Veeam ONE 9.5 U4a Release Notes

This document provides last-minute information about Veeam ONE version 9.5 Update 4, including system requirements and installation, as well as relevant information on technical support, documentation, online resources and so on.

The release version of Veeam ONE 9.5 Update 4a is available for download at: www.veeam.com/virtualization-management-one-solution-download.html starting from August 21, 2019.

See next:

- System Requirements
- Known Issues in Veeam ONE
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System Requirements

Unless otherwise stated, all 3rd party software must be at the latest update and/or patch level.

VMware Infrastructure

Platforms

- vSphere 6.x
- vSphere 5.x
- VMware Cloud on AWS

Hosts

- ESXi 6.x
- ESXi 5.x
- vSphere Hypervisor (free ESXi)

Software

- vCenter Server 6.x (optional)
- vCenter Server 5.x (optional)
- vCloud Director 8.x, 9.0, 9.1, 9.5, 9.7

*Only English version of VMware infrastructure is supported.

Microsoft Hyper-V Infrastructure

Platforms

- Windows Server 2019 (including version 1809)
- Windows Server 2016 (including versions 1709 and 1803)
- Windows Server 2012 R2
- Windows Server 2012
- Windows Server 2008 R2 SP1

Hosts

- Windows Server Hyper-V 2019 (including version 1809)
- Windows Server Hyper-V 2016 (including versions 1709 and 1803)
- Windows Server Hyper-V 2016 (free)
- Windows Server Hyper-V 2012 R2
- Windows Server Hyper-V 2012 R2 (free)
- Windows Server Hyper-V 2012
- Microsoft Hyper-V Server 2012 (free)
- Windows Server Hyper-V 2008 R2 SP1
- Microsoft Hyper-V Server 2008 R2 SP1 (free)

Software

- Microsoft System Center Virtual Machine Manager 2019
- Microsoft System Center Virtual Machine Manager 2016 (including versions 1801 and 1807, optional)
- Microsoft System Center Virtual Machine Manager 2012 R2 (optional)
- Microsoft System Center Virtual Machine Manager 2012 SP1 (optional)

- Microsoft System Center Virtual Machine Manager 2008 R2 SP1 (optional)
- Microsoft System Center Virtual Machine Manager 2008 R2 SP1 (optional)

Backup Infrastructure

Platforms
- Veeam Backup & Replication 9.5
- Veeam Backup & Replication 9.0 Update 2

Hosts
- Veeam Backup & Replication server
- Veeam Backup Enterprise Manager (optional)

Veeam ONE Server

> **NOTE:**
>
> For production deployment of Veeam ONE, it is recommended to use SQL Server Standard Edition or higher.

Hardware

CPU: modern x64 processor (minimum 4 cores). Using faster multi-core processors improves data processing performance.

Memory: 8GB RAM (minimum), 16GB RAM (recommended). Using faster memory (DDR3) and remote SQL Server improves data processing performance.

OS

Only 64-bit versions of the following operating systems are supported:
- Microsoft Windows Server 2019, including version 1809
- Microsoft Windows Server 2016, including versions 1709, 1803
- Microsoft Windows 10
- Microsoft Windows 8.1
- Microsoft Windows 8
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2012
- Microsoft Windows 7 SP1
- Microsoft Windows 2008 R2 SP1
- Microsoft Windows 2008 SP2

Software
- Microsoft .NET Framework 4.5.2 (included in the setup)
- Microsoft Visual C++ 2010 Service Pack 1 Redistributable Package (included in the setup)
- Microsoft Internet Information Services (IIS) 7.0 or later
- Microsoft PowerShell 2.0
- Microsoft PowerShell 3.0 (required for SCVMM 2012 R2 Admin UI or later)
- Microsoft Internet Explorer 11 or later, Microsoft Edge 25 or later, Mozilla Firefox 42 or later, Google Chrome 54 or later
- Microsoft Office 2010, 2013, 2016, 2019

- Microsoft Office 365
- Microsoft Visio 2010, 2013, 2016, 2019
- PDF viewer for viewing reports
- System Center Virtual Machine Manager 2016 Admin UI (optional, to be able to register SCVMM 2016
- servers with Veeam ONE infrastructure)
- System Center Virtual Machine Manager 2012 R2 Admin UI (optional, to be able to register SCVMM 2012
- servers with Veeam ONE infrastructure)
- System Center Virtual Machine Manager 2008 R2 Admin UI (optional, to be able to register SCVMM 2008
- servers with Veeam ONE infrastructure)

Database

- Microsoft SQL Server 2017
- Microsoft SQL Server 2016
- Microsoft SQL Server 2014
- Microsoft SQL Server 2012 (Microsoft SQL Server 2012 SP3 Express Edition is included in the setup)
- Microsoft SQL Server 2008 R2
- Microsoft SQL Server 2008

Other

- Windows Management Instrumentation service must be enabled (to be able to register Veeam Backup & Replication servers with Veeam ONE infrastructure).

