider Console Server component:

1. Transfer security certificates used in the old Veeam Service Provider Console configuration to the machine where you plan to install Veeam Service Provider Console:
 - a. To retrieve the certificate thumbprint, use the following SQL query:

```
SELECT RootCertThumbprint FROM [VeeamBR].[ServerSettings]
```

b. To export the active certificates, run the following PowerShell commands as an administrator:

```
$mypwd = Get-Credential
Get-ChildItem -Path cert:\localMachine\my\<thumbprint> | Export-PfxCertificate -FilePath <path> -Password $mypwd.Password
```

where:

- <thumbprint> – certificate thumbprint obtained at step a.
- <path> – path to the certificate file.

c. To import the certificates to the target machine, run the following PowerShell commands as an administrator:

```
$mypwd = Get-Credential
Import-PfxCertificate -FilePath <path> -CertStoreLocation Cert:\LocalMachine\My -Password $mypwd.Password
Import-PfxCertificate -FilePath <path> -CertStoreLocation Cert:\LocalMachine\Root -Password $mypwd.Password
```

where <path> is the path to the certificate file.

IMPORTANT!

You cannot export self-signed certificates. If you use self-signed certificates, skip step 1 and generate new self-signed certificates in the Veeam Service Provider Console installation wizard.

2. Install a new Veeam Service Provider Console Server on a target machine as described in section [Install Veeam Service Provider Console](#).
3. At the **Security Certificates** step of the wizard, select certificates imported at step 1.

If you used self-signed certificates, generate new certificates.

4. At the **SQL Server Instance** step of the installation wizard, select the **Use existing instance of SQL Server** option and point to the database used in the previous Veeam Service Provider Console installation.

If you had any updates installed on top of the Veeam Service Provider Console major release version, you cannot specify an existing database during installation. To workaround version mismatch between the new Veeam Service Provider Console server and existing database, at the **SQL Server Instance** step of the installation wizard, select the **Install new instance of SQL Server** option. When installation completes, update Veeam Service Provider Console to the version of the previous installation. Then, connect to a required database. For details, see section [Configuring SQL Server Connection Settings](#) of the Guide for Service Providers.

5. Follow through the other steps of the wizard to complete the installation.
6. If you have migrated Veeam Service Provider Console to a server with hostname different from the old server, you must reconnect Veeam Cloud Connect servers to Veeam Service Provider Console:
 - a. Disconnect Veeam Cloud Connect servers as described in section [Disconnecting Veeam Cloud Connect Servers](#) of the Guide for Service Providers. Note that you must use the **Migrate** option.
 - b. Reconnect Veeam Cloud Connect servers as described in section [Connecting Veeam Cloud Connect Servers](#) of the Guide for Service Providers.

7. Manually update the following components:

- a. Service accounts and connection accounts used to connect Veeam Cloud Connect servers. For details, see section [Managing Veeam Cloud Connect Servers](#) of the Guide for Service Providers.
- b. SMTP server authentication credentials. For details, see section [Configuring Notification Settings](#) of the Guide for Service Providers.
- c. Access accounts credentials specified in the configured discovery rules. For details on the discovery rules, see section [Deploying Management Agents with Discovery Rules](#) of the Guide for Service Providers.
- d. Veeam Backup & Replication servers and shared folders access credentials and applications credentials specified in the configured backup policies. For details on changing backup policies settings, see section [Modifying Backup Policies](#) of the Guide for Service Providers.
- e. Veeam Backup for Public Clouds integration:
 - i. Update accounts used to connect appliances. For details, see section [Modifying Accounts](#) of the Guide for Service Providers.
 - ii. Update guest OS account specified in the appliance settings. For details, see section [Modifying Appliances](#) of the Guide for Service Providers.
 - iii. Reassign client companies to the appliances. For details, see section [Assigning Company to Appliance](#) of the Guide for Service Providers.

Migrating Veeam Service Provider Console Server and Configuration Database

1. Transfer security certificates used in the old Veeam Service Provider Console configuration to the machine where you plan to install Veeam Service Provider Console:
 - a. To retrieve the certificate thumbprint, use the following SQL query:

```
SELECT RootCertThumbprint FROM [VeeamBR].[ServerSettings]
```

- b. To export the active certificates, run the following PowerShell commands as an administrator:

```
$mypwd = Get-Credential  
Get-ChildItem -Path cert:\localMachine\my\<thumbprint> | Export-PfxCertificate -FilePath <path> -Password $mypwd.Password
```

where:

- <thumbprint> – certificate thumbprint obtained at step a.
- <path> – path to the certificate file.

- c. To import the certificates to the target machine, run the following PowerShell commands as an administrator:

```
$mypwd = Get-Credential
Import-PfxCertificate -FilePath <path> -CertStoreLocation Cert:\LocalMachine\My -Password $mypwd.Password
Import-PfxCertificate -FilePath <path> -CertStoreLocation Cert:\LocalMachine\Root -Password $mypwd.Password
```

where <path> is the path to the certificate file.

IMPORTANT!

You cannot export self-signed certificates. If you use self-signed certificates, skip step 1 and generate new self-signed certificates in the Veeam Service Provider Console installation wizard.

