



Veeam ONE Technical Onboarding

Agenda

1. Introduction
2. Architecture & Core Components
3. Veeam ONE Client
4. Veeam ONE Web Client
5. Additional Resources

Introduction

Core Capabilities, Supported Platforms, Licensing

Veeam Data Platform

Secure Foundation

Cyber Resilience

Enterprise Resilience

Zero Trust Data Resilience

Data Protection & Verified Recovery

AI Guidance

On-demand Assistance

Detect + Identify Threats

AI-powered Malware Detection

IoC Tool Scanning

Security and Observability

Security Integrations

Analytics, Discovery & Reporting

Threat Health Center

GenAI Insights

Trends & Decision Support

Recovery Orchestration and Compliance

Orchestrated Recovery & Validation

GRC Audit Documentation

Threat Assessment

Proactive Threat Assessment

Foundation



Advanced



Premium



Veeam Backup & Replication



Veeam ONE



Veeam Recovery Orchestrator



Coveware Recon Scanner



- Coveware Incident Response Subscription with 15-min SLA
- Up to \$5M Ransomware Warranty with Veeam Technical Account Manager
- 24/7/365 SWAT Team and dedicated Support Account Manager
- Onboarding, Design, Implementation services, and Quarterly Security Assessment Checks

Supported Platforms

by Veeam ONE v12.3



Virtual Platforms

- VMware vSphere 6.x – 8.0 Update 3
- VMware Cloud Director 10.1 – 10.5
- Microsoft Hyper-V 2012 – 2025
- Azure Stack HCI

** Free versions of VMware vSphere ESXi and Microsoft Windows Server Hyper-V are supported*

Supported Platforms

by Veeam ONE v12.3



Veeam Backup & Replication

- Veeam Backup & Replication 12 – 12.3
- Veeam Backup & Replication 11
- Veeam Backup & Replication 10a



Veeam Backup for Microsoft 365

- Veeam Backup for Microsoft 365 v8
- Veeam Backup for Microsoft 365 v7

Licensing

Two **models** of licensing

Per-Socket

Legacy licensing model.

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.

Monitoring of Veeam Backup for Microsoft 365 does not consume any license.

Instance-based (VUL)

Future proof licensing model.

Veeam ONE can be licensed by the number of monitored VMs, computers protected with Veeam Agents and cloud instances.

Licensing

Two **types** of licensing

Perpetual

Permanent license. Support and maintenance period is included with the license and is specified in months or years.

Perpetual License includes Production or Basic Support and Maintenance agreement for the first year.

Maximum prepaid term for Support and Maintenance for a Perpetual License is three years.

Subscription

License that expires at the end of the subscription term.

Subscription License includes Production Support and Maintenance agreement for the full term of the license.

The Subscription license term is normally 1–3 years from the date of license issue.

Maximum prepaid term for a Subscription License is five years.

Architecture & Core Components

Components Overview, Design and Installation Process

Components Overview

Architecture & Core Components

Veeam ONE Server



Veeam ONE Server

- Central component of the Veeam ONE solution, responsible for data collection, processing and consolidation from various sources
- Provides critical functionality for monitoring, alerting, and reporting on your virtual and backup infrastructure
- Seamlessly integrates with Veeam Backup & Replication, enabling comprehensive monitoring and analytics in a single pane of glass



The configuration database

- This component acts as the repository for all data collected by the Veeam ONE Server, storing information for historical analysis and reporting purposes
- Efficiently indexes and retrieves data, enabling quick generation of reports and real-time monitoring insights
- Database can be installed either locally (on the same machine with the Veeam ONE Server) or remotely

Architecture & Core Components

Veeam ONE UI



Veeam ONE Client

- Veeam ONE Client is a desktop application that provides a rich user interface for interacting with and managing your Veeam ONE environment
- Offers comprehensive tools for detailed analysis, allowing users to dive deeper into data with dashboards, reports, and alerts
- Enables to monitor virtual and backup infrastructures in real-time, providing instant insights and the ability to react swiftly to any issues

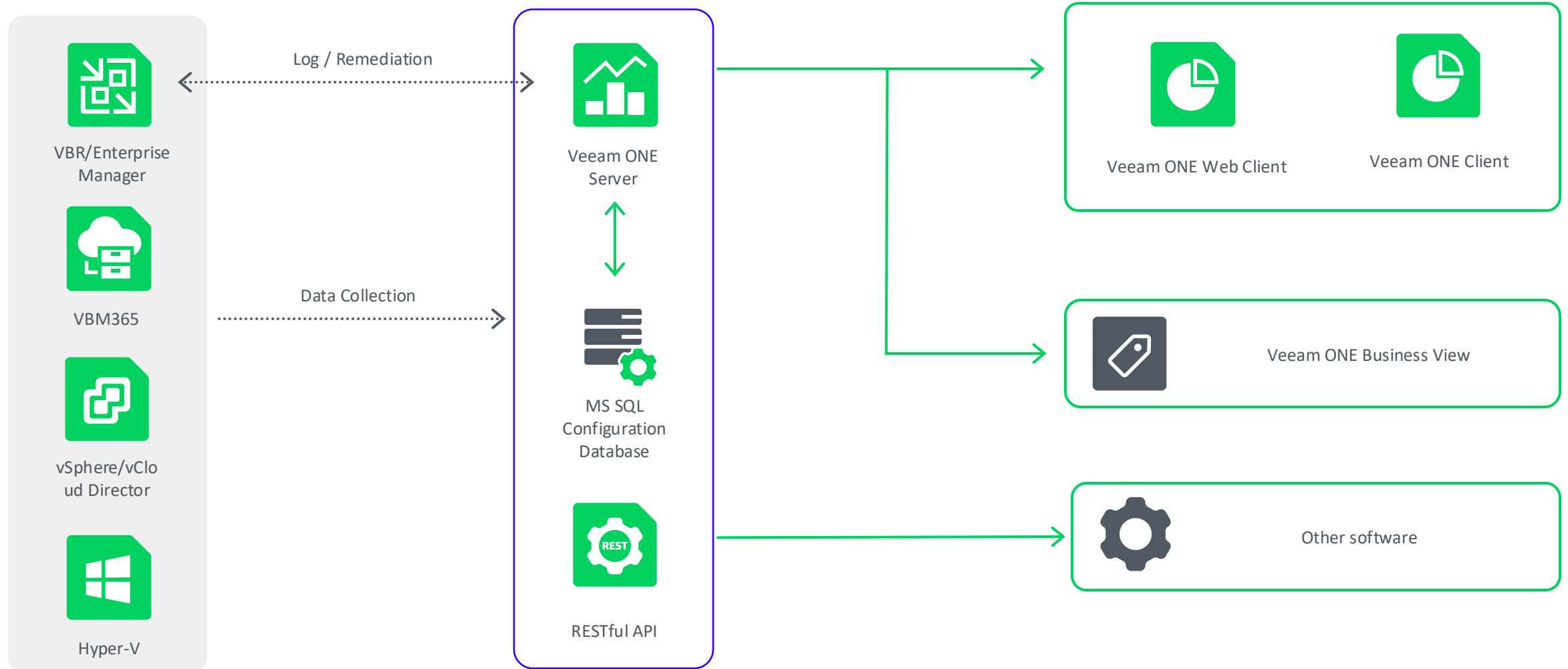


Veeam ONE Web Client

- The Veeam ONE Web Client offers a browser-based interface for accessing monitoring and reporting functionalities
- Designed with an intuitive layout, the web client makes it easy for users to navigate through reports and metrics

Architecture Overview

Veeam ONE Collection Workflow




Installation

Architecture & Core Components

Installation

Download the Veeam ONE image file at <https://my.veeam.com/my-products>. Sign in if necessary.



NEW 12.3 RELEASE

Veeam Data Platform

[SEE WHAT'S NEW](#)

[DOWNLOAD](#)

Log In to Access Your Account

Access Veeam My Account or Veeam Data Cloud (formerly Cirrus) backup services by selecting from the login options below:

My Account

Log in to access and manage the following:

- Support Cases (incl. Veeam Data Cloud)
- License management
- Product downloads
- Renew and add more licenses

E-mail


Password

☐ Keep me logged in [Reset My Password](#)

[LOG IN](#)

Don't have an account? [Sign Up](#)

Log in or register with your social account

[G](#) [f](#) [in](#) 

Veeam Data Cloud

(Formerly Cirrus)

Log in to access your backup service:

- Veeam Data Cloud for Microsoft 365
- Veeam Data Cloud for Microsoft Azure
- Veeam Data Cloud Vault
- Veeam Insights for Microsoft 365


Product

Region








[LOG IN](#)

You will be redirected to the app Login page

Need Support? Log in to My Account




+1 240 399 50 82 US Federal Government Support



Product downloads


NEW You have new available updates [GO TO UPDATES](#)

My subscription products




Veeam Data Platform
Version: 12.3 [Details](#)

[DOWNLOAD \(13.9 GB\)](#)




Veeam Recovery Orchestrator
Version: 7.1 [Details](#)

[DOWNLOAD \(13.9 GB\)](#)




Veeam Backup & Replication
Version: 12.3 [Details](#)

[DOWNLOAD \(12.7 GB\)](#)



Veeam ONE
Version: 12.3 [Details](#)


[DOWNLOAD \(2.4 GB\)](#)



Veeam Data Platform Foundation
Version: 12.3 [Details](#)

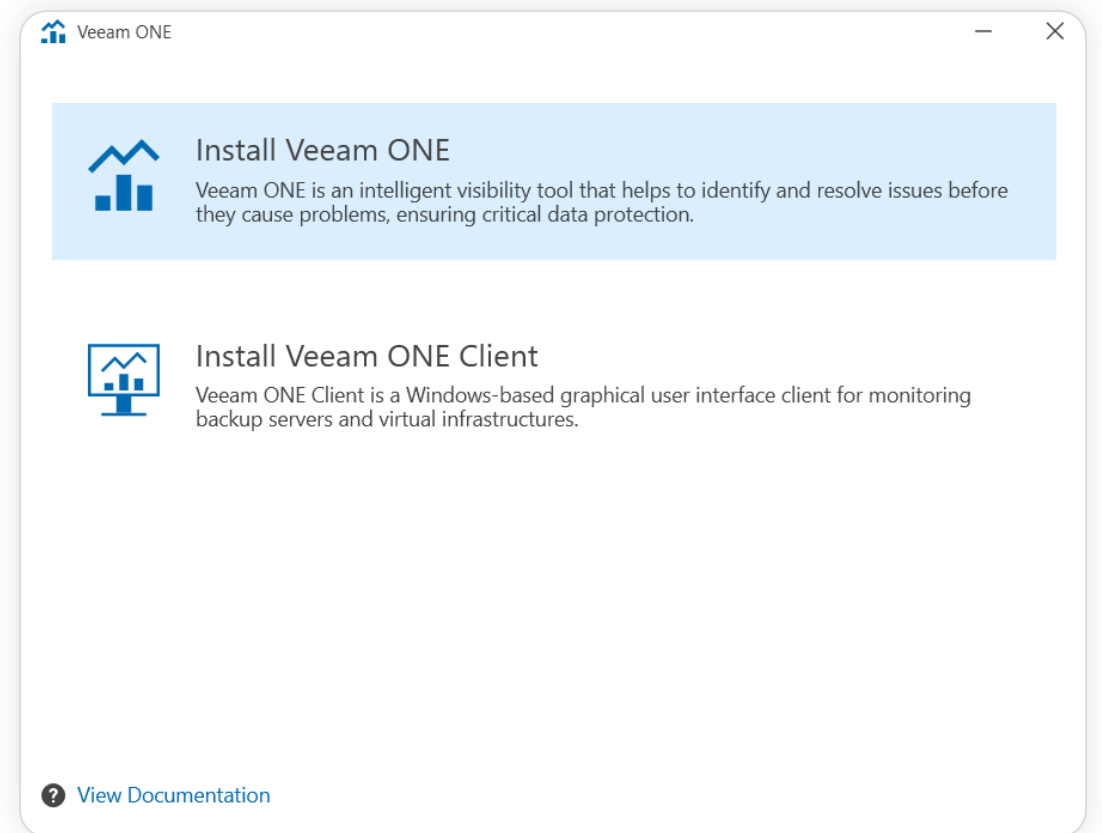
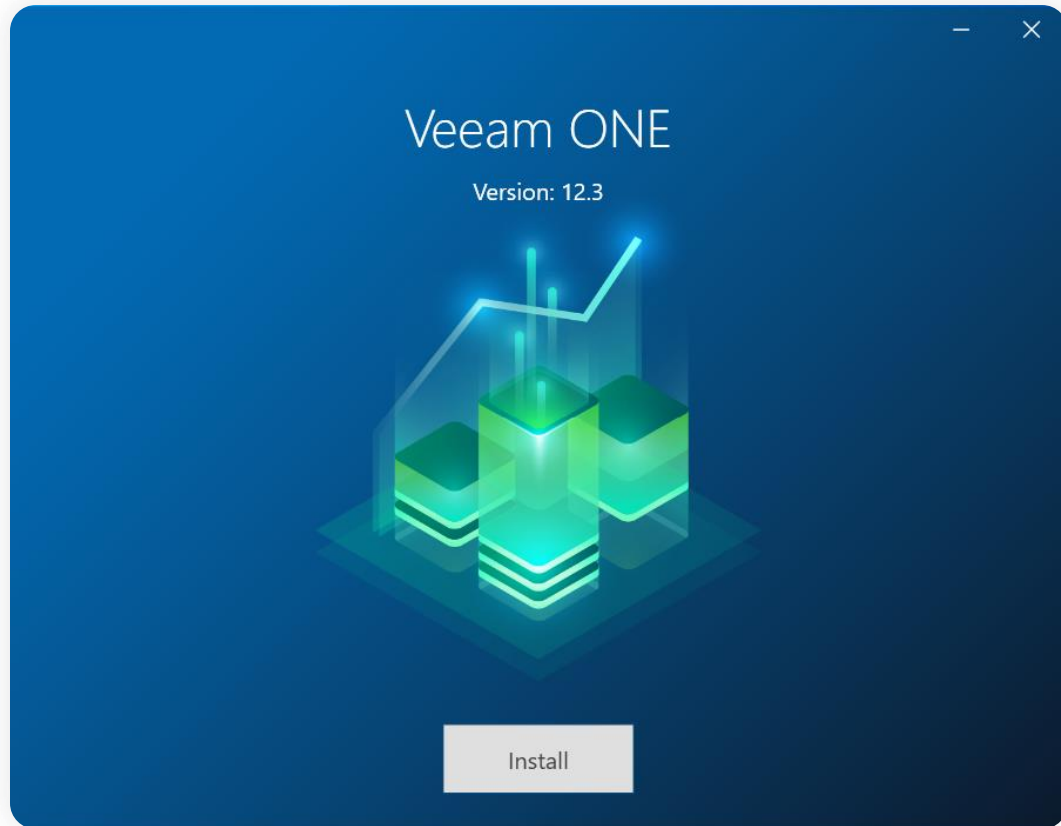
[DOWNLOAD \(12.7 GB\)](#)

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Architecture & Core Components

Installation



Architecture & Core Components



Installation

 Veeam ONE

License

Provide license file for Veeam ONE.

Select license provisioning method:


 [Sign in with Veeam](#) |  [Browse to local license file](#)

License details:

Community edition, 10 instances, limited functionality & personal use only

☒ Update license automatically (enables usage reporting)


Download and install new license automatically when you renew or expand your contract. This requires sending the license ID, the installation ID, and workload usage counters to Veeam servers periodically. Successful usage reporting doubles the number of workloads you can exceed your installed license by.

 Veeam EULA prohibits using Community Edition to provide any services to third parties. In particular, you may not install, configure or manage such backup servers at your client's environment as a consultant or an MSP.

Back

Next

Cancel

 Veeam ONE

Service Account

Specify account for Veeam ONE services.

User name:


Administrator

Choose...

Type in the user name in the DOMAIN\USERNAME format.
The specified user account must have local administrator privileges on this server.

Password:

.....




Back

Next

Cancel

Architecture & Core Components


Installation

 Veeam ONE


Ready to Install

Installation will begin with the following settings.