Veeam ONE Monitor Client

Hardware

CPU: modern x86/x64 processor (minimum 2 cores).

Memory: 4GB RAM (minimum), 8GB RAM (recommended)

OS

Both 32-bit and 64-bit versions of the following operating systems are supported:

- Microsoft Windows Server 2019, including version 1809
- Microsoft Windows Server 2016, including versions 1709, 1803
- Microsoft Windows 10, including versions 1703, 1709, 1803, 1809
- Microsoft Windows 8.1
- Microsoft Windows 8
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2012
- Microsoft Windows 7 SP1
- Microsoft Windows 2008 R2 SP1
- Microsoft Windows 2008 SP2

Software

- Microsoft .NET Framework 4.5.2 (included in the setup)
- Microsoft Windows Installer 4.5

- Microsoft Core XML Parser 6.0

Reports Viewing Console

OS

32-bit and 64-bit versions of the following operating systems are supported:

- Microsoft Windows Server 2019, including version 1809
- Microsoft Windows Server 2016, including versions 1709, 1803
- Microsoft Windows 10, including versions 1703, 1709, 1803, 1809
- Microsoft Windows 8.1
- Microsoft Windows 8
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2012
- Microsoft Windows 7 SP1
- Microsoft Windows 2008 R2 SP1
- Microsoft Windows 2008 SP2

Software

- Microsoft .NET Framework 4.5.2 (included in the setup)
- Microsoft Internet Explorer 11 or later, Microsoft Edge 25 or later, Mozilla Firefox 42 or later, Google
- Chrome 47 or later
- Microsoft Office 2010, 2013, 2016, 2019
- Microsoft Office 365
- Microsoft Visio 2010, 2013, 2016, 2019
- PDF viewer

Known Issues

General

- Users added to local groups in a domain where vCenter Server is installed are not supported for multi-tenant monitoring and reporting.
- If you use accounts with identical names from different domains to run the Veeam ONE Reporter service and access the Veeam ONE Reporter web UI, one of the accounts may get locked due to Windows security implementation.
- Dashboard scheduling does not work in distributed Veeam ONE installations when security certificates are missing on the server running Veeam ONE Web UI. To resolve this problem, import security certificates that are installed to Veeam ONE server to the server where Veeam ONE Web UI is deployed.
- If path to the installation folder is longer than 256 symbols, installation will fail.
- Setup on computer running Windows 2012 R2 OS fails if SQL 2012 Native Client version 11.4.7001.0 is installed.

Monitoring

General

- Veeam ONE Monitor service account requires local administrator permissions on the machine where Veeam ONE Server is installed.
- Change of dependent alarms increases count of the "Max allowed job duration" alarm.
- When a Hyper-V object ID is changed (e.g. Hyper-V Live Migration), this object will be treated as new object, while the previous entry will be marked as deleted.

VMware

- Performance graphs will contain gaps for all time periods when Veeam ONE service was not working.
- In the vSphere 6 environment, latency read/write counters for vVols (virtual volumes) are not collected.
- Free disk space graphs will contain gaps for all time periods when Veeam ONE service was not working. This happens because historical data is not preserved for this metric by vCenter Server or ESX(i) hosts.
- Performance graphs that rely on real-time data will contain gaps if Veeam ONE service was stopped for more than 1 hour.
- When the same LUN is shared by multiple datastores, the disk I/O graph will show activity for the LUN on the whole, rather than for a specific datastore.
- Hardware sensor alarms are not triggered for users (tenants) with limited scope on the virtual infrastructure.

Hyper-V

- Console of VMs running Hyper-V 2012R2/2016/2019 will work only in full screen mode if Veeam ONE Monitor Client installed on Windows Server 2019.
- Auto resolve of Hyper-V "VM checkpoint size" alarm may work with a half an hour lag.
- Performance of clustered Hyper-V hosts and their VMs will not be shown if one host of the Hyper-V cluster is excluded from monitoring.
- After a VM is migrated from one Hyper-V host to another, alarm and report assignment can be reset.
- Performance graphs will contain gaps if Veeam ONE service was stopped for any period of time. This happens because historical data is not preserved by Hyper-V hosts.
- Performance data is not collected for pass-through disks.

