Veeam Management Pack 8.0
Update 6 for Microsoft System Center
Release Notes

The Release Notes document provides last-minute information about Veeam Management Pack for System Center, including relevant information on technical support, documentation, online resources, etc.

The current version of Veeam Management Pack is available from August 30, 2018.

See next:

- System Requirements
- New in This Release
- Resolved Issues
- Known Issues and Limitations
- Technical Documentation References
- Technical Support
- Company Contacts
System Requirements

This section describes hardware and software requirements for Veeam MP for System Center.

NOTES:

1. Only English (US) Windows OS is fully QA tested for Veeam components. However, Veeam will support customers using any other-language OS, to reproduce problems and establish if root cause is a language-related issue.

2. Any system configuration which is not supported by the platform vendor (Microsoft, VMware) is also unsupported by Veeam.

3. Installation of the Veeam MP for VMware components on a Domain Controller is not supported.

4. Safe mode is not supported for Veeam MP services operation.

5. Ops Mgr agent data is collected only for VMs running Microsoft Windows OS.

Microsoft System Center Operations Manager

<table>
<thead>
<tr>
<th>Specification</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ops Mgr</td>
<td>• Microsoft System Center Operations Manager 1801</td>
</tr>
<tr>
<td></td>
<td>• Microsoft System Center 2016 Operations Manager</td>
</tr>
<tr>
<td></td>
<td>• Microsoft System Center 2012 R2 Operations Manager</td>
</tr>
<tr>
<td></td>
<td>• Microsoft System Center 2012 SP1 Operations Manager</td>
</tr>
<tr>
<td>Note:</td>
<td>Make sure that the latest available updates for System Center Operations Manager are installed.</td>
</tr>
<tr>
<td>Hardware</td>
<td>Hard disk space: variable storage size (Ops Mgr database)</td>
</tr>
<tr>
<td>Note:</td>
<td>see the Veeam MP for VMware Sizing Calculator available as a part of Veeam MP Resource Kit.</td>
</tr>
<tr>
<td>Additional Software</td>
<td>Ops Mgr Reporting server and Data Warehouse (optional; required for reporting)</td>
</tr>
</tbody>
</table>
Veeam Virtualization Extensions Service

**NOTE:**

1. Veeam Virtualization Extensions Service must be installed on an **Ops Mgr Management Server**.
2. All instances of Virtualization Extensions Service must have **Enterprise Plus** license in order to unlock full functionality of the Enterprise Plus Edition. For further information on Veeam MP licensing, see FAQs on Veeam Management Pack for System Center.

<table>
<thead>
<tr>
<th>Specification</th>
<th>Requirement</th>
</tr>
</thead>
</table>
| Hardware        | • Hard disk space: minimum 2GB — required for .NET Framework installation, binaries and logfiles  
• Memory and Processor: processor architecture must be x64  
**Note:** The Virtualization Extensions Service does not perform heavy-load data processing. The minimum hardware requirement for an Operations Manager Management Server will support the Virtualization Extensions Service with no significant additional load generated. |
| OS              | • Windows Server 2016  
• Windows Server 2012 R2  
• Windows Server 2012 or Windows Server 2012 Core Installation  
• Windows Server 2008 R2 SP1 |
| Additional Software | • Operations Manager Management Server  
• Windows Remote Management must be enabled for the Management Server  
• Microsoft .NET Framework 4.0 or later  
• Windows PowerShell 2.0 or later — required for Veeam Virtualization Extensions Shell |
## Veeam Virtualization Extensions UI

The Veeam Virtualization Extensions Web UI is an IIS-based web application that allows authorized users to access the Veeam Virtualization Extensions Service. The Web UI can be installed together with the Veeam Virtualization Extensions Service or on a separate machine.

<table>
<thead>
<tr>
<th>Specification</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardware</td>
<td>Hard disk space: minimum 2GB — required for .NET Framework installation, binaries and logfiles</td>
</tr>
<tr>
<td>OS</td>
<td>• Microsoft Windows Server 2016&lt;br&gt;• Microsoft Windows Server 2012 R2&lt;br&gt;• Microsoft Windows Server 2012&lt;br&gt;• Microsoft Windows Server 2008 R2 SP1&lt;br&gt;<strong>Note:</strong> All current operating system security updates and patches must be installed.</td>
</tr>
<tr>
<td>Additional Software</td>
<td>• Microsoft Internet Information Services 7.0 or later (IIS with required features is installed as part of Veeam Virtualization Extensions UI installation)&lt;br&gt;• Microsoft .NET Framework 4.0 or later&lt;br&gt;• Internet Explorer 8 or later&lt;br&gt;• Mozilla Firefox 23.0.1 or later</td>
</tr>
<tr>
<td>Not Supported</td>
<td>Installing the Veeam Virtualization Extensions UI on a vCenter Server is NOT supported due to conflicts between the IIS requirement for Veeam Virtualization Extensions UI and the embedded web server used by vCenter Server.</td>
</tr>
</tbody>
</table>
Veeam MP for VMware

This section includes requirements specific for Veeam VMware MP.

VMware Infrastructure

<table>
<thead>
<tr>
<th>Specification</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESXi Host</td>
<td>ESXi 4.x, 5.x, 6.x</td>
</tr>
<tr>
<td>OS</td>
<td>vCenter Server 4.x, 5.x, 6.x</td>
</tr>
</tbody>
</table>

Veeam VMware Collector

Veeam Collector server is a computer that will host Ops Mgr agent or Management Server and the Veeam Collector. Depending on the size of the VMware infrastructure and the monitoring requirements (for example, high-availability), more than one Collector server may be required. See the Deployment Guide for details.

The Collector component may be installed on a standard Ops Mgr agent in Proxy mode. However maximum scalability and performance will be obtained by installing the Veeam Collector on an Ops Mgr Management Server. Depending on the size of the monitored VMware environment, Management Server(s) dedicated to the Collector role may be required.

<table>
<thead>
<tr>
<th>Specification</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardware</td>
<td>Memory: 4GB minimum. To achieve maximum scalability and performance, x64 OS with 6GB RAM is recommended</td>
</tr>
<tr>
<td></td>
<td>Hard disk space: 2GB minimum— required for .NET Framework installation, binaries and logfiles</td>
</tr>
<tr>
<td></td>
<td>Processor: 4 x 2GHz minimum</td>
</tr>
<tr>
<td>OS</td>
<td>• Microsoft Windows Server 2016</td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows Server 2012 R2</td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows Server 2012</td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows Server 2008 R2 SP1</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> All current operating system security updates and patches must be installed.</td>
</tr>
<tr>
<td>Additional Software</td>
<td>Microsoft .NET Framework 4.0 or later</td>
</tr>
</tbody>
</table>
Veeam MP for Hyper-V

This section includes requirements specific for Veeam Hyper-V MP.