Components:	All
Service account:	WIN-7TCBRBRPVEN\Administrator
SQL server:	WIN-7TCBRBRPVEN\VEEAMSQL2017
Database name:	VeeamONE
Installation folder:	C:\Program Files\Veeam\Veeam ONE
Performance data caching path:	C:\PerfCache
Data collection mode:	Backup data only
Veeam ONE monitoring service port:	2714
Veeam ONE reporting service port:	2742
Internal Web API port:	2741
Website port:	1239
Veeam ONE agent port:	2805
Certificate:	Generate new self-signed certificate
License details:	Community edition, 10 instances, limited functionality & personal use o...
License autoupdate (enables usage reporting):	Enabled
Check for product updates:	Automatically

 Customize Settings

BackInstallCancel

 Veeam ONE

Components

Select the components below to install.


☒ Components

- ☒ Veeam ONE Server
- ☒ Veeam ONE Web Services
- ☒ Veeam ONE Client

BackNextCancel

Architecture & Core Components

Installation


 Veeam ONE

Database

Choose SQL Server Instance for Veeam ONE data.

☒ Install new instance of SQL Server (localhost\VEEAMSQL2017)

☐ Use existing instance of SQL Server (HOSTNAME\INSTANCE)

Instance:  Browse...

Database name:

Connect to SQL using:

☒ Windows authentication credentials of the Veeam ONE service account

☐ SQL Server authentication with the following credentials:


Username:

Password:

Back

Next


Cancel


 Veeam ONE

Data Locations


Specify paths for persistent and non-persistent data storage locations.


Installation path:

 Browse...

 Disk space: 95.33 GB available, 844.31 MB required

Veeam ONE Client performance cache path:

 Browse...

 Performance cache is space on disk to which Veeam ONE stores real-time performance data, as this data is collected. Performance data stored in cache is used for Veeam ONE Client dashboards and views.


Back

Next

Cancel

Architecture & Core Components

Installation

 Veeam ONE

Data Collection Mode

Select Veeam ONE data collection mode.

For optimal performance and stability, select [data collection mode](#) according to the size of the infrastructure.

☒ Veeam backup data only


☐ Veeam backup data and virtual infrastructure performance monitoring

☐ Veeam backup data and large-scale virtual infrastructure performance monitoring

Back

Next

Cancel

 Veeam ONE

Port Configuration

Specify port configuration and certificate to be used by Veeam ONE.

Veeam ONE monitoring service port:


Veeam ONE reporting service port:

Veeam ONE Web API port:

Website port:

Veeam ONE agent port:

Certificate:

 [View certificate](#)

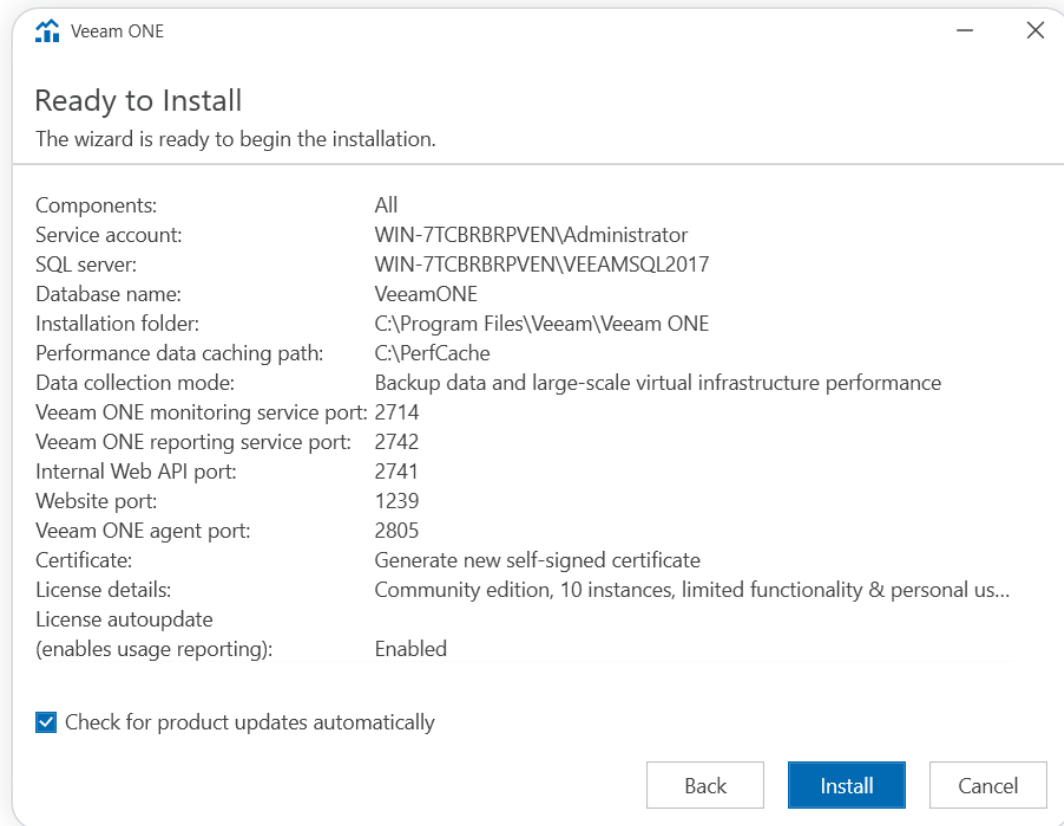
Back

Next

Cancel

Architecture & Core Components

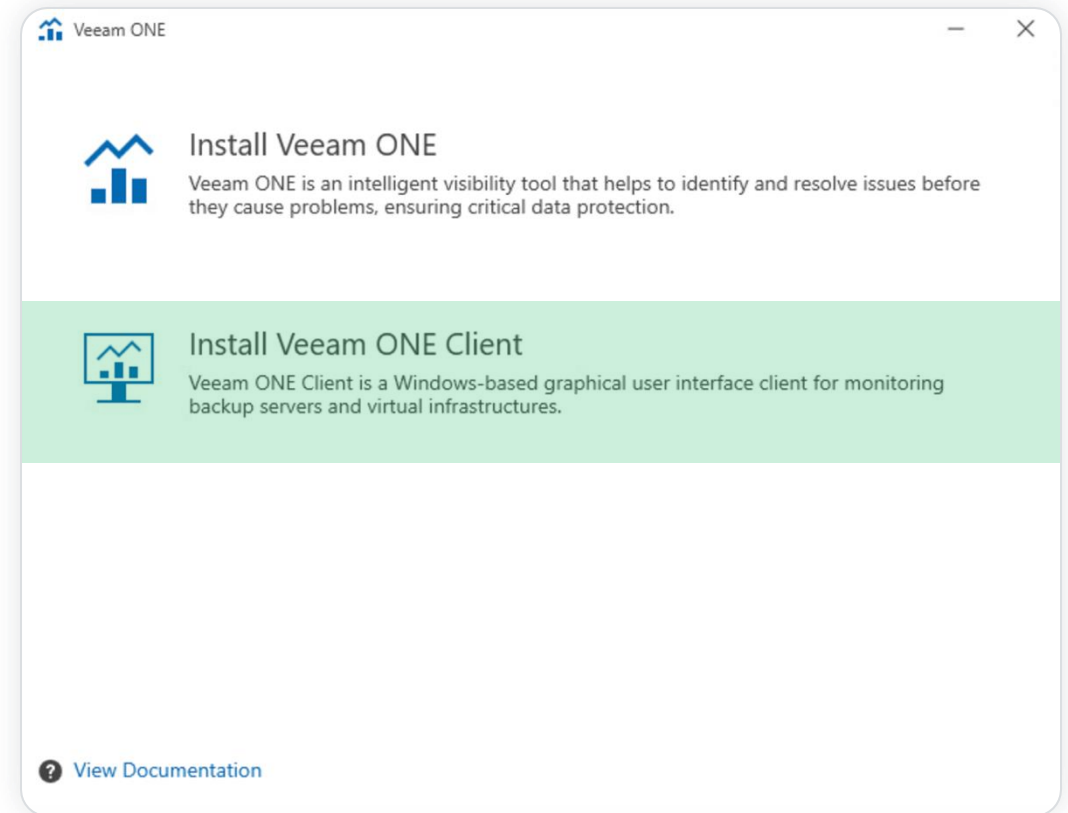
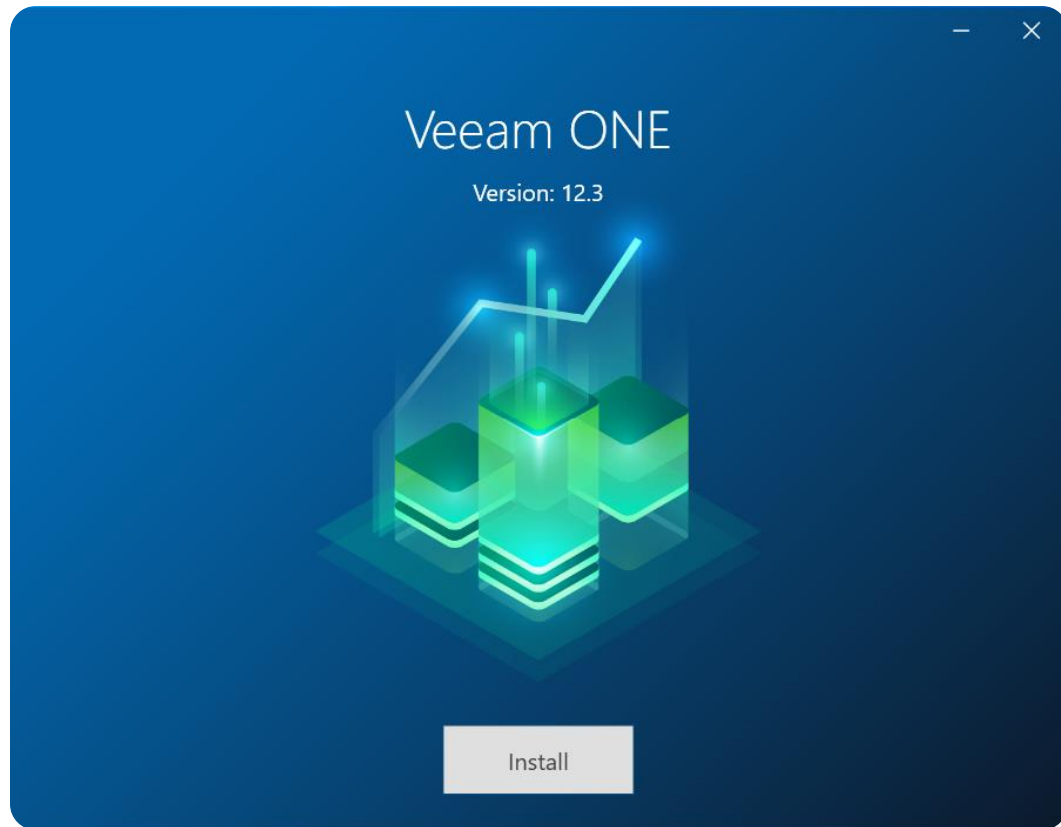
Installation



Veeam ONE Client

Veeam ONE Client

Veeam ONE Client comes as a part of the integrated Veeam ONE solution.



Veeam ONE Client User Interface

1 Toolbar and Main Menu

2 Inventory Pane

3 Information Pane

4 Actions Pane

The screenshot displays the Veeam ONE Client interface with the following components:

- Toolbar and Main Menu (1):** Located at the top, it includes navigation icons and the title bar "Veeam ONE Client (DEMOCENTER\elena.ladikova)".
- Inventory Pane (2):** On the left, it shows a tree view of the virtual infrastructure hierarchy: Virtual Infrastructure > vc1.democenter.int > Democenter > demo-cluster > esx15.democenter.int, esx16.democenter.int, esx17.democenter.int, esx18.democenter.int, Resources > Demo, hx-cluster, vcd-cluster, and Datastores.
- Information Pane (3):** The central area displays details for the selected object "Demo VMs - 0 errors, 0 warnings". It includes a search bar, filters, and a table of alarms.
- Actions Pane (4):** On the right, it provides actions for the selected alarm, including "Alarm Management", "Show History...", "Resolve...", "Resolve All...", "Acknowledge...", "Acknowledge All...", "Exclude", "Edit Exclusions...", "Export Alarms...", "Remediation", "Approve Action...", "Approve All Actions...", "Customization", "Edit Alarm...", "Define Alarms...", and "Navigation" (Performance, Open Console, In-Guest Processes).

Alarm Details:

Description
Suspicious malware activity was detected on vSphere VM "demo-winvm105"
Detection source: Internal malware scan
Additional details: Potential malware activity detected
Suspicious malware activity was detected on vSphere VM "demo-winvm105"
Detection source: Internal malware scan
Additional details: Potential malware activity detected

Knowledge
Veeam Backup & Replication strengthens the security of the backup system using advanced tools like inline malware scans. It also provides an API that other services can use to check and mark VMs as suspicious.

Cause
Veeam Backup & Replication server has detected a potential malware activity.

Resolution
Quickly find and separate any systems that might be affected and are at risk to stop the malware from spreading. You disconnect the affected VMs from the production network as an immediate step to mitigate the issue.
To recover from a malware attack, restore your workloads from a restore point that is marked as clean or is in an OK state.
Also, Veeam offers more advanced restore options like Instant VM Recovery, Secure Restore, Staged Restore, and SureBackup. These options let you recover restore points in safe environments and run more checks for hidden malware.
To look at the available clean restore points in Veeam ONE Web Client, start the **Malware Detection** report.

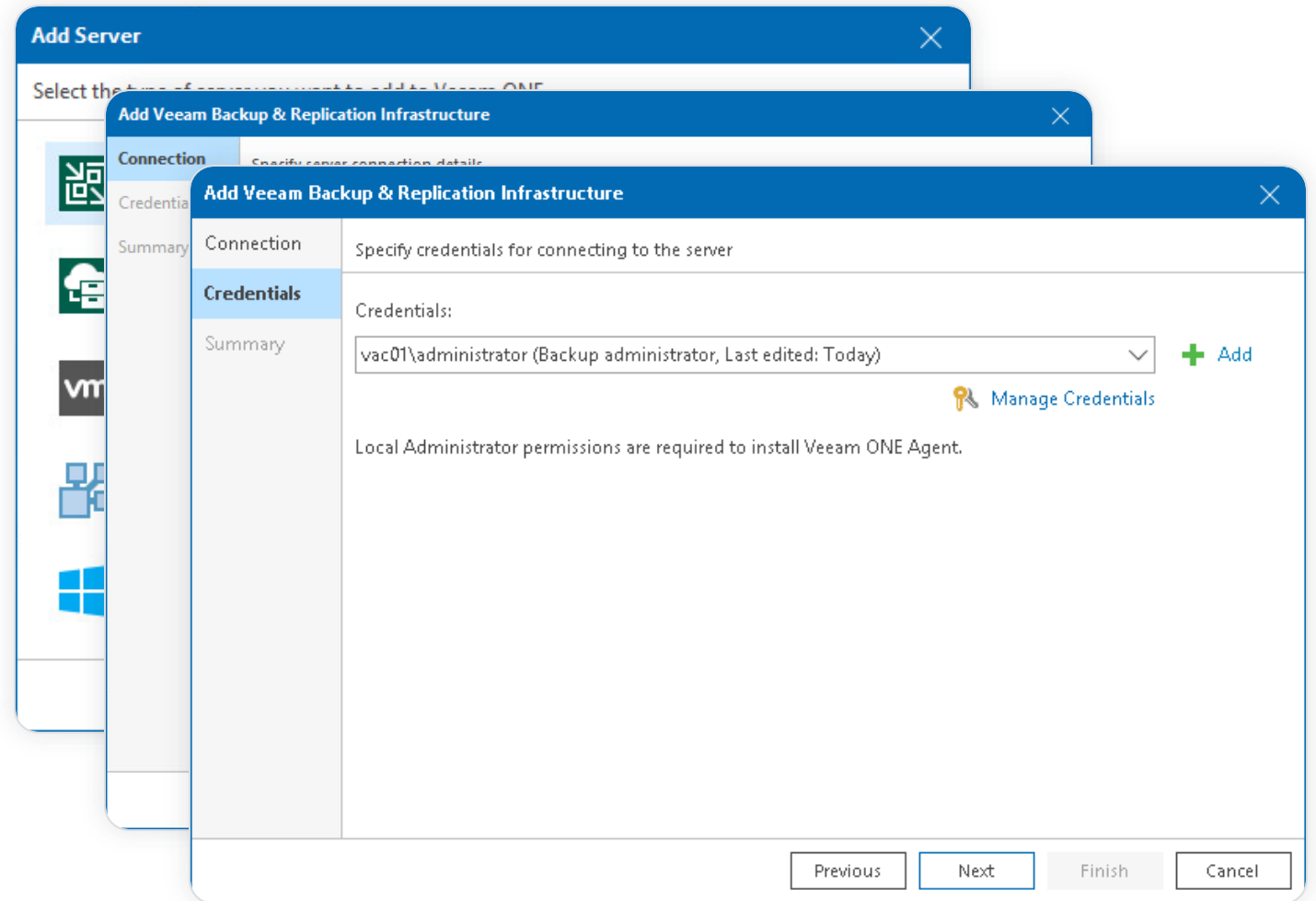
Status	Time	Source	Type	Na...	Repeat Count	Remediation
Error	2024-12-01 11:41:28	demo-winvm101		Guest se...	27	
Warning	2024-08-30 22:22:29	demo-winvm105		Potenti...	2	