- Performance data is not collected for VMs containing "/" , "*" and "\" characters in names.
- Information about capacity and free space is not collected for SMB shares that do not reside on cluster shared volumes.
- Connection to SCVMM server may fail if two versions of SCVMM Admin console (2008/2012/2012R2/2016) are installed on the machine running Veeam ONE Server.
- Alarms for running VMs are auto-resolved when Hyper-V topology is not available.
- Performance data for renamed VMs cannot be retrieved. To resolve that, restart the renamed VM in the Hyper-V manager.
- CPU and Memory performance data for VMs with the same name running on the same Hyper-V host cannot be retrieved.
- VMs with static memory are not displayed in the "Oversized VMs" report for Hyper-V 2008 and 2012 hosts.
- Performance collection of CSV under Hyper-V cluster stops after volume is renamed. To resolve this problem, restart Veeam ONE server service.

Reporting

- In the "Backup Policy Historical Information" report, the drill-down reports do not provide individual statistics for clustered agents.
- Report scheduling uses Veeam ONE Reporter service time zone instead of Reporter Web time zone.
- If a vCloud Director tenant is inactive for 30 days or more, report scheduling settings will no longer be visible for such tenant.
- Veeam ONE Reporter will feature license changes only after a refresh of the web UI.
- "Guest Disk Free Space" report will be empty 24 hours after product installation.
- "Proxy Usage" and "Repository Usage" heatmaps do not provide "VM Disks in Job" information in drill-down.
- Heatmaps dashboard cannot be unpublished.
- "VM Performance Chargeback" report will not show any data for VMs guest OS disk usage during 24 hours after installation as it uses daily data points in its analysis.
- Reports generated using direct links are not displayed in Internet Explorer 11. To work around this issue, add Veeam ONE website to trusted sites.
- Veeam ONE website is not displayed. To work around this issue, add Veeam ONE website to trusted sites.
- Report generation may fail for users with limited access to the virtual infrastructure when users access reports via shared URL. This can happen when user permissions have not been collected yet.
- Dashboard sharing option is only available for users that belong to Veeam ONE Read-Only or Veeam ONE Administrators group.
- Creating a Visio report for a large number of VMs may take a significant amount of time. To work around this, create a report on a smaller subset of VMs.
- Objects that cannot be accessed by a subsequent data collection job will be treated as deleted in the "Infrastructure Changes" report.
- Some hyperlinks inside SSRS reports may expire after 20-30 minutes due to SSRS implementation specifics.
- Exported SSRS reports have embedded hyperlinks disabled. This is done by design of the SSRS export functionality.

- Sorting does not work for custom infrastructure reports that use SQL Server Reporting Services (SSRS) and have groupings in the report.
- Special symbols are not supported in script parameters for reporting jobs.
- Large report files may not be delivered properly because an email server is unable to process large attachments correctly. If this happens, the attachment will be truncated to 64 bytes. To work around this issue, adjust email server settings, or configure the reporting job to save reports to a shared folder.
- If you use Microsoft Internet Explorer (IE), when website content is blocked the **Continue to prompt** checkbox in the IE error dialog must be cleared to enable access to Veeam ONE Reporter.
- Reporting jobs with reports from the **Offline** pack may fail with the following message: "Cannot send emails with attachments larger than 3MB. Please refer to Microsoft KB2183292 for the resolution."
- **Display intranet sites in compatibility view** checkbox must be disabled to access Veeam ONE web interface.
- **List box** and **Print** control buttons are not displayed for the reports generated in Microsoft Edge browser.
- "Data Sovereignty Violations" report requires Microsoft SQL Server 2012 or newer.

Business View

- Business View group named "0" will not be created with single condition categorization.
- Manually created Business View groups may not work correctly for objects excluded from monitoring.

Veeam Backup & Replication

- When adding Veeam Backup Enterprise Manager (VBEM) to Veeam ONE, all backup servers managed by this VBEM must be online and connected, otherwise this operation will fail.
- IBM Cloud Object Storage will not be visible in Veeam ONE unless it is added to the backup console as S3 Compatible storage.
- If a backup job is scheduled to run automatically, "Next run" time change is treated as a manual job scheduling change in the "Backup Job Change Tracking" report.
- Backup reports might contain invalid data if Veeam ONE infrastructure topology view does not match Veeam Backup & Replication infrastructure topology view.
- Jobs must have at least one run with *Success* or *Warning* state in order to be visible in the "SureBackup Jobs Overview" report.

Globalization

- Double-byte localized operating systems are not supported.
- Non-Latin characters are not supported in the product installation path, Veeam ONE service account name and in virtual machine properties.

Upgrade

- After upgrade, the default Business View group "Cluster Shared Volume 2012" will be removed from the alarm assignment.
- Removed predefined alarms will appear again after upgrade.
- Scheduled "Backup Infrastructure Custom Data" report may start failing after upgrade from version 9.5 Update 3.
- Scope of scheduled "Protected Computers" report will be reset after upgrade if the report was assigned to Business View group named "Geolocation".