Microsoft Hyper-V Infrastructure

<table>
<thead>
<tr>
<th>Specification</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hosts</td>
<td>Windows Server Hyper-V 2016</td>
</tr>
<tr>
<td></td>
<td>Windows Server Hyper-V 2012 R2</td>
</tr>
<tr>
<td></td>
<td>Windows Server Hyper-V 2012</td>
</tr>
<tr>
<td>Notes</td>
<td>Windows Nano Server (with Hyper-V role installed) is not supported.</td>
</tr>
<tr>
<td></td>
<td>Windows Server Hyper-V 2008 is not supported.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SCVMM</th>
<th>System Center Virtual Machine Manager is not a requirement. However, the following versions are supported:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Microsoft System Center Virtual Machine Manager 1801</td>
</tr>
<tr>
<td></td>
<td>Microsoft System Center 2016 Virtual Machine Manager</td>
</tr>
<tr>
<td></td>
<td>Microsoft System Center 2012 R2 Virtual Machine Manager</td>
</tr>
<tr>
<td></td>
<td>Microsoft System Center 2012 Virtual Machine Manager</td>
</tr>
<tr>
<td>Note</td>
<td>If you add a SCVMM server to Veeam Backup &amp; Replication infrastructure, you must connect this SCVMM server with OpsMgr to ensure proper discovery of monitored object relations. For more information on how to connect SCVMM with OpsMgr, see this Microsoft KB article.</td>
</tr>
</tbody>
</table>

| Additional Software | Ops Mgr agents must be installed on every Hyper-V host. |
| Note                | For system requirements for Ops Mgr agents, please refer to the Ops Mgr documentation. |

MP for Veeam Backup & Replication

This section includes requirements specific for MP for Veeam Backup & Replication.

Veeam Backup & Replication

<table>
<thead>
<tr>
<th>Specification</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Version</td>
<td>Veeam Backup &amp; Replication 7.0 Patch 2 (and later)</td>
</tr>
</tbody>
</table>

| Editions       | Veeam Backup & Replication Standard |
|               | Veeam Backup & Replication Enterprise |
|               | Veeam Backup & Replication Enterprise Plus |
| Note           | Monitoring and reporting for Veeam Backup Free Edition is not supported. |
| Additional Software | • Veeam Backup & Replication server that manages jobs must have the Veeam Backup & Replication PowerShell SDK component installed.  
• Ops Mgr agent must be installed on Veeam Backup & Replication servers, Veeam Backup Enterprise Manager server, backup proxies, backup repositories, WAN accelerators.  
**Note:** For system requirements for Ops Mgr agents, refer to the Ops Mgr documentation. |
New in This Release

The following features and enhancements were introduced in Veeam MP 8.0 Update 5 and Update 6 for System Center.

Support for vSphere 6.7

Veeam MP extended the support for the latest VMware products. Veeam MP now supports VMware vSphere 4.0 and later (including VMware vSphere 6.0, VMware vSphere 6.5, VMware vSphere 6.7 and VMware vSphere 6.7 Update 1).

Monitoring SQL Transaction Log Backup Job

Veeam MP separately monitors SQL Transaction Log Backup jobs running inside backup jobs with the enabled application-aware processing option. For this purpose, Veeam MP includes a new Veeam SQL Transaction Log Backup Jobs view and Veeam Backup: SQL Transaction Log Job Status monitor.

Improved performance of Morning Coffee Dashboards

In previous versions, Morning Coffee Dashboards tended to load slowly for large-scale environments. In Veeam MP 8.0 Update 6, the performance of Morning Coffee Dashboards has been improved significantly.

New metric for Veeam VMware Collector

Due to the Ops Mgr Health Service (Monitoring Agent Service) limitations that appear when a Veeam VMware Collector processes a large amount of data, it is required to distribute monitoring load among multiple Veeam VMware Collectors in large environments.

To assess monitoring load on Veeam VMware Collectors more precisely, Veeam MP provides a new % Object Monitoring Load metric.

Support for Ops Mgr and SCVMM 1801

Veeam MP supports Microsoft System Center Operation Manager 1801 and System Center Virtual Machine Manager 1801.

Support for Windows Server 1709 Hyper-V

Veeam MP supports Windows Server 1709 Hyper-V. Windows Server 1709 Hyper-V hosts and clusters will be discovered and monitored by Veeam Hyper-V MP as described in the Veeam MP for Hyper-V User Guide.

Support for vSphere 6.5 TLS 1.2 protocol

Starting with vSphere 6.5, the TLS protocol version 1.2 is enabled by default. Veeam MP supports the new connection protocol for VMware monitoring.

To allow Veeam Virtualization Extensions Service and Veeam VMware Collectors to connect to vCenter Servers that use the TLS 1.2 protocol, you must update Veeam MP core services as described in the Veeam MP for VMware Installation Guide, or in the Veeam KB article.

Morning Coffee Dashboard for Veeam Backup & Replication infrastructure

This dashboard provides at-a-glance real-time overview of your Veeam backup infrastructure. The Morning Coffee Dashboard is available in the root Veeam for Backup and Replication folder.

The dashboard tracks the state of Enterprise Managers (if present), Backup & Replication servers, backup jobs, scale-out backup repositories and backup repositories, proxies, Veeam agents and the overall resource utilization, and immediately displays these changes in a single view.

For more information on the Morning Coffee Dashboard, see the Management Pack for Veeam Backup & Replication User Guide.
Updated Capacity Planning for Azure Hybrid Cloud report

The **Capacity Planning for Azure Hybrid Cloud** report takes into account new pricing politics for Microsoft Azure cloud resources.

Support for Veeam Agent for Microsoft Windows 2.1 and later

Veeam MP discovers and monitors Veeam Agents for Microsoft Windows on all computers that run Veeam Agents and Ops Mgr agents. Within this workflow, Veeam MP provides new objects (Veeam Agents and Veeam Agent Jobs), performance metrics, service monitors, views and performance reports.

For the full list of new Veeam MP features implemented to support Veeam Agents for Microsoft Windows, see the Management Pack for Veeam Backup & Replication User Guide.

Support for Veeam Agent Backup Jobs

When Veeam Backup & Replication server deploys Veeam Agent for Microsoft Windows and Veeam Agent for Linux on computes in your infrastructure, Veeam Backup & Replication creates Veeam Agent Backup Jobs to back up these computers.

Veeam MP discovers and monitors the Veeam Agent Backup Jobs. Within this workflow, Veeam MP provides new performance metrics and state monitors, and extends the existing reports to represent performance and health statistics for the new job types.

For the full list of new Veeam MP features implemented to support Veeam Agent Backup Jobs, see the Management Pack for Veeam Backup & Replication User Guide.

Support for new snapshot storage types on Veeam Backup & Replication server

Veeam MP discovers snapshot storages (3PAR, Nimble, NetApp, IBM, Infinidat, Pure, Huawei and so on) and snapshot-only jobs running on Veeam Backup & Replication servers.