VBR Monitoring

Adding Veeam Backup & Replication

To collect data about your backup infrastructure and data protection operations, you must configure connections to Veeam Backup & Replication servers in Veeam ONE Client. You can connect the following types of servers:

- Veeam Backup & Replication server to monitor standalone backup servers
- Veeam Backup Enterprise Manager to monitor all backup servers federated under Veeam Backup Enterprise Manager



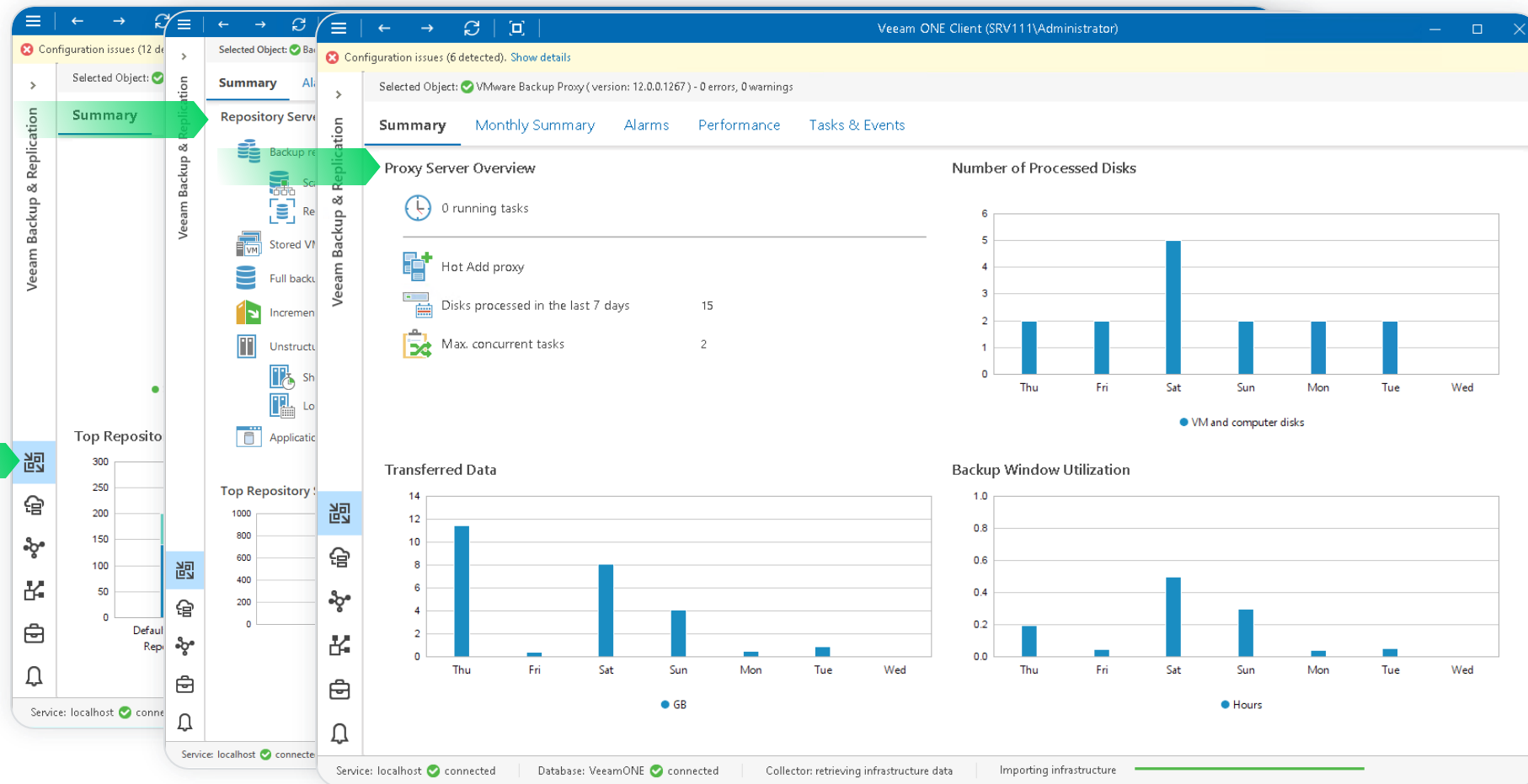
Veeam Backup & Replication Dashboards

- Backup & Infrastructure Dashboards
- Backup Infrastructure Summary
- Repositories Overview & Summary
- Backup Proxies Overview & Summary
- WAN Accelerators Dashboards
- Tape Servers
- Cloud Repositories & Gateways Overview

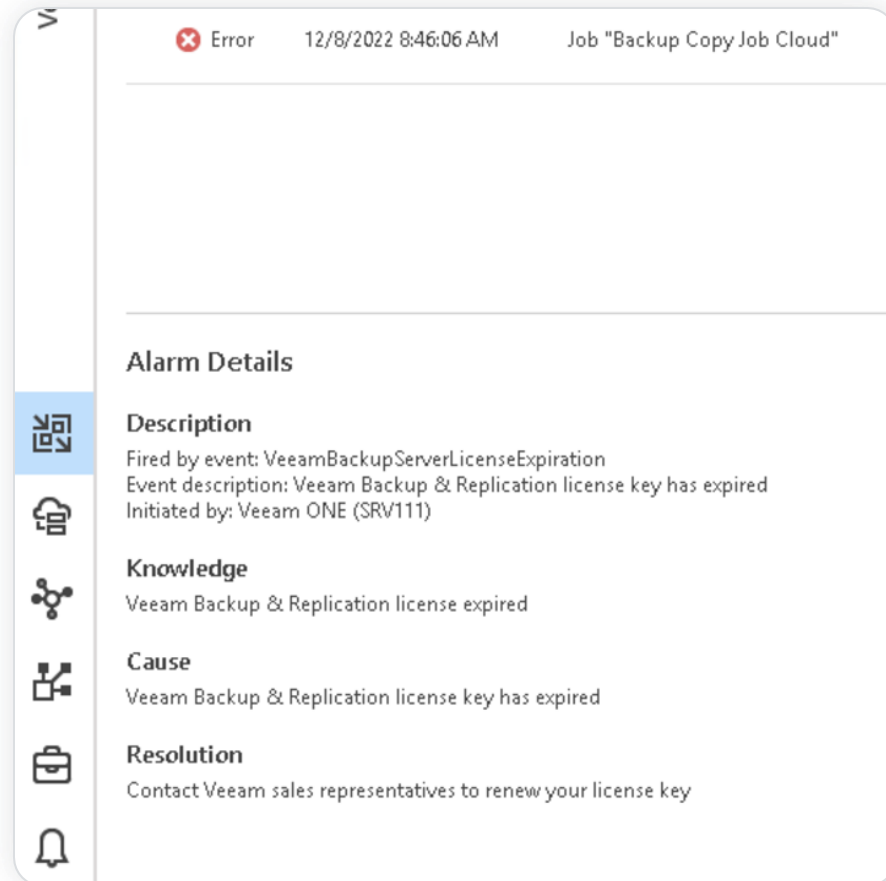
- Overview of all components and their health.
- Details on storage usage and status.
- Insights into data processing tasks.
- Performance metrics for WAN optimization.
- Status and resource utilization.
- Each dashboard offers **weekly** and **monthly** performance summaries.

Veeam Backup & Replication Dashboards

The dashboards reflect the latest state of backup, replication and SureBackup jobs, and help you analyze the performance and configuration of backup infrastructure components.



Veeam Backup & Replication Alarms



Key Alarm Categories

Connectivity Issues: Monitors communication between backup infrastructure components.

Software Health: Tracks the state of Veeam Backup & Replication software.

Job Status: Alerts for failed jobs or jobs with warnings.

Storage Capacity: Warns of low or rapidly decreasing space on repositories.

Performance: Detects long-running jobs exceeding the backup window.

Licensing: Monitors product licenses and support contracts.

Veeam Backup & Replication Alarms

Predefined data protection alarms are configured to warn you about events or issues that can cause loss of data or prevent Veeam Backup & Replication infrastructure from functioning properly

The screenshot displays the Veeam Backup & Replication console interface. The left sidebar shows the navigation tree with 'Veeam Backup & Replication' selected. The main pane shows the 'Alarms' tab with a table of active alarms. A 'Warning' alarm for 'License expiration date' is highlighted. Below the table, the 'Alarm Details' section provides a description, knowledge base entry, cause, and resolution for the license expiration. Overlaid on the right are three panels: 'Actions' (showing options like 'Resolve...', 'Acknowledge...', 'Exclude', 'Export Alarms...', 'Remediation', 'Customization', and 'Navigation'), 'New...' (showing 'New...', 'Disable', 'Edit...', 'Copy', 'Delete', 'Edit Assign', 'Edit Exclu', and 'Show All'), and 'Alarm Settings' (showing configuration for 'Production VM CPU Usage' with fields for 'Alarm name', 'Alarm type', 'Platform', and a checked 'Enable this alarm' checkbox).

Configuration issue (1 detected). Show details

Selected Object: Veeam Backup & Replication - 0 errors, 0 warnings

Summary Alarms Data Protection Veeam ONE Agents

Search... Filters: All [Icons] Filters (None) This

Status	Time	Source	Type	Name
Warning	12/8/2022 8:51:26 AM	backup01.tech.local	License expiration date	License expiration date
Error	12/8/2022 8:46:26 AM	Default Backup Repository	Backup repository free space	Backup repository free space
Error	12/8/2022 8:46:06 AM	backup01.tech.local	Backup Copy job state	Backup Copy job state
Error	12/8/2022 8:46:06 AM	Job "Backup Copy Job Cloud"	Job "Backup Copy Job Cloud" has ended unexpectedly	Job "Backup Copy Job Cloud" has ended unexpectedly

Page 1 of 1

Alarm Details

Description

Fired by event: VeeamBackupServerLicenseExpiration
Event description: Veeam Backup & Replication license key has expired
Initiated by: Veeam ONE (SRV111)

Knowledge

Veeam Backup & Replication license expired

Cause

Veeam Backup & Replication license key has expired

Resolution

Contact Veeam sales representatives to renew your license key

Actions

Alarm Management

- Show History...
- Resolve...
- Resolve All...
- Acknowledge...
- Acknowledge All...
- Exclude
- Edit Exclusions...
- Export Alarms...
- Remediation
- Approve Action...
- Approve All Actions...
- Customization
- Edit Alarm...
- Define Alarms...
- Navigation
- Performance
- Open Console
- In-Guest Processes

New...

Disable

Edit...

Copy

Delete

Edit Assign

Edit Exclu

Show All

Alarm Settings

General

Alarm name: Production VM CPU Usage

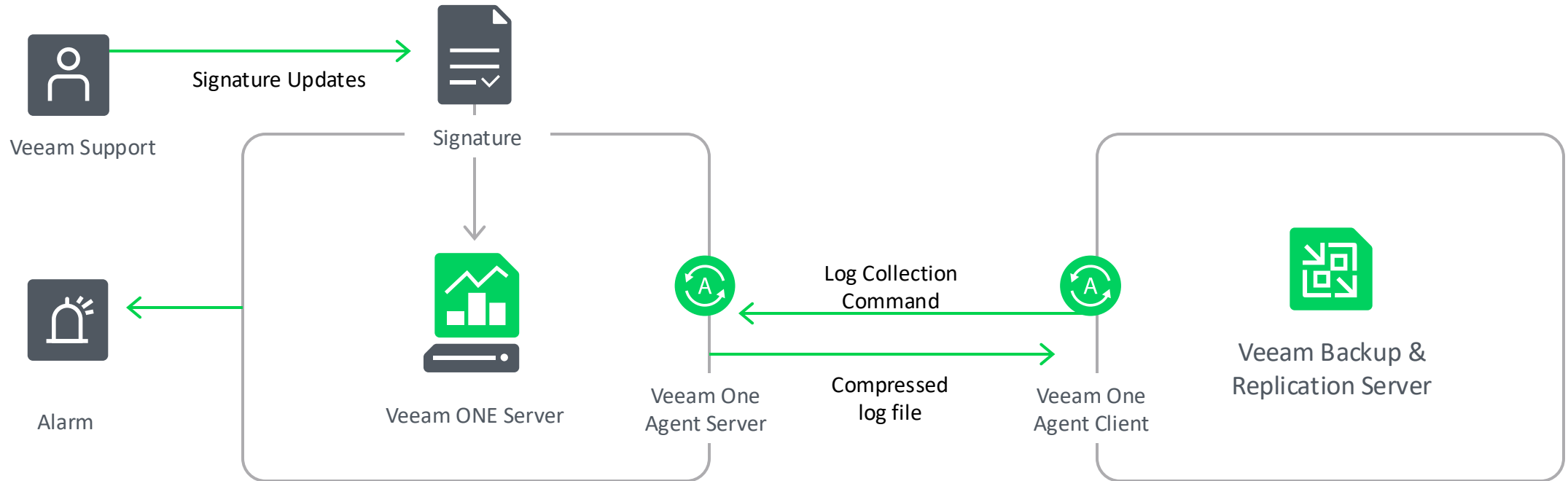
Alarm type: Virtual machine

Platform: VMware

☒ Enable this alarm

Save Cancel

Veeam Intelligent Diagnostic



Resolution

To get more information about the issue and resolution, refer to the following Veeam Support Knowledge Base article [KB4682](#).