2. Move the Veeam Service Provider Console database to an existing Microsoft SQL Server instance that you want to use. For details on database migration, see [Microsoft Docs](#).
3. Install a new Veeam Service Provider Console Server on a target machine as described in section [Install Veeam Service Provider Console](#).
4. At the **Security Certificates** step of the wizard, select certificates imported at step 1.

If you used self-signed certificates, generate new certificates.

5. At the **SQL Server Instance** step of the installation wizard, select the **Use existing instance of SQL Server** option and point to the database migrated at step 2.

If you had any updates installed on top of the Veeam Service Provider Console major release version, you cannot specify a migrated database during installation. To workaround version mismatch between the new Veeam Service Provider Console server and existing database, at the **SQL Server Instance** step of the installation wizard, select the **Install new instance of SQL Server** option. When installation completes, update Veeam Service Provider Console to the version of the previous installation. Then, connect to a migrated database. For details, see section [Configuring SQL Server Connection Settings](#) of the Guide for Service Providers.

6. Follow through the other steps of the wizard to complete the installation.
7. If you have migrated Veeam Service Provider Console to a server with hostname different from the old server, you must reconnect Veeam Cloud Connect servers to Veeam Service Provider Console:
 - a. Disconnect Veeam Cloud Connect servers as described in section [Disconnecting Veeam Cloud Connect Servers](#) of the Guide for Service Providers. Note that you must use the **Migrate** option.
 - b. Reconnect Veeam Cloud Connect servers as described in section [Connecting Veeam Cloud Connect Servers](#) of the Guide for Service Providers.
8. Manually update the following components:
 - a. Service accounts and connection accounts used to connect Veeam Cloud Connect servers. For details, see section [Managing Veeam Cloud Connect Servers](#) of the Guide for Service Providers.
 - b. SMTP server authentication credentials. For details, see section [Configuring Notification Settings](#) of the Guide for Service Providers.
 - c. Access accounts credentials specified in the configured discovery rules. For details on the discovery rules, see section [Deploying Management Agents with Discovery Rules](#) of the Guide for Service Providers.

- d. Veeam Backup & Replication servers and shared folders access credentials and applications credentials specified in the configured backup policies. For details on changing backup policies settings, see section [Modifying Backup Policies](#) of the Guide for Service Providers.
- e. Veeam Backup for Public Clouds integration:
 - i. Update accounts used to connect appliances. For details, see section [Modifying Accounts](#) of the Guide for Service Providers.
 - ii. Update guest OS account specified in the appliance settings. For details, see section [Modifying Appliances](#) of the Guide for Service Providers.
 - iii. Reassign client companies to the appliances. For details, see section [Assigning Company to Appliance](#) of the Guide for Service Providers.

IMPORTANT!

Consider the following:

- If you did not transfer Veeam Service Provider Console security certificates to the target machine or you generated new self-signed certificates during installation, you will have to verify Veeam Service Provider Console management agents manually. For details, see section [Setting Company to Management Agents](#) of the Guide for Service Providers.
- If your new Veeam Service Provider Console server is connected to the same domain as the previous installation, portal user roles will be restored from the database.

In case you installed Veeam Service Provider Console in a different domain, or you had any portal user roles assigned to local users of the previous Veeam Service Provider Console Server, you may need to reassign portal user roles manually. For details, see section [Managing Administrator Portal Users](#) of the Guide for Service Providers.

Uninstalling Veeam Service Provider Console

Complete the following steps to uninstall Veeam Service Provider Console:

1. Uninstall Veeam backup agents from managed machines if you no longer plan to use the software.

You can uninstall Veeam backup agents from the Veeam Service Provider Console portal. For details, see section [Uninstalling Veeam Backup Agents](#) of the Guide for Service Providers.

Otherwise, you can uninstall Veeam backup agents manually.

2. Uninstall Veeam Service Provider Console management agents from managed machines:

- Veeam Backup & Replication and Veeam Backup Enterprise Manager servers
- Computers protected with Veeam backup agents
- Computers that host the Veeam Service Provider Console master agent

You can uninstall management agents from the Veeam Service Provider Console portal. For details, see [Uninstalling Management Agents](#) of the Guide for Service Providers.

Otherwise, you can uninstall management agents manually.

3. Uninstall Veeam Service Provider Console using **Programs and Features** or **Add/Remove Programs** in Microsoft Windows Control Panel.

If you deployed Veeam Service Provider Console using the distributed installation scenario, make sure you uninstall both the Veeam Service Provider Console Server and Web UI components.

4. Remove the Veeam Service Provider Console database.

The Microsoft SQL Server instance installed and used by Veeam Service Provider Console is not removed as part of the uninstall process. The Veeam Service Provider Console database and its data is retained until you manually remove the database or uninstall the Microsoft SQL Server instance.

Uninstalling Cloud Infrastructure Components

If you deployed Veeam Cloud Connect solely to use it with Veeam Service Provider Console, and no longer plan to use it, you can remove the cloud infrastructure:

1. Uninstall Veeam Cloud Connect infrastructure components:

- Cloud gateways
- Cloud repository and cloud host components
- WAN accelerators

2. Uninstall Veeam Backup & Replication from the cloud server.

3. Remove the Veeam Backup & Replication database.

The Microsoft SQL Server instance installed and used by Veeam Cloud Connect is not removed as part of the uninstall process. The Veeam Cloud Connect database and its data is retained until you manually remove the database or uninstall the Microsoft SQL Server instance.