Extended vCenter Appliance monitoring visibility

The root Veeam for VMware folder now includes 2 new views to support vCenter monitoring: _vCenter alarms and _vCenter API Connections. For more information, see the Veeam MP for VMware Operations Guide.

Extended support for Hyper-V storage

Veeam MP includes new features to support Hyper-V storage:

- New performance metrics for Hyper-V SMB shares and CSVs: **Used Space GB** and **Used Space %**.
- New **Performance Forecast for Hyper-V SMB Volumes** report that forecasts space resource utilization for SMB shares.
- Extended **Performance Forecast for Hyper-V Cluster Storage** report that allows you to forecast resource utilization for Cluster Shared Volumes.

For more information, see the Veeam MP for Hyper-V User Guide.

Support for new vCenter Service Lifecycle Manager service

Starting with vsphere 6.5, vCenter Server services run as child processes of the VMware Service Lifecycle Manager (vmware-vmon) service. Veeam MP provides new rules and monitors to watch the status of the vCenter Service Lifecycle Manager service and report on its performance metrics.
New vSAN alarms

Veeam MP includes a set of monitors that track the state of vCenter vSAN alarms and allow you to check Virtual SAN clusters health status. For the full list of new monitors, see Veeam MP for VMware Reference.

New vCenter Server 6.5 alarm monitors

Veeam MP provides a number of new monitors to track vCenter Server 6.5 alarms. For the full list of new monitors, see Veeam MP for VMware Online Knowledge Base.

New dashboards for Veeam Backup Morning Coffee OMS

Veeam Morning Coffee Dashboard for Backup now uses data collected from the Ops Mgr to monitor the state of Veeam Agents and Veeam Agent backup jobs.
Resolved Issues

This section lists issues that were resolved in Veeam MP 8.0 for System Center.

All Platforms

Licensing issues

Under certain circumstances, Veeam MP reports and dashboards started to ignore the Enterprise PLUS license and stopped working. In Veeam MP 8.0 Update 5, Veeam MP reports and dashboards function as expected.

Veeam MP for VMware

Virtual Machines. Snapshot Summary report shows deleted snapshots

In previous versions, snapshots removed from the vCenter Server were still kept in the Veeam MP dataset and displayed in the Virtual Machines. Snapshot Summary report.

In Veeam MP 8.0 Update 5, the deleted snapshots are no longer present in the Veeam MP dataset.

VMware: Datastore Analysis monitors display incorrect description

Veeam VMware: Datastore Provisioning Analysis and Veeam VMware: Datastore Free Space Analysis monitors used to contain wrong parameter values in the description.

In Veeam MP 8.0 Update 5, the issue was resolved.

Veeam MP for Hyper-V

No monitoring for Hyper-V hosts that exceeded license limit

Veeam MP license limits the number of Hyper-V hosts enabled for monitoring in Ops Mgr. Earlier, if the number of licensed Hyper-V hosts was exceeded and new hosts were added to the Ops Mgr infrastructure, Ops Mgr automatically stopped monitoring the old infrastructure and started monitoring the newly added hosts. In Veeam MP 8.0 Update 6, the issue was resolved, and Ops Mgr continues monitoring the old infrastructure.

Network Switches temporarily represented with GUIDs instead of Network Switches names

Hyper-V Network Switches are discovered by several rules — these rules target Hyper-V host resources and cluster resources. In some cases, the cluster resources discovery could run prior to the main Hyper-V host resources discovery. As a result, Network Switches objects were temporarily represented with GUIDs instead of Network Switches names.

Cluster Disk Performance view does not display latency metrics

In previous versions, the Cluster Disk Performance view had issues displaying latency metrics. In Veeam MP 8.0 Update 5, the issue was resolved, and the view now shows the Read Latency ms and Write Latency ms performance metric values correctly.
MP for Veeam Backup & Replication

Ops Mgr event log shows excessive BackupCopyJobSessionFinished events

In previous versions, the Ops Mgr event log contained a large number of 3101 events caused by errors in backup copy job status collection process.

In Veeam MP 8.0 Update 6, the issue was resolved.

Veeam Backup & Replication retention policies cause Veeam MP dataset processing errors

Veeam Backup & Replication server generated a lot of retention policy-related events that overflowed the Veeam MP dataset and caused processing errors.

To eliminate the issue, Veeam MP now includes the Veeam Backup: Dataset Processing Error monitor that manages the dataset cleanup process.

No target repositories displayed for snapshot-only jobs

In previous versions, MP for Veeam Backup & Replication views and reports did not show target repositories for snapshot-only jobs. In Veeam MP 8.0 Update 5, the issue was resolved.

 Protected VMs report considers all VMs to be Unprotected

The account used to run discovery rules on System Center Virtual Machine Manager 2016 and later was not able to collect VM properties correctly, and the Protected VMs report displayed all discovered VMs as Unprotected.

In Veeam MP 8.0 Update 5, the report shows the correct number of Protected and Unprotected VMs.
Known Issues and Limitations

This section lists issues known in Veeam MP 8.0 for System Center.

All Platforms

Ops Mgr 1801 Web console hides Veeam dashboards

The new Web console in Ops Mgr 1801 is HTML-based and supports HTML5 dashboards only. That is why Silverlight dashboards cannot not be displayed in the Web console, and the console will not display Veeam MP heatmap and top dashboards.

Veeam OMS Morning Coffee Dashboard analysis table shows zero number of active alerts

An Active Alerts table of a Veeam OMS Morning Coffee Dashboard may display zero number of active alerts currently raised for an object in the Warning or Error state.

This is a known Ops Mgr health model issue. An object can acquire a critical state with no alerts raised if a corresponding health state monitor is not configured to generate alerts, or if the state of the object is changed by a rollup monitor.

Microsoft Operations Management Suite compatibility issues

Under rare circumstances, Operations Manager connected to Microsoft Operations Management Suite may cause Veeam MP objects to become unmonitored. This behavior will be accompanied by 1215 events written into the Operations Manager log.

This is a known Microsoft compatibility issue. To resolve the issue, download and install an update rollup for your Ops Mgr version:

- Update Rollup 2 — for System Center 2016 Operations Manager
- Update Rollup 12 — for System Center 2012 R2 Operations Manager

Capacity Planning for Azure Hybrid Cloud report output may list some VMs twice

Two Microsoft Azure VM sizes — A10 and D13 — are almost identical besides a small difference in the hardware specifications. If a VM fits both sizes, the Capacity Planning for Azure Hybrid Cloud report output will show the VM twice.

Absent Path property in the Traffic Lights widget

Supporting SQL stored procedures on the SQL back-end have been significantly re-factored by Microsoft and now work more reliably and much faster, however the current version lacks path information. Even if you configure the Traffic Lights widget to display the Path property, dashboards will still show no data for it.