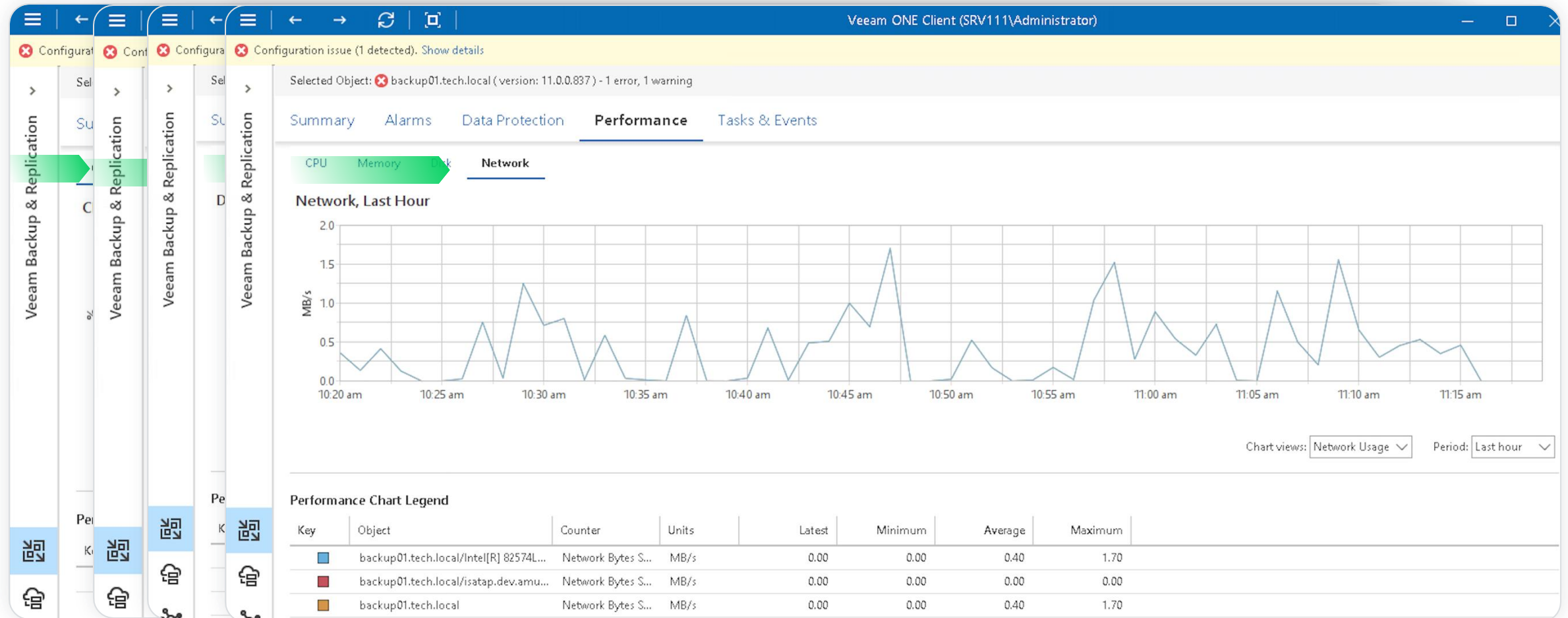
The vulnerability is resolved with a hotfix for Veeam Backup Enterprise Manager 12.2.0.334 and also in the latest Veeam Backup & Replication version, 12.2 (build 12.2.0.334) ISO.

If you are about to contact [Veeam Technical Support](#) regarding this alarm, make sure to provide the Veeam Intelligent Diagnostics signature UID when opening a support case. This will simplify the investigation process and can significantly decrease resolution time.

Signature UID: **VID843751**

Veeam Backup and Replication Performance Charts

To identify performance bottlenecks in your backup data flow, you can access the following key **performance charts**:



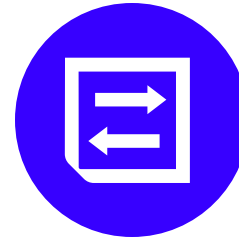
VB365 Monitoring

Veeam Backup for Microsoft 365

Monitoring overview

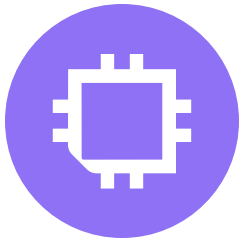


Dashboards & Infrastructure:
Summarizes backup health
and repositories.

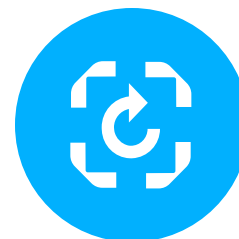


Proxies: Monitors proxy performance
and pools.

Alarms & Data Protection: Tracks alerts
and backup metrics.



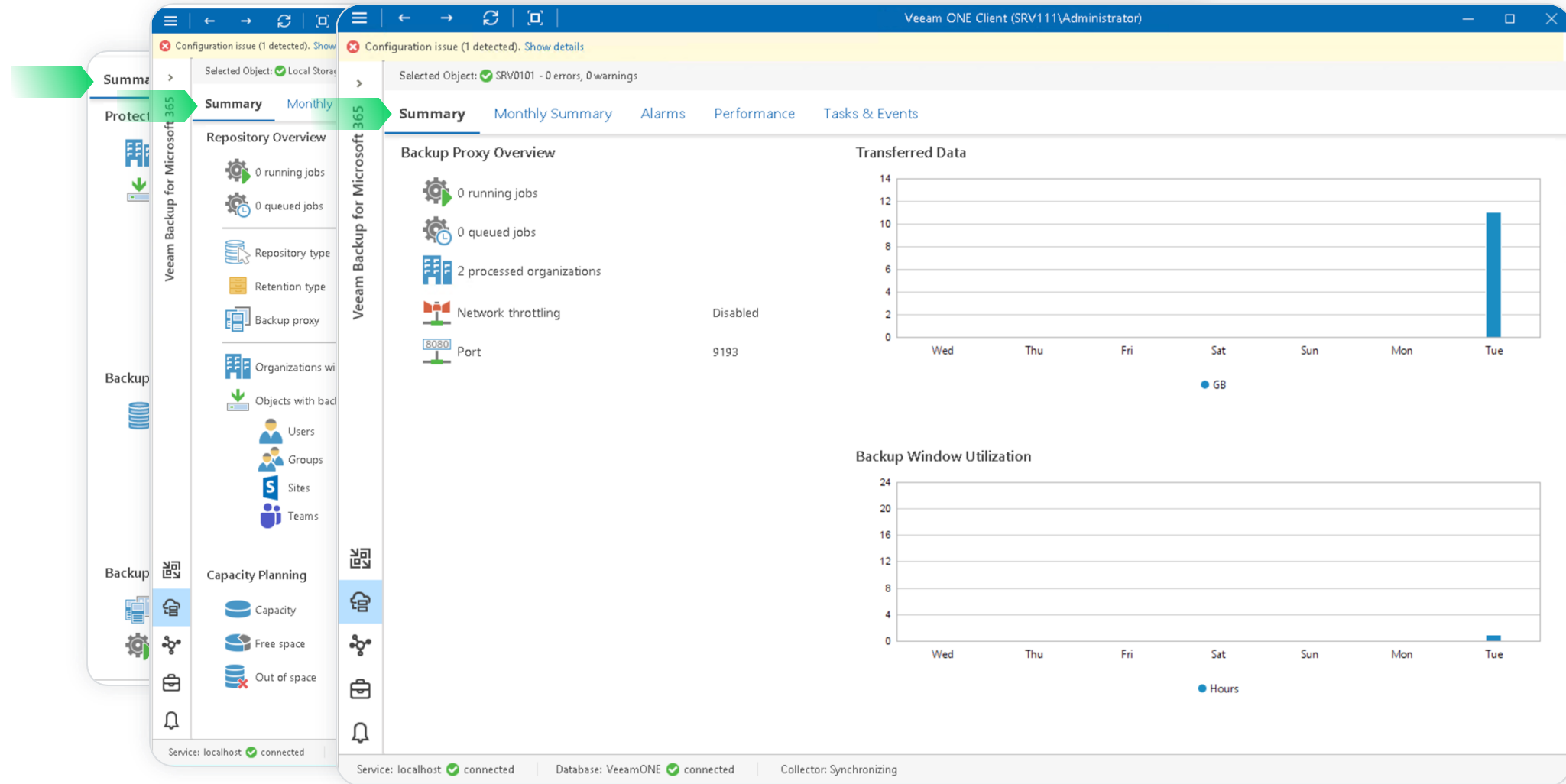
Performance:
CPU, Memory, Disk,
and Network charts.



Protected Data & Events:
Logs backup data and events.

Veeam Backup for Microsoft 365

Dashboards & Infrastructure: Summarizes backup health and repositories.



Veeam Backup for Microsoft 365 Data Protection

Data Protection: Tracks alerts and backup metrics.

Tracking Job Statistics

Filtering and Finding Jobs

Status

Repository

Transferred data (GB)

Veeam ONE Client (SRV111\Administrator)

Configuration issue (1 detected). Show details

Selected Object: ✔ Veeam Backup for Microsoft 365 - 0 errors, 0 warnings

Summary Alarms **Data Protection**

Search...

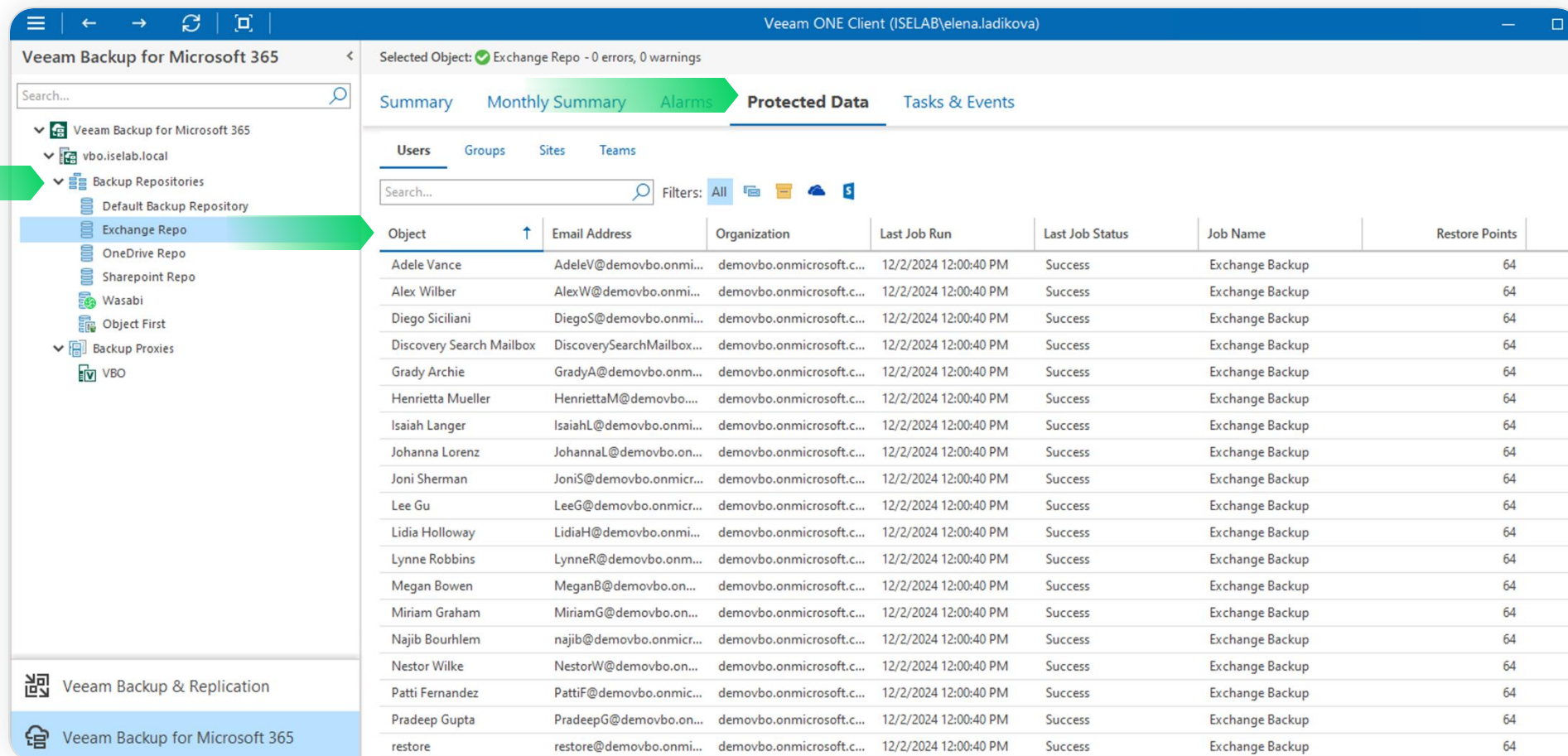
Job statuses: All ✖ ⚠ ✔ 🔄 ℹ | Filters (None) | 📅

Status	Job Name	Objects to Protect	Organization	Last Run	Duration	Backup Proxy	Backup Repository	Transferred Data (GB)
✔ Success	Backup - copy job	Users;Sites	abc.onmicrosoft.com	1/31/2023 1:40:16 AM	11 s	SRV0101	Amazon Deep Archive	0.00
✔ Success	Backup2 - copy job	Users	test.onmicrosoft.com	1/31/2023 1:51:15 AM	46 s	SRV0101	Amazon Deep Archive	0.10
✔ Success	Full Backup	Users;Teams	abc.onmicrosoft.com	1/31/2023 2:33:50 AM	1 h 1 min	SRV0101	Local Storage	11.02
⚠ Warning	Backup	Users;Sites	abc.onmicrosoft.com	1/31/2023 1:40:05 AM	1 min 50 s	SRV0101	Azure Blob Storage	0.00
✔ Success	Backup2	Users	test.onmicrosoft.com	1/31/2023 1:50:28 AM	2 min 50 s	SRV0101	Azure Blob Storage	0.10

Service: localhost ✔ connected | Database: VeeamONE ✔ connected

Protected Data

The Protected Data tab allows you to view the list of protected Microsoft 365 objects stored in backups on backup and object storage repositories:



The screenshot displays the Veeam ONE Client interface. On the left, the 'Veeam Backup for Microsoft 365' tree view is expanded, showing the 'Exchange Repo' selected. A green arrow points to this selection. The main pane shows the 'Protected Data' tab for the 'Exchange Repo'. The 'Selected Object' is 'Exchange Repo' with 0 errors and 0 warnings. The 'Protected Data' tab is active, showing a list of protected objects. The list includes columns for Object, Email Address, Organization, Last Job Run, Last Job Status, Job Name, and Restore Points. The list contains 20 entries, all with a 'Success' status and 'Exchange Backup' as the job name. A green arrow points to the 'Protected Data' tab in the top navigation bar.

Object	Email Address	Organization	Last Job Run	Last Job Status	Job Name	Restore Points
Adele Vance	AdeleV@demovbo.onmi...	demovbo.onmicrosoft.c...	12/2/2024 12:00:40 PM	Success	Exchange Backup	64
Alex Wilber	AlexW@demovbo.onmi...	demovbo.onmicrosoft.c...	12/2/2024 12:00:40 PM	Success	Exchange Backup	64
Diego Siciliani	DiegoS@demovbo.onmi...	demovbo.onmicrosoft.c...	12/2/2024 12:00:40 PM	Success	Exchange Backup	64
Discovery Search Mailbox	DiscoverySearchMailbox...	demovbo.onmicrosoft.c...	12/2/2024 12:00:40 PM	Success	Exchange Backup	64
Grady Archie	GradyA@demovbo.onm...	demovbo.onmicrosoft.c...	12/2/2024 12:00:40 PM	Success	Exchange Backup	64
Henrietta Mueller	HenriettaM@demovbo....	demovbo.onmicrosoft.c...	12/2/2024 12:00:40 PM	Success	Exchange Backup	64
Isaiah Langer	IsaiahL@demovbo.onmi...	demovbo.onmicrosoft.c...	12/2/2024 12:00:40 PM	Success	Exchange Backup	64
Johanna Lorenz	JohannaL@demovbo.on...	demovbo.onmicrosoft.c...	12/2/2024 12:00:40 PM	Success	Exchange Backup	64
Joni Sherman	JoniS@demovbo.onmicr...	demovbo.onmicrosoft.c...	12/2/2024 12:00:40 PM	Success	Exchange Backup	64
Lee Gu	LeeG@demovbo.onmicr...	demovbo.onmicrosoft.c...	12/2/2024 12:00:40 PM	Success	Exchange Backup	64
Lidia Holloway	LidiaH@demovbo.onmi...	demovbo.onmicrosoft.c...	12/2/2024 12:00:40 PM	Success	Exchange Backup	64
Lynne Robbins	LynneR@demovbo.onm...	demovbo.onmicrosoft.c...	12/2/2024 12:00:40 PM	Success	Exchange Backup	64
Megan Bowen	MeganB@demovbo.on...	demovbo.onmicrosoft.c...	12/2/2024 12:00:40 PM	Success	Exchange Backup	64
Miriam Graham	MiriamG@demovbo.on...	demovbo.onmicrosoft.c...	12/2/2024 12:00:40 PM	Success	Exchange Backup	64
Najib Bourhlem	najib@demovbo.onmicr...	demovbo.onmicrosoft.c...	12/2/2024 12:00:40 PM	Success	Exchange Backup	64
Nestor Wilke	NestorW@demovbo.on...	demovbo.onmicrosoft.c...	12/2/2024 12:00:40 PM	Success	Exchange Backup	64
Patti Fernandez	PattiF@demovbo.onmic...	demovbo.onmicrosoft.c...	12/2/2024 12:00:40 PM	Success	Exchange Backup	64
Pradeep Gupta	PradeepG@demovbo.on...	demovbo.onmicrosoft.c...	12/2/2024 12:00:40 PM	Success	Exchange Backup	64
restore	restore@demovbo.onmi...	demovbo.onmicrosoft.c...	12/2/2024 12:00:40 PM	Success	Exchange Backup	64

Veeam Backup for Microsoft 365 Alarms

Veeam ONE Client (VONE\Administrator)

Configuration issues (6 detected). Show details

Selected Object: Veeam Backup for Microsoft 365 - 0 errors, 0 warnings

Summary Alarms Data Protection

Search...