- Veeam ONE server cannot be upgraded if it is installed on the same machine with the monitored vCenter Server.
- After upgrade, historical performance data for clusters, resource pools and datacenters might be temporarily unavailable. To resolve that wait for an hour or two and try to review data again.

Resolved Issues

- Credentials in the *USERNAME@DOMAIN* format are not supported for Veeam ONE Reporter connection accounts.
- The list of processes cannot be reviewed for vCenter Server Appliance.
- Grids in the Business View web UI do not correctly display names and descriptions of objects when these fields include the "<" or ">" symbol.
- Collection and update of native SCVMM 2008 R2 custom attributes is not supported. Object categorization is only possible for objects in the Veeam ONE database.
- SCVMM tags for Hyper-V VMs are not collected.
- To monitor and report on Veeam Backup & Replication, virtual infrastructure must be added to Veeam ONE console first, otherwise various issues with VM ID matching may occur.
- Saved Hyper-V reports will not have any data. To resolve that, re-start Veeam ONE Reporter collection job.

Installing Veeam ONE

Refer to Veeam ONE Deployment guide for more information: www.veeam.com/one-docs.

Uninstalling Veeam ONE

1. From the Start menu, select **Control Panel** > **Add or Remove Programs**.
2. In the programs list, select **Veeam ONE** and click the **Remove** button.

Upgrading Veeam ONE

Before you upgrade, be sure to perform a backup of the SQL database for Veeam ONE, so that you can easily go back to previous version in case of issues with upgrade.

Before you upgrade check that:

- If you are running Veeam Availability Suite, upgrade Veeam ONE first; Veeam Backup & Replication must be upgraded after Veeam ONE
- Veeam ONE Monitor Client runs on the supported operating system
- You are running Veeam ONE version 9.0 or 9.5 including updates (builds № 9.0.0.2088, 9.5.0.3201, 9.5.0.3254 or 9.5.0.3801)
- Refer to Veeam ONE Deployment guide for more information: www.veeam.com/one-docs.

Licensing

Veeam ONE can be licensed in two ways:

- **Per-socket**: Veeam ONE can be licensed by the number of CPU sockets on monitored VMware vSphere or Microsoft Hyper-V hosts. A license is required for every occupied motherboard socket as reported by the hypervisor API.
- **Per-Instance**: Veeam ONE can be licensed by the number of monitored VMs and computers protected with Veeam Agent for Windows or Veeam Agent for Linux.

Veeam ONE license does not put any restrictions on the number of managed Veeam Backup & Replication servers.

There are two versions of Veeam ONE: community and full version with complete functionality. In contrast to the paid version, the community version does not require a license file during installation.

The product defaults to the community version if you do not provide a license during installation.

To obtain the license file, log on to your personal Veeam account and navigate to the Licensing section (alternatively, use the following direct link: www.veeam.com/manage_licenses.html). The link to this section is also included in the email you provided when downloading the Veeam ONE setup package.

Refer to Veeam ONE Deployment guide for more information about licensing: www.veeam.com/one-docs.

Technical Documentation References

If you have any questions about Veeam ONE, you may use the following resources:

- Product web page: https://www.veeam.com/virtualization-management-one-solution.html
- User guides: https://www.veeam.com/documentation-guides-datasheets.html
- Community forum: forums.veeam.com

To view the product help, press the **F1** key or select **Help > Online Help** from the main menu.

Technical Support

We offer email and phone technical support for customers on maintenance and during the official evaluation period. For better experience, please provide the following when contacting our technical support:

- Version information for the product and all infrastructure components.
- Error message and/or accurate description of the problem you are having.
- Log files.

To submit your support ticket or obtain additional information please visit www.veeam.com/support.html.

> **TIP:**
>
> BEFORE CONTACTING TECHNICAL SUPPORT, CONSIDER SEARCHING FOR A RESOLUTION ON VEEAM COMMUNITY FORUMS AT www.veeam.com/forums.

Contacting Veeam Software

At Veeam Software we pay close attention to comments from our customers. It is important to us not only to quickly help you with your technical support issues — we make it our mission to listen to your input, and to build our products with your suggestions in mind.

Should you have a Customer Support issue or question, please feel free to contact us. We have qualified technical and customer support staff available 24 hours a day, 7 days a week who will help you with any inquiry that you may have.

Customer Support

For the most up to date information about our support practices, business hours and contact details, please visit www.veeam.com/support.html. You can also use this page to submit a support ticket and download the support policy guide.

Company Contacts

For the most up to date information about company contacts and offices location, please visit www.veeam.com/contacts.