In a future release, Veeam will improve the Traffic Lights widget architecture to display Path properties regardless of data obtained from the supported SQL stored procedures.
OMS Log Search issues when using Veeam OMS Morning Coffee Dashboard drill-downs

When you click a line in an Active Alerts table of a Veeam OMS Morning Coffee Dashboard to drill down to more information on the alerts, you may encounter one of the following issues.

You get ‘org.apache.solr.search.SyntaxError: Expected identifier at pos...’ errors

This is a known Microsoft OMS issue. Using the IN query clause with instance names that contain spaces causes Log Search errors to occur. To work around the issue, modify the query to remove the IN clause.

For example, instead of the query Type:Alert AlertState!=Closed AlertName=Veeam*VMware* SourceDisplayName In {Type:Perf InstanceName="Some VM" measure count() by InstanceName} use the query Type:Alert AlertState!=Closed AlertName=Veeam*VMware* SourceDisplayName = "Some VM"

Log Search displays zero number of alerts raised for the object

Resolution will depend on the root cause of the issue:

- The alerts have been already deleted due to the retention policy. By design, on the Free pricing plan, OMS Log Analytics keeps stored data only for 7 days. To resolve the issue, consider switching to the paid pricing plan.

  For more information on Microsoft OMS pricing details, see azure.microsoft.com

- The alerts have not been included in the scope of analyzed data yet. By default, Log Search use the Custom time range (24 hours) to show alert records created by alert rules in Log Analytics. That is why if you have the Data based on parameter set to Custom, all alerts received in the time range between 1 day and 7 days will not be displayed.

  To resolve the issue, change the Data based on parameter to 7 days and refresh query results.

- The OMS Alert Management solution has not created alert records for the collected alerts yet. By design, alerts generated on Ops Mgr agents are delivered and forwarded to Log Analytics every 3 minutes. To resolve the issue, wait several minutes and refresh query results.

  For more information on the Alert Management solution in OMS, see this Microsoft KB article.

Drill-down option may not work in Capacity Planning for Azure Cloud report

The Capacity Planning for Azure Cloud report included in the Veeam Capacity Planning for Hybrid Clouds MP provides an opportunity to click numbers in the output table to drill down to the list of VMs that matches profiles and to check performance data for these VMs. However, if the number of VMs is too big (>200), the drill-down option will not work and you will get the following error: ‘The value of parameter ‘Object’ is not valid. (rsInvalidParameter). Invalid URI: The Uri string is too long.’

This is a known MS SQL Server 2012 SP1 issue.
Non-default collation settings for SQL cause Data Warehouse errors after import of Veeam MP

If you are using a non-default SQL Collation that is not supported by Ops Mgr, after installation of Veeam MP you may receive errors, such as: 'Cannot resolve the collation conflict between 'SQL collation', 'SQL_Latin1_General_CP1_CI_AS' and 'Latin1_General_CI_AS' in the equal to operation'.

This is not a Veeam MP issue, although it is exposed by the reporting features in Veeam MP. The root cause is an unsupported configuration for the Ops Mgr Data Warehouse DB.

To avoid this issue, make sure that the supported collation is specified for Ops Mgr and Data Warehouse databases when installing Ops Mgr. It is also required that the collation is configured identically between the following databases and the SQL instance(s) in which they reside:

- OperationsManager
- DataWarehouse
- Tempdb

For existing installations, it may be required to port/reinstall Ops Mgr to use a supported SQL collation configuration.

For a list of collations supported by Ops Mgr, see:

- Ops Mgr 2012 SP1 system requirements at technet.microsoft.com/en-us/library/jj656654.aspx
- Ops Mgr 2012 R2 system requirements at technet.microsoft.com/en-us/library/dn249696.aspx
Veeam MP for VMware

Collector Autodeploy limitations

If you use the Collector Auto-Deployment feature to automatically deploy Veeam VMware Collectors on Management Servers, keep in mind that it will install clear 8.0 version without patches.

When installation completes, run the ISO\Update\VeeamMP80_Update6.exe installation file on each Veeam Collector to install patches.

Maintenance Mode synchronization failure

In case a Veeam Collector is installed on an Ops Mgr agent-managed machine that communicates with the Management Server through a gateway server, the Management Server will be unaware of hosts that were placed in the Maintenance Mode in the VMware vSphere Client.

When the Maintenance Mode Synchronization script is running, the Collector uses port 5724 to connect to the Management Server. The problem is that the gateway server uses port 5723 to connect to the Management Server, and this divergence will cause the script to fail.

To work around the issue, after you put a host in the Maintenance Mode in the VMware vSphere Client, do the same in the Ops Mgr console.

Unknown VM swap files

NetApp best practices for VMware recommend that you keep VM swap files on an alternate datastore. However, if you try to change the swap file location to other than the default one, vCenter Server 5.5 and earlier will consider the file to be unknown. That is why the Veeam MP Scan Datastore for Unknown Files task and the Veeam VMware: Datastore Unknown Files Analysis monitor will also capture the file as unknown, and the unknownFilesGB metric will report incorrect values.

To work around the issue, follow the instructions provided in this VMware KB article.

Veeam Relationship History, Storage vMotions History and vMotions History reports may not work or work slowly

The Ops Mgr Data Warehouse DB may accumulate huge amounts of discovered objects and relationships between them. If you have many management packs installed and frequent discoveries running, in 3-5 years the Relationship Table may include millions of records.

Please contact Veeam Customer Support to hotfix performance of Veeam Relationship History, Storage vMotions History and vMotions History reports by narrowing down the scope of objects available for reporting.

Unexpected Consumed Memory metric values for vSphere cluster reports

Under certain circumstances, if you choose to split host clusters into multiple monitoring jobs to allow more flexible load-balancing, the VMCluster-memory \ memoryUsedMB metric may report incorrect values.

To work around the issue, disable the SplitClusters option and try redistributing monitoring load across Collectors.

COS partition monitoring deprecated

In Veeam MP 8.0, COS partition monitoring on ESX hosts has been deprecated. Please contact support for additional information.
Hardware information not collected via CIM-XML

In the new version, the default method of hardware status monitoring uses vCenter hardware alarms. After you upgrade to Veeam MP 8.0, hardware monitoring using CIM over XML will be disabled.

To learn how to enable monitoring through CIM-XML, see the Veeam MP Resource Kit Guide.

Host performance data collection skipping intervals

In some cases, no performance data is obtained from vCenter for a specific ESXi host for a given performance interval.

Veeam is working with VMware SDK support on the root cause of this issue. In version 8.0, Veeam MP handles this situation and generates a VP510 event driving a monitor in the Ops Mgr. When the problem is resolved, Veeam MP notifies that ESXi host performance data was successfully collected with the VP511 event.