Filters: All [Icons] Filters (None) This object [Icon]

Status	Time	Source	Type	Name
Resolved	3:10:56 PM	srv0101.tech.local	[Icon]	Veeam Backup for Microsoft 365 server connection failure
Resolved	3:11:58 PM	srv0101.tech.local	[Icon]	Veeam Backup for Microsoft 365 service state

Page 1 of 1

Alarm Details

Description
All metrics are back to normal

Knowledge
Veeam ONE server could not connect to Veeam Backup for Microsoft 365 server

Cause
This may happen because of the following reasons:

1. Network, firewall and connectivity issues
2. The user account used to connect to the Veeam Backup for Microsoft 365 server is missing the required permissions
3. REST API service is not accessible on the Veeam Backup for Microsoft 365 server

Key Issues Monitored by Alarms

- **Connectivity Issues:** Communication problems between backup components.
- **Software State:** Issues with Veeam Backup for Microsoft 365 software.
- **Job Failures/Warnings:** Jobs that failed or ended with warnings.
- **Storage Space:** Rapidly decreasing space on repositories.
- **Long-running Jobs:** Jobs exceeding the backup window.
- **Licenses & Contracts:** Product license or support contract issues.

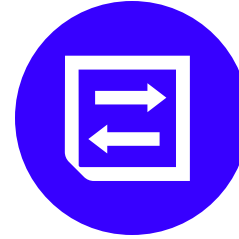
Virtual Environment Monitoring

VMware vSphere Monitoring



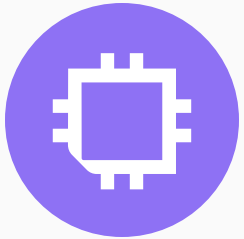
Dashboards & Infrastructure:

Summarizes hosts, VMs, and datastores



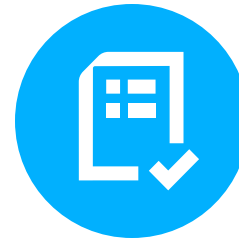
Alarms & Data Protection:

Tracks alerts and key system events



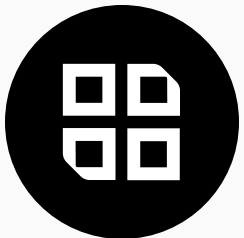
Performance charts:

Monitors CPU, memory, storage, and network metrics



Top Objects & Hardware:

Highlights resource usage and hardware health.



In-Guest Insights:

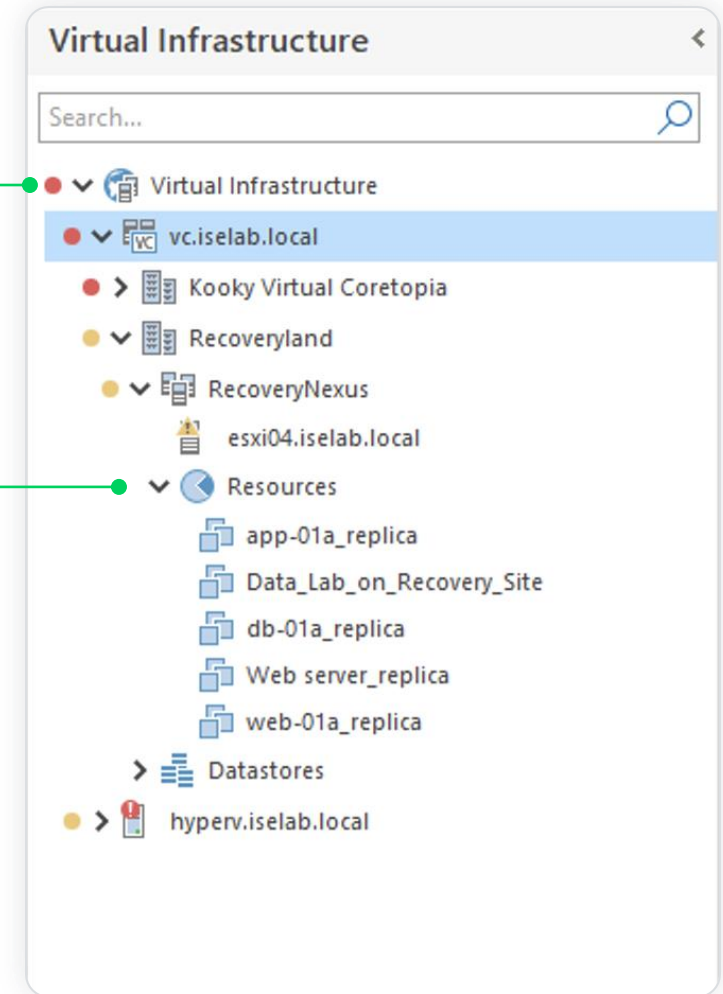
Tracks processes and services within VMs.

VMware vSphere summary dashboards

Dashboards & Infrastructure: Summarizes hosts, VMs, and datastores.

The dashboard is available for the following infrastructure levels:

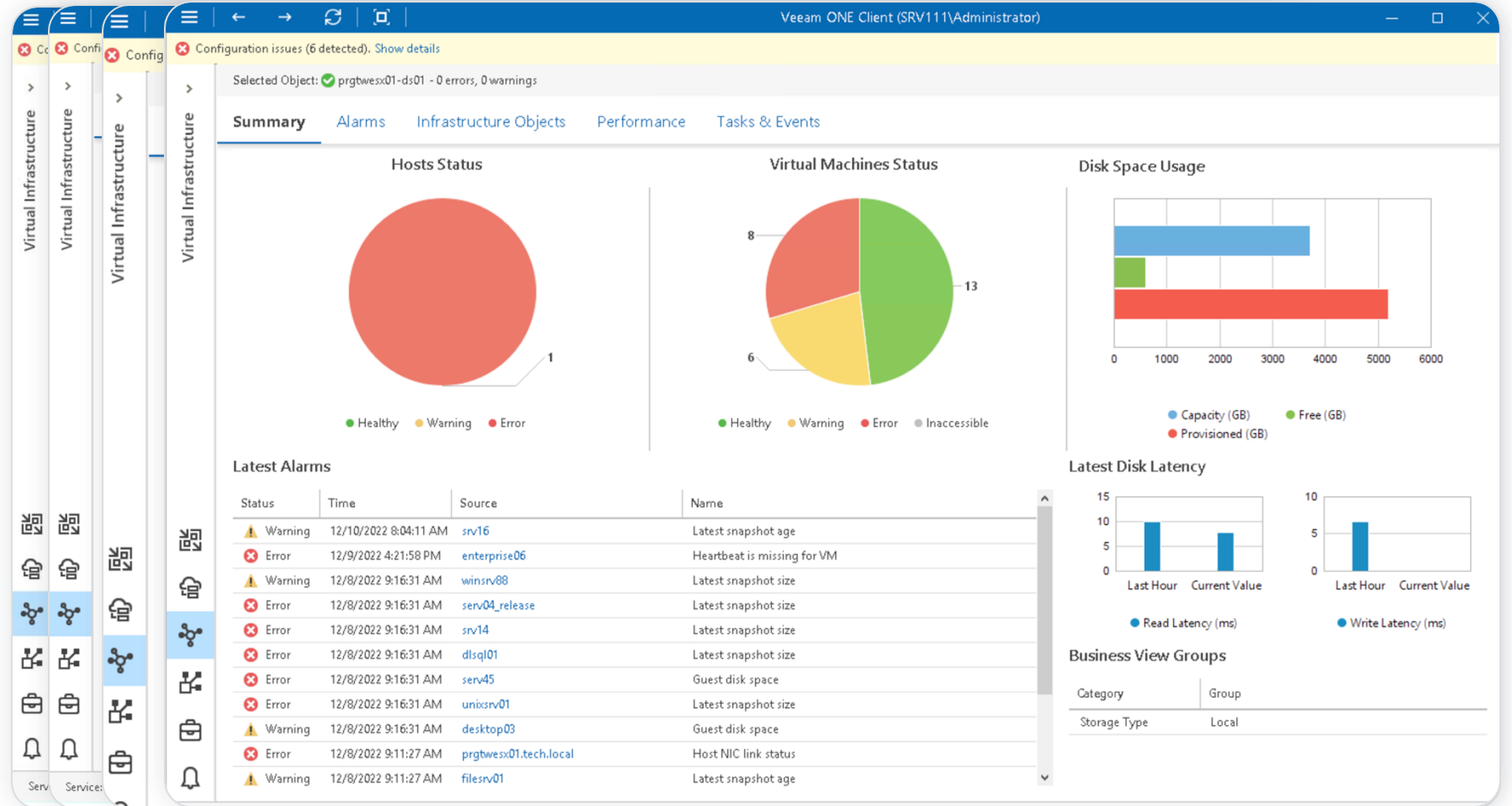
- Virtual infrastructure (root node)
- Virtual infrastructure container (such as folder, resource pool, host, cluster, datacenter or vCenter Server)



VMware vSphere summary dashboards

The following types of summary dashboards are available for virtual infrastructure objects:

- VMware vSphere Infrastructure Summary
- Host Summary
- Virtual Machine Summary
- Datastore Summary



VMware vSphere Performance Charts

Overview: Comprehensive **performance monitoring across key metrics.**

Select **any infrastructure object or segment from the inventory pane** to view relevant performance charts.

Key Charts

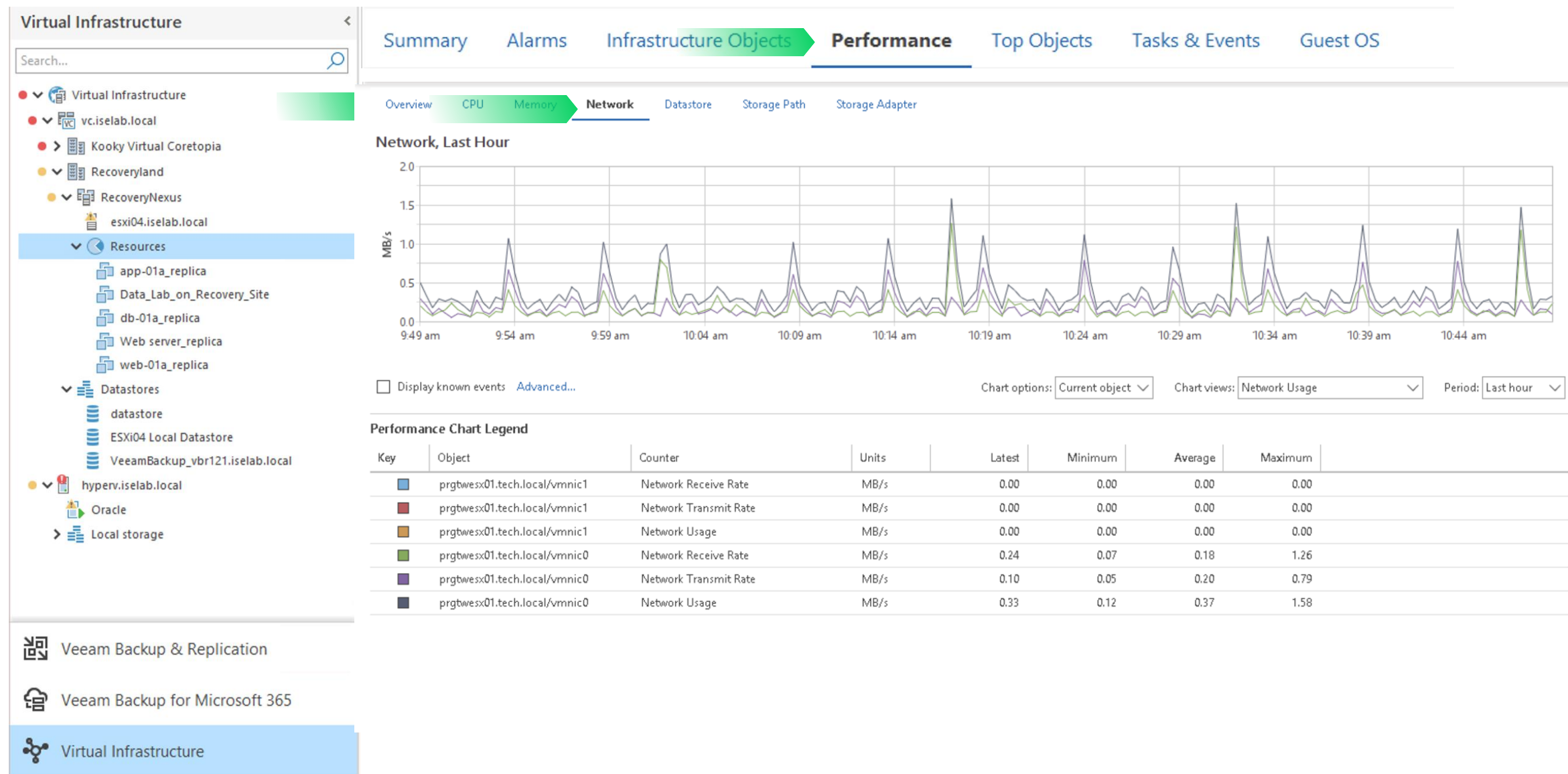
CPU & Memory: Resource utilization trends.

Network: Bandwidth and connectivity insights.

Datastore & Disks: Storage performance and usage (I/O, space, paths).

Customization: Tailor charts for specific needs and insights.
customize performance charts to select specific objects, time intervals or performance counters to display on the charts.

Performance Charts



VMware vSphere Alarms

On the **Alarms** dashboard, you can view triggered alarms, track alarm history, resolve and acknowledge alarms and perform other actions.

Alarm Examples

Alarm Details

Description

Fired by event: esx.problem.storage.connectivity.lost

Event description: Lost connectivity to storage device naa.600000e00d290000002938ec00260000. Path vmhba2:C0:T6:L1 is down. Affected datastores: Unknown.

Initiated by: Not Set

Knowledge

The event indicates a loss in connectivity to the specified storage device. The path indicated is the last path that went down

Cause

Failure of the storage connection cable, disconnect of cable, failure of the physical storage adapter, failure of disk controller/port/etc


Resolution


The storage device reading (vmhba35:C1:T0:L7) mentioned in the example earlier contains several potential failure points:

- vmhba35 - HBA (Host Bus Adapter)
- C1 - Channel
- T0 - Target (Storage processor port)
- L7 - LUN (Logical Unit Number or Disk Unit)

To determine the actual failure or to eliminate possible issues:

1. Identify the available storage paths to the reported storage device by running the `esxcfg-mpath -l` command. For more information, see [Obtaining LUN pathing information for ESX Server 3 \(1003973\)](#)
2. Check that a rescan does not restore visibility to the targets. Follow the steps provided in [Performing a rescan of the storage \(1003988\)](#) to rescan the storage device by using the command-line interface and VMware vSphere Client.
3. Determine whether the connectivity issue is with the iSCSI storage or the fiber storage. Perform one of the following depending on what your connectivity issue is:
 - To troubleshoot the connectivity to the iSCSI storage using the software initiator
 - Check whether a ping to the storage array fails from the host. For more information, see [Testing VMkernel network connectivity with the vmkping command \(1003728\)](#).
 - Check that the initiator is registered on the array. Contact your storage vendor for instructions on this procedure.
 - Check that the following physical hardware is correctly functioning:

Service: localhost  connected

Database: VeeamONE  connected

In-Guest Processes and Services

The screenshot displays the Veeam Backup & Replication interface. On the left, the 'Virtual Infrastructure' tree shows a cluster named 'hx-cluster'. The main pane is titled 'Selected Object: backup01 - 1 error, 1 warning' and has tabs for 'Summary', 'Alarms', 'Performance', 'Tasks & Events', and 'Guest OS'. Under the 'Guest OS' tab, there are sub-tabs for 'Processes' and 'Services'. The 'Processes' sub-tab is active, showing a table of running processes. The table has columns for Name, % Processor, % User Time, Memory Usage, Thread Count, Elapsed Time, and ID. The 'Services' sub-tab is also visible. On the right, a context menu is open for the 'demo-linuxvm107' VM, showing options like 'Refresh', 'Maintenance Mode', 'Schedule Maintenance Mode...', 'Alarms', 'Reports', 'Guest OS Credentials...', 'Remote Management', and 'Open Console'. A secondary menu is open for 'Remote Management', showing options like 'Connect to VM', 'Power On', 'Power Off', 'Reboot', 'Hard Reset', and 'Shut Down Guest OS'.

Virtual Infrastructure

Selected Object: backup01 - 1 error, 1 warning

Summary Alarms Performance Tasks & Events Guest OS

Processes Services

Disconnect Kill Process Create Alarm...

Name	% Processor ...	% User Time	Memory Usage	Thread Count	Elapsed Time	ID
conhost	0%	0%	900 K	2	2000:28:03	
csrss	0%	0%	812 K	11	2480:11:06	
csrss	0%	0%	2196 K	10	8452:46:10	
dwm	0%	0%	3616 K	11	2480:11:06	
fontdrvhost	0%	0%	880 K	5	2480:11:06	
fontdrvhost	0%	0%	996 K	5	8452:46:09	
Idle	99%	0%	8 K	2	8452:46:14	
LogonUI	0%	0%	9416 K	9	1040:08:05	
lsass	0%	0%	12564 K	7	8452:46:09	
msdtc	0%	0%	928 K	9	8452:44:07	
MsMpEng	0%	0%	130576 K	20	818:01:50	
NisSrv	0%	0%	2264 K	3	818:01:41	
Registry	0%	0%	61472 K	4	8452:46:17	
SecurityHealthService	0%	0%	5892 K	6	8426:46:06	
services	0%	0%	6244 K	6	8452:46:10	
smss	0%	0%	216 K	2	8452:46:14	

demo-linuxvm101

demo-linuxvm107

demo-linux...

demo-sql10...

demo-winv...

demo-winv...

demo-winv...

demo-winv...

demo-winv...

demo-winv...

hx-cluster

Refresh

Maintenance Mode

Schedule Maintenance Mode...

Alarms

Reports

Guest OS Credentials...

Remote Management

Open Console

Connect to VM

Power On

Power Off

Reboot

Hard Reset

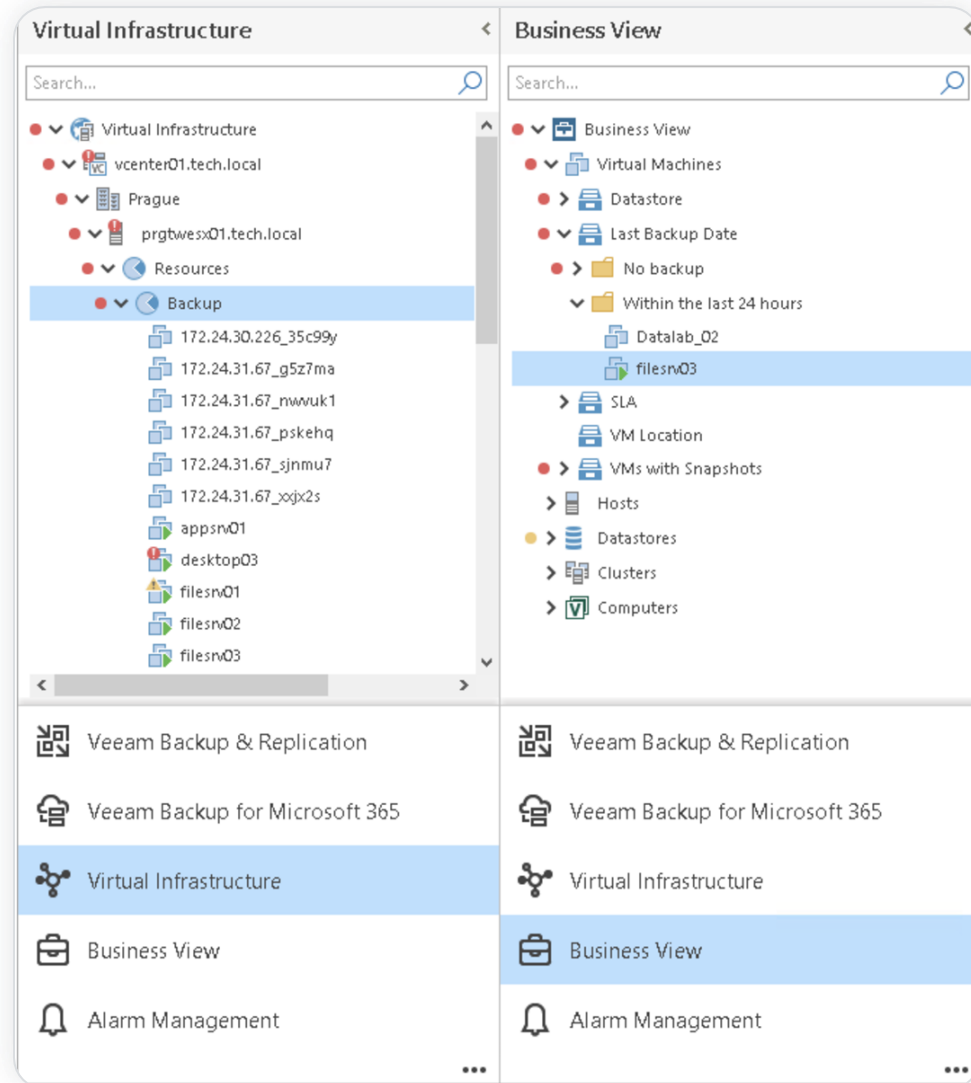
Shut Down Guest OS

Veeam Backup & Replication

Veeam Backup for Microsoft 365

Business View

Business view



Veeam ONE Client offers two perspectives for viewing your infrastructure:

- **Technical Perspective:** Focuses on VMware vSphere or Microsoft Hyper-V inventory.
- **Business Perspective:** Utilizes the **Business View** component to organize infrastructure based on business needs.

Categorization model

Objects: Include clusters, hosts, VMs, storage, and applications.

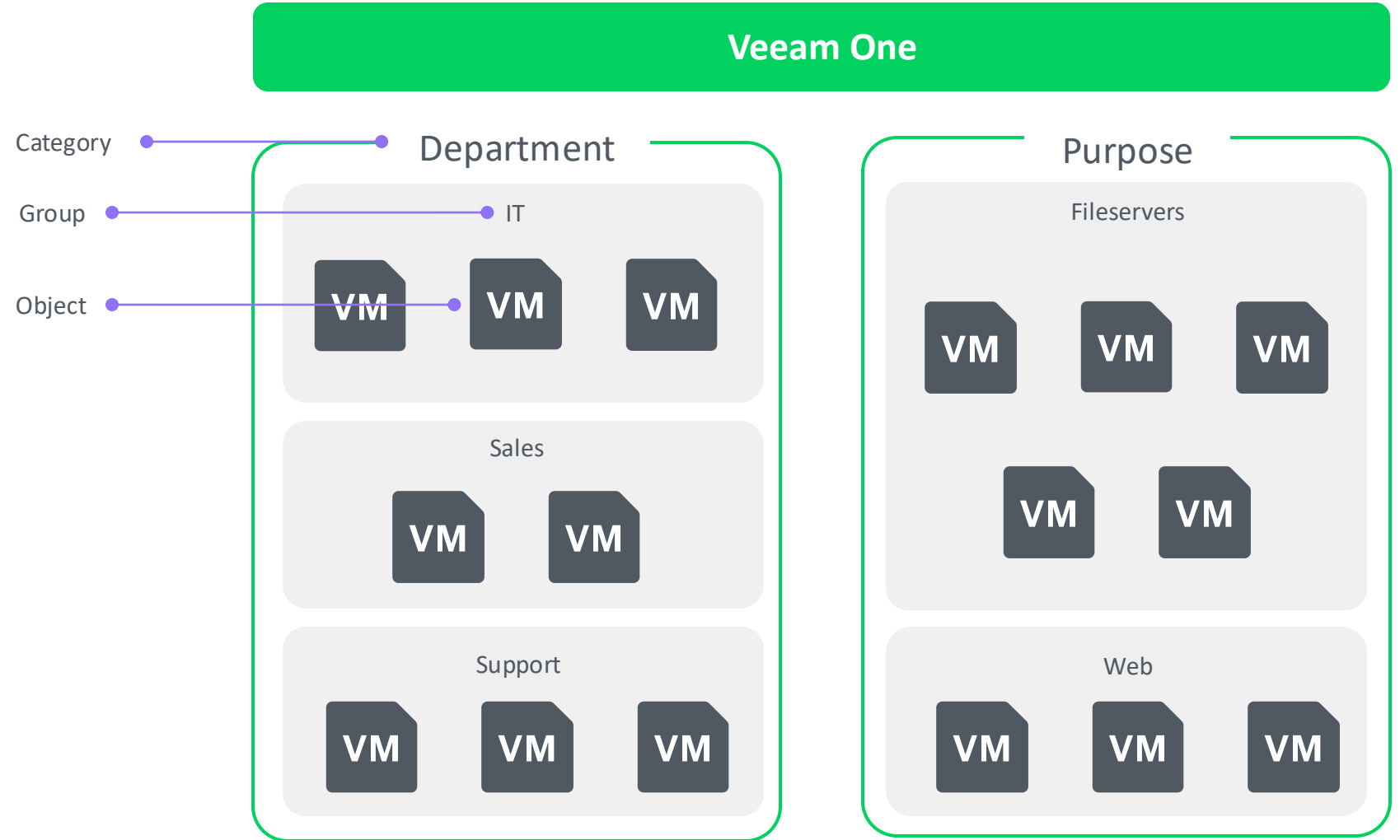
Objects can belong to multiple groups.

Categories: Logical divisions (e.g., department, purpose).

Static: Manually created and updated during data collection.

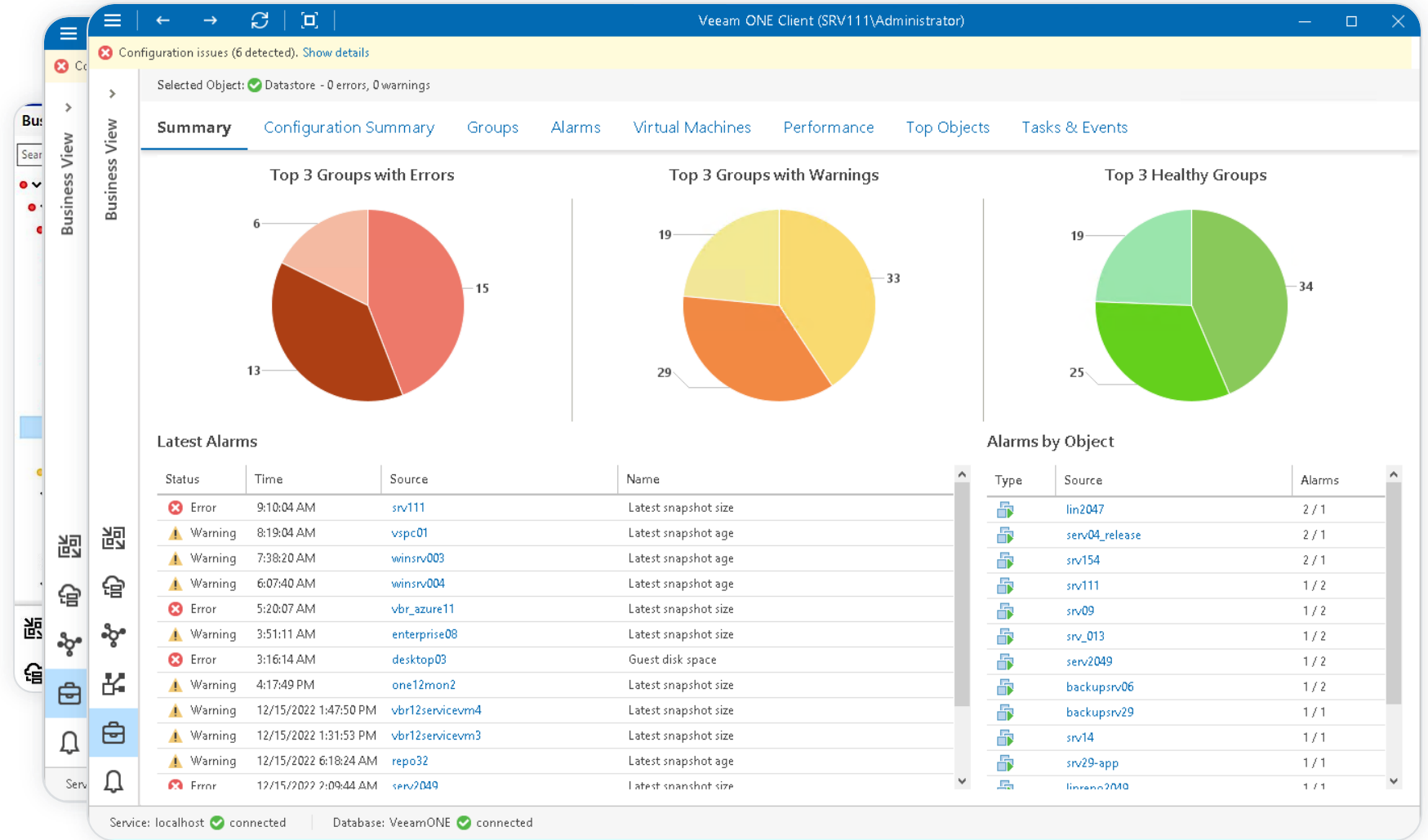
Dynamic: Automatically generated based on criteria.

Groups: Tags for similar infrastructure objects.