Veeam MP plug-in for vCenter not compatible with VMware plug-in requirements

In previous versions, Veeam UI could be integrated directly into the VMware vSphere client. This was accomplished by registering the UI as a plug-in with the vCenter Server. Starting with Veeam MP v8, there is no such a possibility since the plug-in is no longer compatible with the current VMware plug-in requirements.

vCenter Connection Failover issues

Veeam MP for VMware includes the vCenter Connection Failover feature which allows host and VM monitoring to continue, even if vCenter Server goes offline. The feature eliminates vCenter Server as a SPoF (Single Point of Failure) for monitoring data. This feature has the following limitations:

Veeam UI does not show connected VMware servers

If you open Veeam UI when vCenter connection failover and/or failback for a vCenter Server with several hundreds of hosts is performed, Veeam UI may not be able to display connection changes promptly. As a result, you will see no servers under the Connected VMware Servers tree on the VMware Servers tab.

To fix the issue, log off and then log in back.

vCenter connection failover does not work if any managed host is in Lockdown mode

If Lockdown mode is enabled for any host managed by vCenter Server, there is no way to connect to the ESX(i) host directly. As a result, the Virtualization Extensions Service will not be able to create direct-to-host connections during vCenter Connection Failover.

Alerts for inactive direct-to-host connections remain after vCenter connection failback

After the vCenter Connection Failover feature has performed failback (removing direct-host connections and returning to using a vCenter connection), alerts that were triggered for failed direct-to-host connections may be shown as unresolved in the Ops Mgr console for up to one hour, even if the host connection in vCenter is restored.

This is due to the one-hour schedule for rediscovery of the connection configuration for the Veeam Extensions Service. Any alerts for direct-host connections will disappear when the direct-host connections are removed from Ops Mgr on the next discovery cycle.

The discovery interval for the Veeam Virtualization Extensions Service connection topology can be modified by overriding the discovery rule Veeam Virtualization Extensions for System Center Topology discovery.
vCenter connection failover utilize all Collectors in monitoring group

When Virtualization Extensions Service fails over to direct-to-host connections, the direct-to-host collection jobs are 'load-balanced' among all Collectors in the monitoring group. Collectors which were Inactive may become loaded with host Monitoring Jobs, and hosts may be monitored by different Collectors than were used for the vCenter connection.

Datastore monitoring disabled for direct-to-host connections

Datastore monitoring for direct-to-host connections is disabled by default, due to possible issues with the vCenter Connection Failover feature. When a vCenter failover occurs, connections are automatically created direct to all hosts. When using directly-connected hosts, there are limitations in the host API which reports shared datastores as multiple duplicate datastores for every host connection. The performance metrics for such datastores are inaccurate, as individual hosts are not aware of other host activities on shared storage. This duplication of datastores can also cause the monitoring load on Collectors and the Ops Mgr system to increase significantly. For these reasons, datastore monitoring is automatically disabled by default for direct-host connections and it is not recommended to enable it when using the vCenter Connection Failover feature.

If monitoring of direct-to-host connections and their attached datastores is a requirement (for example for remote office/branch office situations, where hosts are not part of a vCenter) then datastore monitoring can be enabled by using the advanced MonitorDatastoresForDirectHost setting in the Veeam Virtualization Extensions UI. This setting can be applied to a separate monitoring group in the Web UI which holds only direct-to-host connections, allowing flexibility to use both direct-to-host and vCenter connection methods in one environment. For more information, see the Operations Guide, vCenter Connection Failover section.

Controlling vCenter connection failover during planned vCenter maintenance

If you plan to perform maintenance on the vCenter Server, however Veeam failover to direct-host connections is not desired, it is recommended to set the Veeam link to vCenter or vSphere Host object in Maintenance Mode. This will prevent the Veeam VMware: Connection lost to VMware vCenter server monitor from triggering the failover script. For details on putting vSphere objects in the Maintenance Mode in Ops Mgr, refer to the Operations Guide, Maintenance Mode Synchronization section.

Alternatively, if you wish to pro-actively trigger the Veeam failover to direct-host connections before the vCenter Server actually goes offline, you can manually force the failover using the in-context Force failover to direct-Host connections task to enable monitoring via direct-to-host connections. Then you can set the Veeam link to the vCenter Server or vSphere Host object in the Maintenance Mode which will prevent unwanted failback.

Account unable to access Veeam Virtualization Extensions Service during vCenter connection failover

For the vCenter Connection Failover feature to function, a powershell script must run in context of the Ops Mgr Agent Action account which will reconfigure the monitoring targets using the Veeam powershell interface (VE Shell). If the default Action Account for the Ops Mgr agent on the Veeam Virtualization Extensions Service machine does not have access to the Veeam VEShell (PowerShell interface), you may see the following error: ‘[User ID] account unable to access the Veeam Virtualization Extensions Service’. The error can occur for any Agent Action account that cannot access Veeam VEShell, including LocalSystem.

To fix the issue, the account specified as default Agent Action Account should be added to the Veeam Virtualization Extensions Users local group on the server running the Veeam Virtualization Extensions Service. Please keep in mind that the vCenter connection failover feature will not work if you use Local System as the default Agent Action Account, that is why adding Local System to the group is not desired. In this case, change the Agent Action Account to be a domain user account, and add this account to the local group. Note that this account should also be an Administrator of the local server.

The account may also be unable to access the Veeam Virtualization Extensions Service during failover because you have the Enterprise license edition. Only Enterprise Plus edition supports vCenter connection failover.
VMs rediscovered with different IDs after vCenter connection failover

When vCenter connection failover occurs, VMs will be re-discovered with a new ID, as the vSphere API used when connecting direct to hosts does not provide the same ID as a vCenter connection. This will result in VMs being re-discovered effectively as ‘new’ VMs in Ops Mgr terms. Note however that the display name for such VMs in Ops Mgr will be the same — only the underlying Operations Manager ID will be different. This will be transparent for normal monitoring situations, but some gaps may be visible in historical reporting once vCenter is restored and failback has occurred.

Web UI suffers degraded performance with very high number of direct-host connections

If the Virtualization Extensions Service manages direct connections for more than 300 vSphere hosts, the Veeam Virtualization Extensions UI application may suffer degraded performance. As a result, the Web UI may become unresponsive, or operations may be performed with delays. If the Virtualization Extensions Service manages more than 500 vSphere hosts, you may observe problems and errors with representation of the VMware Servers connections hierarchy in the Web UI.

If you work with a large number of direct-connected vSphere hosts (for example if the vCenter Connection Failover feature has been triggered), it is strongly recommended to use the Veeam VEShell interface for configuring and managing the Veeam Virtualization Extensions Service since VEShell does not experience the same performance problems as the Web UI. For details on the available powershell commandlets for managing the Veeam Virtualization Extensions Service, see Veeam VEShell Reference.

Overprovisioned Storage report may display negative values for overprovisioned VMs

For thin-provisioned VMs, vSphere may report that used space values are higher than the allocated space values. This may happen in several cases: memory swapped out to a datastore, VM being migrated or suspended. For such VMs, the Datastores. Overprovisioned Storage report may show negative overprovisioning values.

This is a known vSphere API issue. Normally, in large infrastructure such VMs should not be visible in the list of top 5 over-provisioned VMs.

vCenter-targeted monitors contain duplicate entries in State Change Events table

If you configure multiple monitoring jobs for one vCenter Server and assign these jobs to different Veeam Collectors, all Collectors will generate events and trigger monitors. That is why the monitor State Change Events table will have multiple entries with the same events.

Veeam UI plugin does not appear in vSphere Web Client

When you integrate Veeam UI directly into the VMware vSphere client by registering the UI as a plugin with the vCenter server, the plugin does not appear in the Web Client UI.

During initial discovery Ops Mgr shows GUIDs instead of datastore names

Under certain circumstances, when the environment has multiple Veeam Collectors, and datastore discovery on the Collector that runs the datastore monitoring job is delayed, then Ops Mgr may show datastore GUIDs instead of datastore names.

This issue will be resolved automatically within 4-24 hours when discoveries from all Collectors have completed. Alternatively, you can manually re-launch the discovery process and initiate a topology rebuild. To do that, in the Virtualization Extensions Web UI go to the Veeam Collectors tab and click the Rebuild Full Topology link.
Alerting on unconnected NICs for vSphere hosts

If a vSphere host NIC is not connected to any vSwitch or Distributed vSwitch, Veeam MP for VMware will not monitor its state. Monitoring will only start when NIC is added to a switch.

5-minute interval required in vCenter Statistics settings

The default 5-minute setting in vCenter for statistics collection (VI Client - Administration – Statistics and vSphere Web Client – vCenter Server instance – Manage – Settings – General – Edit – Statistics) should not be changed. This interval is required for Veeam MP for VMware data collection.

Unknown files analysis issues

The following issues related to unknown files analysis are known to exist:

- Running the Scan Datastore for Unknown Files task against inactive datastores can cause task failure.
- For datastores with no registered VMs, the UnknownFilesGB metric value is returned as ‘0’.
- During VM migration process, there can be two copies of VM files while the VM is registered on one host only. The host where the VM is not registered might report VM files as garbage files. This will result in the UnknownFilesGB metric showing inaccurate value and the Veeam VMware: Datastore Unknown Files Analysis alerts triggered for affected datastores.
- Storage devices with hardware deduplication may report unknown files values incorrectly. That is why the Veeam VMware: Datastore Unknown Files Analysis monitor is disabled by default for Virtual Volumes, vSAN datastores and NFS datastores.
- The Veeam VMware: Datastore Unknown Files Analysis monitor tracks space taken on datastores by files unknown to vCenter. Some 3rd-party solutions can replicate, backup or copy VM files without registering them in vCenter. To resolve the issue, override the monitor by increasing the UnknownFilesGBThreshold value to prevent the monitor from firing unwanted alerts. You can also simply disable the monitor for the necessary datastores.
- The Veeam VMware: Datastore Unknown Files Analysis monitor will continue to work and report on free space left on the datastores.

Veeam VMware Collector may be unable to retrieve host statistics via CIM

If the time on a Veeam Collector is not synchronized with the time on monitored ESX(i) hosts, the Collector will be unable to gather hardware data from the hosts via CIM.

To learn how to verify time synchronization across an ESX/ESXi host environment, see this VMware KB article.

Tracking audit events in drill-down for Host Security Profile report

Due to differences in the methods Ops Mgr uses to store events versus the methods used to store object properties, the Host Security Profile report may not display all expected audit events when you drill down to a specific change. This can occur due to synchronization issues around discovery and update of the Host Security Profile object (which happens once daily) and the storing of associated security change events (which happens in real-time).

To view all host security profile audit events, click the Total number of changes link under the host name. This link will always display all security events captured in the reporting period.
Health Service recommended configuration monitor stays in Warning state after recovery action

After Veeam MP for VMware is installed, the **Veeam VMware Collector: Health Service recommended configuration** monitor runs a recovery action — a script that adjusts registry configuration settings for the OpsMgr Health Service on Collector servers. After the script is performed, the Health Service (Microsoft Monitoring Agent Service) is restarted. Note that automatic restart only occurs when the Collector is installed on a server with OpsMgr agent — not an OpsMgr Management Server.

In some cases, the script may fail to to restart the Health Service (Microsoft Monitoring Agent); as a result, the monitor will stay in the Warning state. To resolve the issue, restart the Microsoft Monitoring Agent service manually.

OpsMgr Shell Module or Snap-in not found

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

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

Same datastore under different vCenter Servers or Datacenters recognized as 2 objects

If the same datastore is connected to different Datacenters within one vCenter Server or if the same datastore is connected to different vCenter Servers, it is recognized as two datastore objects in Operations Manager. Note that VMware do not recommend this configuration. Veeam MP for VMware treats such datastore as two separate datastores with completely different sets of properties and metrics. Although some metrics are the same (for example, size or free space), most performance counters will be different.

Orphaned objects and sporadic error ‘Unable to open Veeam VMware Event log’

During the normal Veeam MP for VMware discovery process, some vSphere objects may be temporarily unmanaged and their management will reside on an Operations Manager Management Server. When trying to run Veeam workflows for such objects, the Management Server will attempt to open the Veeam VMware Event log. If there is no Veeam VMware Collector installed on the MS, the following error will be observed: 'The Windows Event Log Provider is still unable to open the Veeam VMware Event log on computer '<OpsMgr Manager Server Name>'. '

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

Login using Windows credentials not supported with Veeam UI on separate server

When the Veeam Virtualization Extensions Service and Veeam Virtualization Extensions UI are installed on different machines, login to the UI using Windows credentials fails with the error: 'System.UnauthorizedAccessException: Attempted to perform an unauthorized operation.' This is because Microsoft IIS does not pass authentication data across the two machines.

You can access the UI by re-entering valid account credentials (a member of the **Veeam Virtualization Extensions Users** group).
Veeam Collector may skip events from directly-connected ESX(i) host after reboot

The vSphere API has a known issue when connecting directly to an ESX(i) host that the Event ID counter is reset when the host is rebooted. The Veeam Collector uses this Event ID to internally track and filter events for delivery to Ops Mgr, and the reset of this counter causes the event filtering to fail and events may be skipped.

If direct-host connections are used (for example during the vCenter Failover feature), then the following procedure should be followed if a host is rebooted.

1. Stop Veeam VMware Collector service where the rebooted host is monitored.
2. Locate the sidebar.xml file in the Data folder of the Veeam Collector installation directory.
3. Locate the `<field name='eventTracker' type='System.Collections.Hashtable'>` tag in the file.
4. Inside the tag, locate and delete the single line for the rebooted host server (this line will hold host name and a cached event ID counter, for example `esx-prod2:3299999`)
5. Start Veeam VMware Collector service.