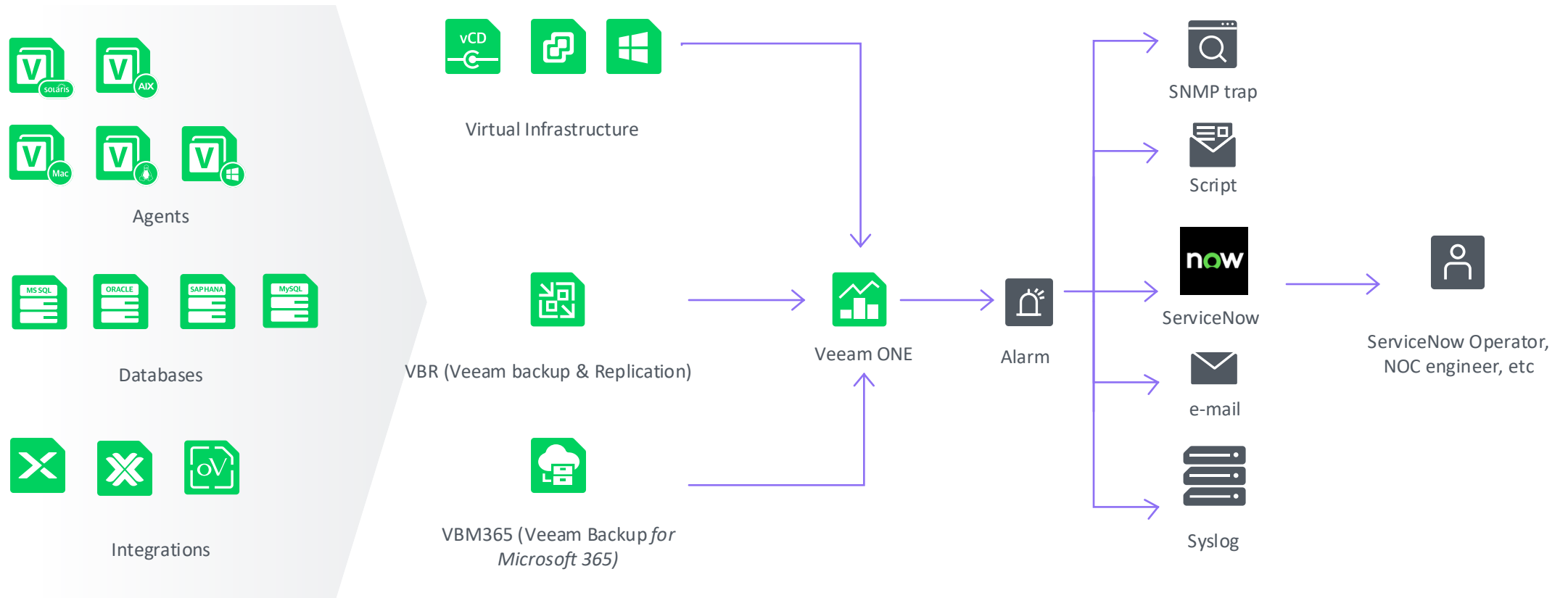


Business view examples

- Monitor the overall state of the categorized infrastructure
- View triggered alarms
- View objects included in categories and groups
- Work with performance charts
- View the list of events



ServiceNow integration

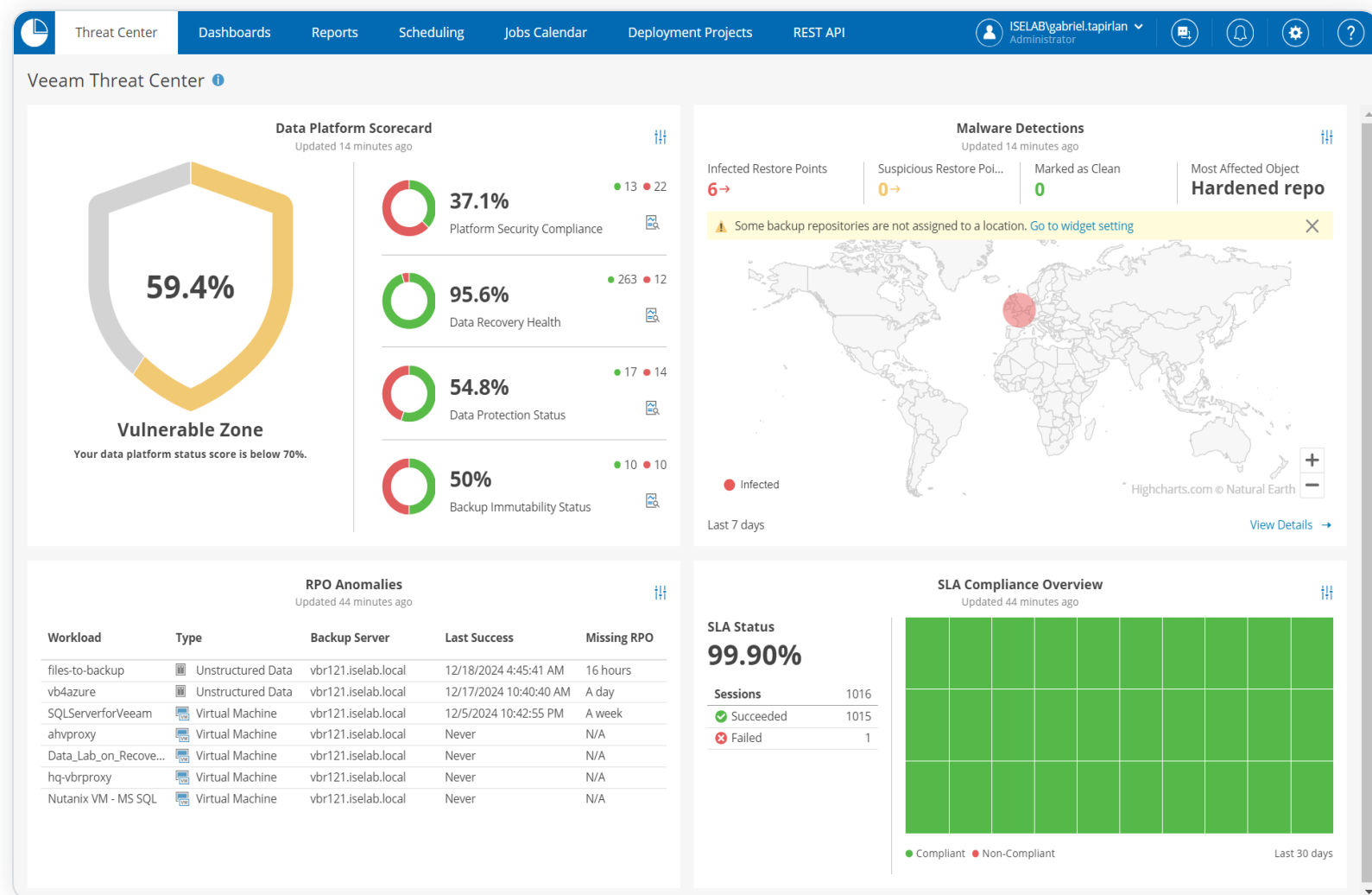


Veeam ONE Web Client

Veeam ONE Web Client – Threat Center

Threat Center

- Provides Data Platform Status Score based on Best Practices, RPO, Health and Immutability of Restore Points
- Gives information on RPO Anomalies
- Presents the SLA Compliance



Veeam Intelligence

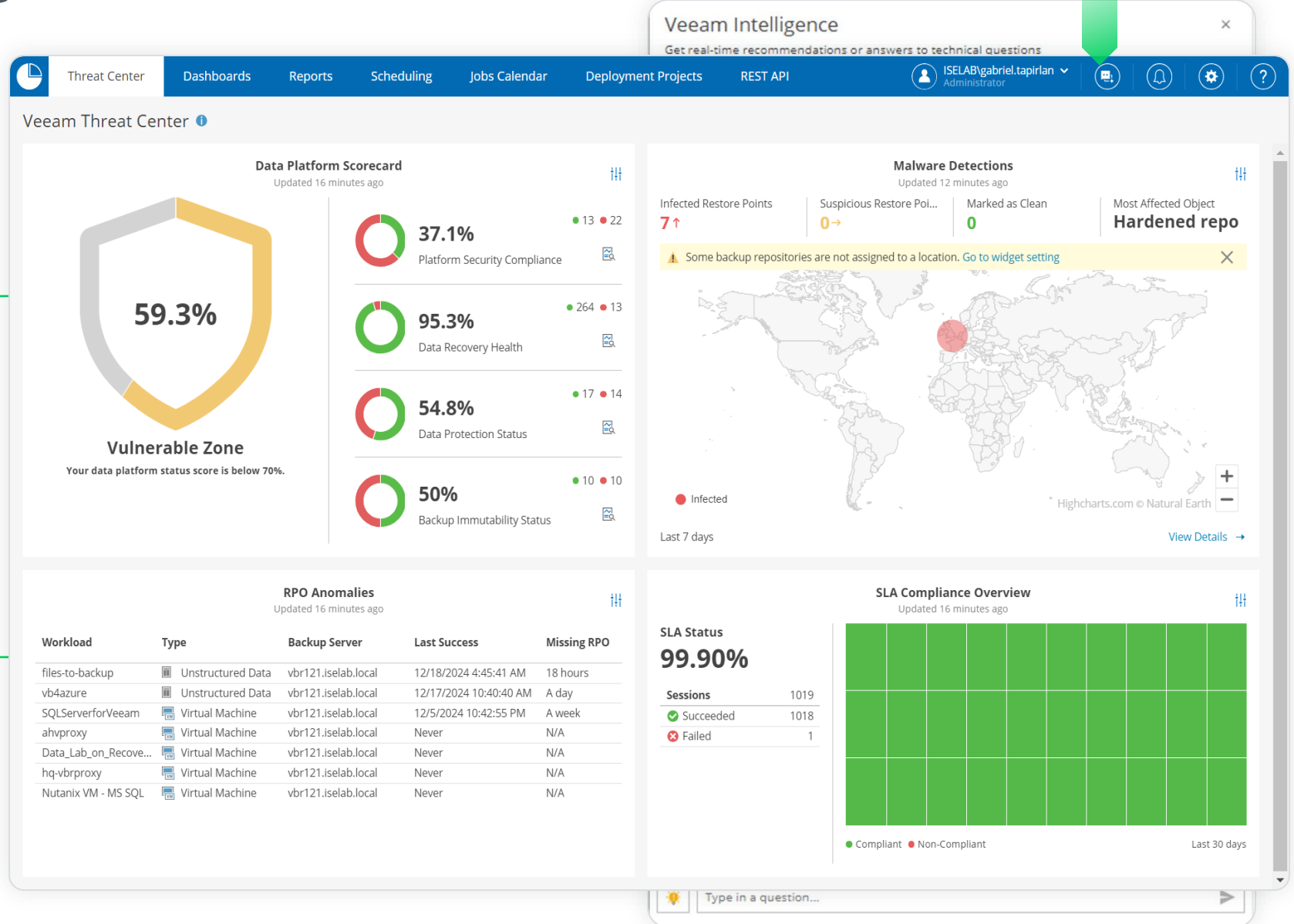
The perfect companion for receiving real-time recommendations and answers to technical questions.

Veeam CDN
`cdn.rest-ai.veeam.com` and
`js.veeam.com`

Download JS and signature manifest
HTTPS port 443



Veeam ONE Server



Veeam ONE Web Client – Dashboards

Dashboards

Contains both predefined and user-defined dashboards.

VBR, VBM365 and the virtual infrastructure have predefined dashboards.

Users can create new dashboards and define widgets, schedule them to be delivered/stored or share them through Direct Links.

Widgets can also be personalized to include different workloads or set the analysed period.

The screenshot displays the Veeam ONE Web Client interface. The top navigation bar includes links to Threat Center, Dashboards, Reports, Scheduling, Jobs Calendar, Deployment Projects, and REST API. The user is logged in as ISELAB\gabriel.tapirian, Administrator. The main dashboard area is titled 'test-dashboard' and contains several widgets: 'Repository Usage' (Updated 7 minutes ago), 'Repository Free Space', 'Backup Job Status' (Updated 7 minutes ago), and 'Protected VMs Overview' (Updated 13 minutes ago). An 'Add Widget' dialog box is open, showing the 'Configure widget settings' tab. The dialog has two tabs: 'Widget' and 'Settings'. The 'Settings' tab is active, showing options for Scope (Infrastructure objects, VMware Cloud Director objects, VM folders, Business View objects) and Period (Last: 1 Weeks). The 'Infrastructure objects' option is selected, and the scope is set to 'Virtual Infrastructure'. The 'Period' is set to 'Last: 1 Weeks'. The dialog also has 'Previous', 'Finish', and 'Cancel' buttons at the bottom.

Item	Size	Source VMs Size	Successful VMs Backup Ratio
Protected VMs	53.82 GB		
Backed Up VMs		419.13 GB	
Replicated VMs			
Unprotected VMs			
Restore Points			
Full Backups Size			
Increments Size			
Source VMs Size			
Successful VMs Backup Ratio			100%

Item	Size	Source VMs Size	Successful VMs Backup Ratio
Secondary ISE-DC	2.66		
VMware Windows SQL	1.69		
app-01a_replica	1.13		
hq-vbrproxy	1.02		

Veeam ONE Web Client – Reports

Reports

Each report will have an overview on the first page and most of them will present more information on the workloads in the next pages. We can preview them on-demand, save them for later use or schedule them.

Reports can also be used for checking the compliance of the infrastructure with our best practices or structured in different reports folders.

Details							
Backup Server: vbr121.iselab.local							
Jobs with Warnings							
Job	Last Run	Objects in Job Warning / Total	Transferred (GB)	Retry Count	Duration	Avg. Duration	Details
Hyper-V Windows Oracle XE	12/20/2024	1 of 1	1.02	0	00:03:52	00:03:35	Warnings: Job finished with warning at 12/20/2024 3:04:08 AM Processing Oracle
Successful Jobs							
Job	Last Run	Backed Up Objects in Job	Transferred (GB)	Retry Count	Duration	Avg. Duration	Duration Trend
Agent Linux PostgreSQL backup - vbsf	12/20/2024	1	0.25	0	00:01:47	00:01:26	↑
Agent Windows DC backup	12/20/2024	1	0.51	0	00:03:25	00:02:49	↑
AHV photon os backup	12/20/2024	1	0.00	0	00:01:27	00:01:21	↑
Backup Copy from Azure to on-premises storage\iselab-linuxvm Backup	12/20/2024	1	0.18	0	00:02:38	00:02:45	↓
Backup Copy Tiny linux to VDC Vault\VMWare Tiny Linux VM Backup	12/20/2024	1	0.00	0	00:03:19	00:04:33	↓
bc to azure\Agent Windows DC backup - iselab-dc.iselab.local	12/19/2024	1	0.45	0	00:05:45	00:05:47	↓
Entra ID Log Backup Job	12/20/2024	1	0.00	0	00:04:18	00:04:05	↑
File Share backup	12/19/2024	1	0.00	0	00:02:13	00:02:13	↓
PVE backup	12/20/2024	2	0.09	0	00:13:14	00:09:44	↑
test job backup AzureSQL blob	12/17/2024	1	3.37	0	00:08:28	00:08:28	→
VMware Backup to Azure Blob	12/20/2024	1	0.01	0	00:05:10	00:05:17	↑
VMWare Tiny Linux VM Backup	12/20/2024	1	0.00	0	00:01:56	00:01:56	↓
VMWare webapp replication	12/20/2024	3	0.10	0	00:03:58	00:03:55	↑

Veeam ONE Web Client – Scheduling

Scheduling

Dashboards, report folders and reports can be scheduled.

They can be sent via e-mail or stored on a folder or a network share.

Scripts can also be executed after an object is stored.

The screenshot shows the Veeam ONE Web Client interface with the 'Scheduling' tab selected. A green arrow points to this tab. The 'Add Schedule' dialog is open, displaying the 'Target Folder' tab. The dialog prompts the user to specify a target folder or network share path and a script path to execute after the dashboard is saved. The background shows a table with columns for Status, Object Name, Object Type, Destination, Schedule, and Created by.

Navigation Bar: Threat Center | Dashboards | Reports | **Scheduling** | Jobs Calendar | Deployment Projects | REST API | ISELAB\gabriel.tapirlan Administrator

Search and Filters: Object name: [Search] | Object type: [Icons] | State: [On/Off]

Actions: + Add | Edit | Enable | Disable | Delete

Status	Object Name ↑	Object Type	Destination	Schedule	Created by
No data					

Add Schedule [X]

- Object Type**
- Object**
- Schedule**
- Delivery**
- Target Folder**

Specify target folder and custom script location

Specify path to a folder or network share. Veeam ONE Reporting service must have "write" access on the specified folder.

Path:

Specify path to the script to execute after the dashboard is saved.