No Access permission restrictions not supported

Partially-restricted vCenter permissions for the VMware connection account are not supported — that is, excluding vSphere hosts/clusters/VMs from monitoring by having 'No Access' permission in vCenter for those specific objects is not supported. The VMware connection account must have minimum read-only access to the entire vCenter VI-tree.

To remove hosts/clusters from monitoring, use the Veeam Virtualization Extensions UI, VMware Servers tab, and clear the check boxes for the clusters or hosts that should not be monitored.

To remove specific virtual machines from monitoring, use overrides on the Veeam MP discovery rules. For details, see section Discovery Filtering in the Veeam MP for VMware Operations Guide.
Veeam MP for Hyper-V

Veeam MP stops collecting storage metrics

If a storage migrates to another volume, the storage performance collection will halt and Veeam MP will stop collecting the following metrics: Storage IOPS, Storage KB Total/sec, Storage Flush Count and Storage Error Count. Note that this issue does not affect migration between hosts.

To work around the issue, restart the Ops Mgr agent after storage migration.

Apostrophe ' prevents cluster disks and volumes from being discovered

CSVs and cluster disks must not contain apostrophes in their names. Otherwise, Veeam MP will not be able to discover neither cluster disks nor CSVs.

Hyper-V on Microsoft Windows Nano Server not supported

Veeam Management Pack currently does not support Hyper-V working on a highly minimized Microsoft Windows Nano OS. This operating system requires a separate agent and a separate set of core management packs currently not included in the Veeam MP.

Windows and Hyper-V containers not supported

Veeam Management Pack currently does not support monitoring and alerting for Container objects on Windows Server 2016.

Performance metric overrides may cause Veeam MP monitors to work incorrectly

If you set an override for a Veeam MP performance metric in a way that the specified data collection time interval exceeds the Ops Mgr time range configured to collect dependent metrics, the corresponding Veeam MP monitor will not be able to work correctly, and all dependent metrics will return zero values.

To avoid the issue, configure the performance metric override correctly taking into account the Ops Mgr data collection time range, or configure overrides for the performance metric and its dependent metrics at the same time. For more information, see the Veeam MP for Hyper-V User Guide.

Veeam MP disk metrics collected only for VHD(X) type of virtual hard disk

Currently Hyper-V API is not able to correctly expose per-VM disk usage for a VHDs attached to a specific VM. That is why in case a virtual machine uses the VHDs (VHD Set) type of virtual hard disk, Ops Mgr will not be able to collect disk metric values for the VHDs, and the Used Storage GB metric will return zero values.

Configuration Change Tracking and Alert Correlation report displays GUID to VM name as change

Veeam MP discovers Hyper-V virtual machines using several sources (cluster resources, storage device, Hyper-V resources and, if necessary, SCVMM namespace). Not all of these sources contain the display name of a virtual machine. That is why, in case of mismatched discovery timings, for a short period of time the VM may be represented with its GUID in the Ops Mgr console.

The Configuration Tracking and Alert Correlation report, which is designed to capture such changes, cannot tell the difference between this change and the real change of the VM name. That is why, the report will consider GUID to VM name as a real VM name change, and will include this change in the output table.
VM Net and Disk Traffic Analysis dashboard does not show Net Used and Disk Time statistics

The VM Net and Disk Traffic Analysis dashboard shows empty % Net Used, % Disk Time widget.

Importing Hyper-V Task Manager VMM plug-in without restart may cause SCVMM console to crash

After you import the Hyper-V Task Manager plugin, you need to restart the SCVMM console. Veeam Task Manager for Hyper-V can be launched for Host and Cluster objects. That is why, if you try to select a non-supported object (for example, a VM) right after importing the plugin, without restarting SCVMM console, the console may crash.

Last successful backup property of Hyper-V VMs with crash-consistent backups is always empty

Some backup solutions, including Veeam Backup & Replication, can perform crash-consistent Hyper-V backups. When you create such backups, the Last Successful Backup VM property is not updated.

If you use Veeam Backup & Replication and want to get an up-to-date list of all protected VMs and their current properties, import MP for Veeam Backup & Replication and use the Protected VMs report included in the MP. For more information on MP for Veeam Backup & Replication, see the MP for Veeam Backup & Replication User Guide.

Integration Services monitor may generate errors for unresponsive VM

A heavily loaded virtual machine may not be able to respond in a timely manner. In this case, the Veeam HyperV: VM Integration Services Status monitor script will write errors to the Ops Mgr log.

Hyper-V Integration Services required for full-featured monitoring

Some data will be missing if a Hyper-V VM does not have Integration Services installed. For example, the Veeam HyperV: VM Power State monitor will not be able to display power state correctly.

As recommended by Microsoft, Hyper-V Integration Services should be installed in all VMs where the guest OS supports it.

Reboots renamed VMs

After a VM is renamed, it should be restarted to ensure that Hyper-V can correctly report VM name and its metric values. Additionally, some performance metrics for the VM will not be fed into the Ops Mgr until the VM is rebooted.

Error Count metric shows high values for SCSI disc attached to VM

When the Hyper-V host does not correctly process a command that the guest OS sent to the SCSI device, it will increase the Error Count metric value although the command is valid and not necessarily an error. This is a known issue for Hyper-V environment.

VMs temporarily represented with GUIDs instead of VM names

Hyper-V VMs are discovered by several rules — these rules target Hyper-V host resources and cluster resources. In some cases, the cluster resources discovery can run prior to the main Hyper-V host resources discovery. As a result, VM objects may be temporarily represented with IDs (VM GUIDs) instead of VM names. When all discovery is completed, the issue will be resolved.
GUIDs shown for VMs residing on offline storage

Under some circumstances, VMs can be removed from Hyper-V Manager inventory while the storage remains offline (for example, the storage became inaccessible for a long term).

When Veeam MP discovers such offline volumes, it identifies remaining VMs and shows VM GUIDs in Ops Mgr. To resolve the issue, bring the storage volume online, clean VM files completely and initialize re-discovery on the volume.

Inaccurate performance statistics for VMs with same name

If two or more VMs on a Hyper-V host have the same VM name, the Hyper-V Task Manager may show inaccurate performance statistics data for such VMs. This is because Microsoft performance metric logging makes it impossible to map metrics when VMs have the same name.

VMs with static memory report zero memory usage

For VMs with static memory, Hyper-V will not send memory usage data to the PerfMon classes. As a result, such VMs will have zero memory usage in Ops Mgr.

Ops Mgr reports problems with unloading workflows when all VMs on host stopped

When all VMs on a Hyper-V host are stopped, events 10103 will be written to the Ops Mgr event log on the Hyper-V host: 'In PerfDataSource, could not resolve counter instance [CounterName]. Module will not be unloaded. One or more workflows were affected by this.'

When all VMs are stopped, Hyper-V server unloads all PerfMon classes, and Ops Mgr PerfMon module cannot access data.