Path to the script file:

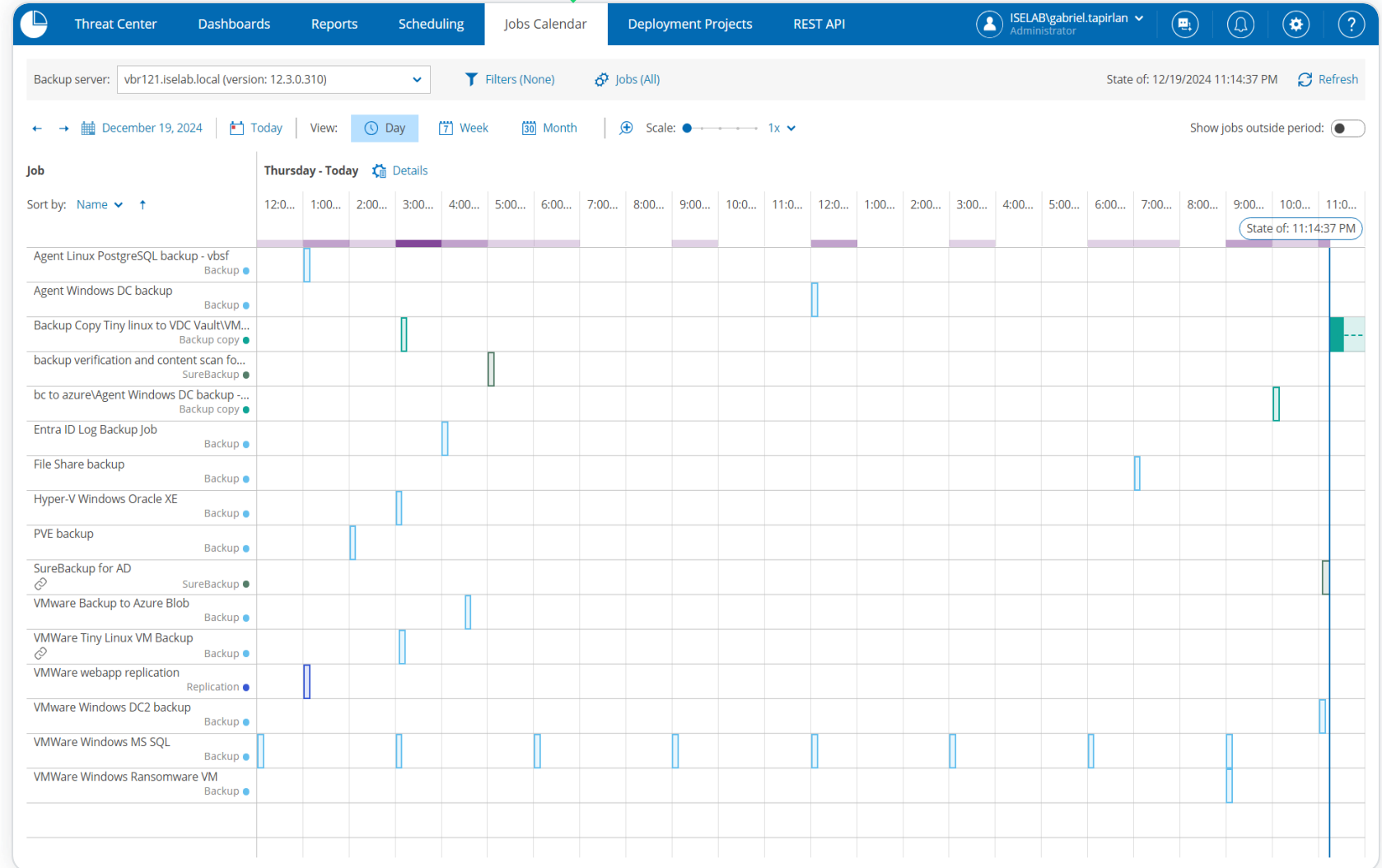
Supported script file formats: *.bat, *.cmd, *.vbs, *.js, *.wsf, *.exe, *.vbe, *.jse, *.wsh, *.ps1
Supported variables to pass to the script: %DashboardName%, %ReportName%, %ReportFolder%, %JobName%
The path contains spaces, must be placed within double quotes.

Veeam ONE Web Client – Jobs Calendar

Jobs Calendar

This feature will allow users to have an overview on all the jobs processed by the VBR server.

Besides the start time, we can also check the durations and schedule accordingly in the future to avoid concurrent job executions.



Veeam ONE Web Client – Deployment Projects

Deployment Projects

Users can check their current capabilities of modifying the current virtual environment by simulating different scenarios.

Tests can aim different clusters or standalone hosts.

Simulations include the addition or evictions of VMs or hosts.

After setting the thresholds, we can calculate and view the report of the simulation.

Deployment Scenarios Modelling

Description

This report helps you to model different VM deployment scenarios and estimate resource usage after adding or removing physical resources.

Report Parameters

Deployment project name:

Adding new VM

Calculation result:

Passed

Hosts and clusters:

QuantumQuokkaCluster

Datastores:

ESXi01 Local Datastore, ESXi02 Local Datastore, Quorum 01, Quorum 02, VMware Shared Datastore

Due Date:

12/21/2024 12:00:00 AM

Created:

12/20/2024 3:41:59 PM

CPU utilization threshold:

80.00%

vCPUs per physical core:

4

Memory utilization threshold:

90.00%

Space utilization threshold:

90.00%

Project Details

Action	Name	Number	CPU (GHz)	vCPU/Core Count	Memory Allocated /Used (GB)	Storage (GB)	Disk Count
Add	Test VM	1	2.00	4	8.00 / 8.00	750.00	1

Current

CPU (GHz)	Core Count	Memory (GB)
70.40	32	96.00

Total Scope Power

By Pending Projects (With Current Resource Usage)

CPU (GHz)	Core Count	Memory (GB)
70.40	32	96.00

Report created: 12/20/2024 3:42:11 PM ((UTC+01:00) Belgrade, Bratislava, Budapest, Ljubljana, Prague)

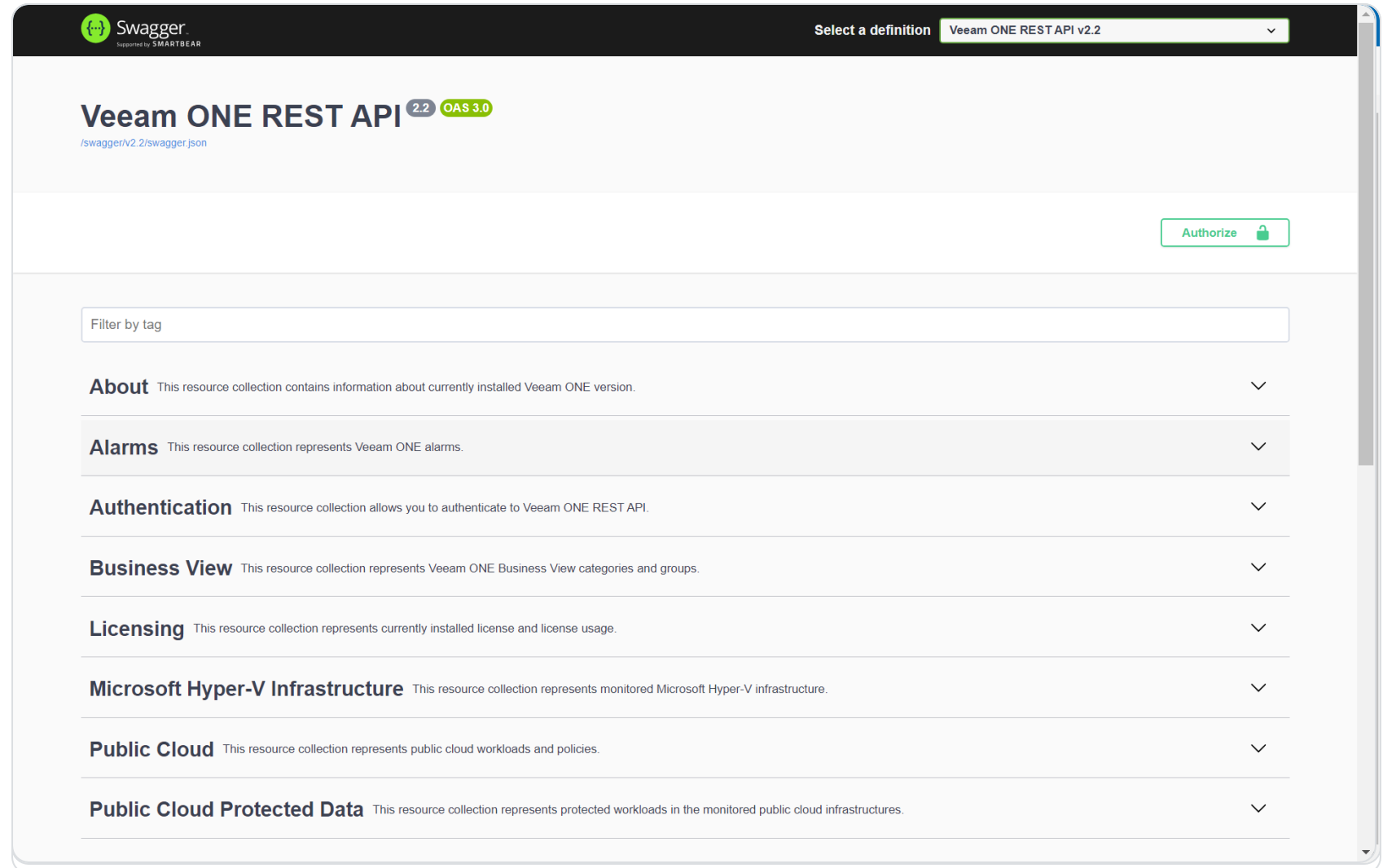
Page: 1 of 3

Veeam ONE Web Client – REST API

REST API

Veeam ONE exposes its entities through an application programming interface (API) based on the Representational State Transfer (REST) architecture style.

Veeam ONE REST API relies on the client-server model and is additionally available through Swagger UI, a tool that you can use to evaluate and explore its capabilities.



Veeam ONE Web Client – Configuration

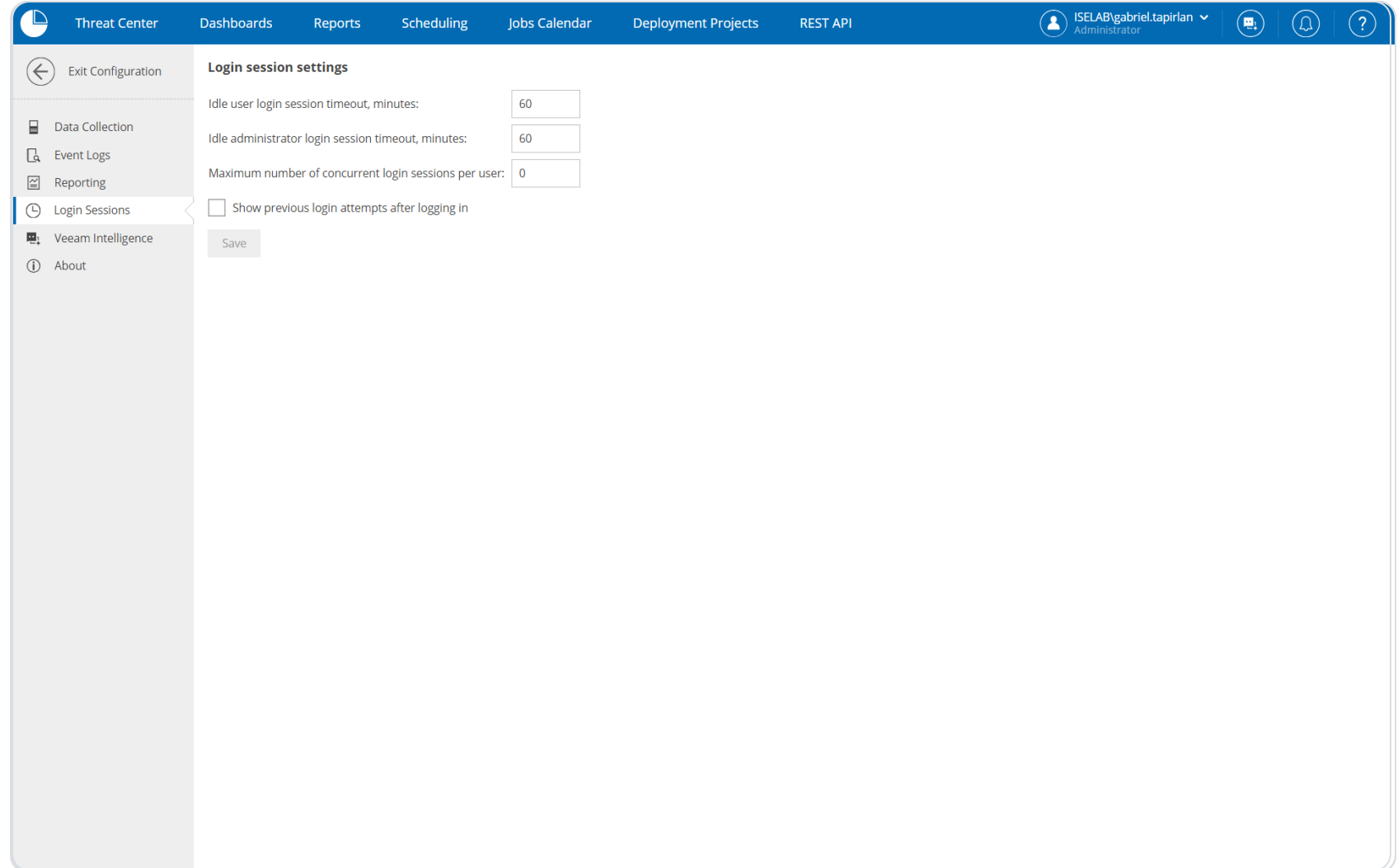
Configuration

Users can review configured connections, change the data collection schedule or run data collection manually.

They can also check the Event Logs for the Web Client.

Custom logos for reports and SSRS servers can be used.

Login sessions can be adjusted to optimize the process of accessing the Web Client.




The screenshot displays the Veeam ONE Web Client configuration interface. The top navigation bar includes links for Threat Center, Dashboards, Reports, Scheduling, Jobs Calendar, Deployment Projects, and REST API. The user is logged in as ISELAB\gabriel.tapirian, Administrator. The left sidebar shows the configuration menu with options: Exit Configuration, Data Collection, Event Logs, Reporting, Login Sessions (selected), Veeam Intelligence, and About. The main content area is titled 'Login session settings' and contains the following configuration options:


- Idle user login session timeout, minutes: 60
- Idle administrator login session timeout, minutes: 60
- Maximum number of concurrent login sessions per user: 0
- ☐ Show previous login attempts after logging in


A 'Save' button is located at the bottom of the configuration section.


Additional Resources


Want some hands-on experience?


**Test Drive Veeam One Reporting & Threat Center**


**Test Drive MongoDB backup with Veeam Data**

**Test Drive Veeam Backup for Oracle KVM**

**Veeam Data Cloud for M365: Overview**

**Veeam Data Cloud for Microsoft Azure: Overview**


**Test drive Veeam Kasten for Kubernetes**

**Recovery Orchestration and Data Mobility to Microsoft Azure with Veeam**

Learn how to achieve disaster recovery orchestration into cloud with Veeam Recovery Orchestrator. The focused topics include Automate recovery from on-premises to Azure as well as data mobility from onpremises to Azure. Based on Veeam Recovery Orchestrator v7.0.

Product: Veeam Recovery Orchestrator
Use Cases: Data Recovery
Technical Level: Intermediate


[REQUEST LAB](#)

**Test drive Veeam Backup for Azure**

In this lab, you will learn the steps required to setup & configure a Veeam Backup *for Azure* appliance to protect & recover your Azure cloud workloads such as Azure VMs, Azure SQL databases and Azure files.

Product: Veeam Backup *for Azure*
Use Cases: Data Freedom, Data Recovery, Data Security
Technical Level: Intermediate

[REQUEST LAB](#)

**Enterprise Level Disaster Recovery Orchestration with Veeam**

Learn how achieve enterprise level Disaster Recovery Orchestration with Veeam Recovery Orchestration solution. Topics include automated DR documentation, verify SLA, build a platinum level recovery plan, execute a automated DR failover & test, automate recovery from on-premises to Microsoft Azure. Based on Veeam Recovery Orchestration v7.0.

Product: Veeam Recovery Orchestrator
Use Cases: Data Recovery
Technical Level: Intermediate

[REQUEST LAB](#)



<https://go.veeam.com/hands-on-lab-experience#renewal>

Veeam Certified Engineer (VMCE)

- Instructor or On – Demand
- Available in 100 countries
- Theory and Labs
- <https://www.veeam.com/support/training/vmce-training.html>



Additional Resources

- Calculators (<https://www.veeam.com/calculators>)
- Help Center (<https://www.veeam.com/support/help-center-technical-documentation.html>)
- Veeam Backup & Replication Best Practices (<https://bp.veeam.com/vbr/>)
- KB: Security (<https://www.veeam.com/knowledge-base.html?type=security>)
- R&D Forums (<https://forums.veeam.com/>)
- <https://community.veeam.com/>



The Veeam logo is centered in the upper half of the image. It features the word "veeam" in a white, lowercase, sans-serif font. The text is contained within a white-outlined rectangular box with rounded corners and clipped corners on the left and right sides. The background is a green gradient with two large, semi-transparent, light-green geometric shapes behind the logo.

veeam

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