Hyper-V host local volumes with 0 VMs do not appear in Ops Mgr console

Local disks and volumes on Hyper-V hosts will be discovered only if there are VMs on these volumes. This discovery behavior is by design.

NFS Storage not supported

The current Veeam Hyper-V MP version supports Local Storage, Cluster Shared Volumes and SMB Shares only. NFS Shares are not supported.

VM pass-through disks not included in total VM storage metric

The size of the pass-through disks is not taken into account when the Used Storage metric value for a VM is calculated.

Virtual Machines. Idle VMs report does not show Down Time data

The Virtual Machine. Idle VMs report output tables show 'n/a' values in the Down Time (%) column.

Traffic lights and Top N dashboard widgets do not show data, although infrastructure topology is already discovered and performance metrics are available

After installation or upgrade, the Traffic Light and Top N dashboard widgets will show no data until performance statistics are aggregated in the Ops Mgr data warehouse. In general, the initial aggregation takes about 4 hours. This behavior is by design.
VM Uses Storage property mismatch for VMs and volumes with multiple mount paths

If a VM is migrated from a volume that has several mount paths, the **Used Storage** property for the VM may be reported incorrectly. For the volume that has multiple mount paths, Veeam Hyper-V MP is able to collect only the last path value. This value may differ from the path value stored in the VM properties. For this reason, the relations between the VM, CSV and Host Disk may be displayed incorrectly.

**Used Storage GB reported as zero for unavailable CSV**

If a Clustered Shared Volume is unavailable (failed status), the **Used Storage GB** metric will be reported as zero.

**Unauthorized Access exception in Management Server log**

If the Run As account configured for the *Veeam Hyper-V MP VMM Connection Account (Read-only)* profile does not have sufficient permissions, `Unauthorized Access` exceptions will be written to the event log on the Management Server.

In the Ops Mgr agent event log on the SCVMM server, you will see an exception similar to this: `Cannot connect to SDK. Check Veeam Hyper-V MP VMM Connection Account (Read-only) Profile. It must contain account with sufficient access rights`.

The issue will be resolved as soon as you configure the Veeam Hyper-V MP VMM Connection Account. For details, see Appendix A in the *Veeam MP for Hyper-V User Guide*. 
Outdated Veeam Agent Backup Jobs displayed for Veeam Agents

After a Veeam Backup & Replication server starts to manage a Veeam Agent for Microsoft Windows, the server will create a new Agent Backup Job and will consider it to be main job used to back up the Veeam Agent. At the same time, the Veeam Agent will keep the initial job, and Veeam MP will collect both jobs. That is why the **All Agent Jobs by Repository by Agent** and **All Agent Jobs by Backup Job Target Type by Agent** views will show outdated jobs for each Veeam Agent managed by the Veeam Backup & Replication server.

To work around the issue, configure an override for the **Veeam Agent Backup Job Properties Discovery** rule to set the **Undiscover the Job** parameter value to **True**.

Backup job performance rules may cause performance issues

Veeam MP contains a list of performance rules used to collect statistics on jobs running on Veeam Backup & Replication servers. If a Veeam Backup & Replication server runs a large number of jobs, data collection process may consume a high amount of CPU resources and thus overload the server.

In case you do not need to retrieve backup job performance statistics, you can disable the following rules: **Veeam Job Processing Rate MBps**, **Veeam Job Backup Size GB**, **Veeam Job Processed Size GB**, **Veeam Job Duration**, **Veeam Job Deduplication Ratio %**, **Veeam Job Transferred Size GB** and **Veeam Job Compression Ratio %**.

Backup Job RPO compliance monitor does not work for SureBackup jobs

The **Veeam Backup: Job RPO Compliance** monitor is designed to track jobs which produce restore points. SureBackup jobs perform verification of restore points that have already been created. That is why the monitor will ignore SureBackup jobs, and will stay in the ‘Green’ state when tracking their results.

VM Backup Status report incorrectly displays some backup job states

The Backup Status dataset rule collects the results of backup job sessions. In case the rule captures the ‘in-Progress’ state, the VM Backup Status report will mark this state with a warning. The ‘in-Progress’ job state may indicate poor performance of the Veeam Backup configuration database or other performance issues on the backup server.

Backup Job RPO compliance monitor is in Healthy state although last successful restore point is older than 3 months

The **Veeam Backup: Job RPO Compliance** monitor is designed to track job history for successfully created restore points for the previous 3 months.

It is not recommended to use the monitor to track jobs that are scheduled to run with a 3-month interval or rarely. If you enable the monitor for such a job, as soon as a restore point is created, the monitor will generate an alert stating either that the job is disabled, or that the job schedule is incorrectly configured to meet the desired RPO.

For Veeam Backup & Replication 9.0, the issue has been resolved.

Job sessions that failed before VMs enumeration are excluded from Veeam Backup Reports

If a backup or replication job fails before initiating the VM backup routine, there is no way to get the precise list of VMs that the job should process. Such failed sessions cannot be associated with any VMs and are excluded from Veeam Backup Reports.
Limitations for Veeam Backup & Replication 7.0

Veeam MP uses Veeam Backup & Replication API for data collection and reporting. Since Veeam Backup & Replication 7.0 API does not support some Veeam Backup & Replication features, the following Veeam MP 8.0 reports and monitors will not work with Veeam Backup & Replication 7.0:

Configuration Tracking and Alert Correlation report
- Job Configuration Change Tracking report
- Delegated Restore Permissions Overview report
- Veeam Backup: Job transport mode status monitor
- Veeam Backup: Job RPO Compliance monitor

WMI class for Veeam backup servers 7.0 lacks the following properties:
- Configuration DB Protection (Backup) Enabled
- Configuration DB SQL Server Edition

For this reason, Veeam MP will not be able to collect and display these backup server properties in the Ops Mgr console.

Protected VMs report may show incorrect data

The Protected VMs report shows all VMs as unprotected though backup data has been collected successfully. This is a known report limitation since the same vCenter servers have to be both connected to Veeam Backup & Replication console and displayed in the Veeam UI under the same unique address (it is recommended to use FQDN in both cases).

To resolve the issue, remove the connection to the vCenter server in the Veeam UI and add it again with the same name as it appears in the Veeam Backup & Replication console.

`_Total Instance` value of `CPU Used %` metric for Veeam backup proxy exceeds 100%

The Veeam Backup Proxy CPU Used % rule collects the performance metric CPU Used % as a total of average CPU usage for all processes running on the Veeam backup proxy server. When the backup proxy is overloaded, the _Total Instance may be reported to be higher than 100%.

VM Configuration Assessment Report may show false-positive result for vmdk file size test

If a VM has a large volume (more than 2TB), but the volume is distributed among several VMDK files, the VM Configuration Assessment Report may incorrectly report this volume as having a potential backup issue.

VM Configuration Assessment Report may not show problematic 2TB disk in vmdk file size test

In some cases, the VM Configuration Assessment Report may not indicate a potential issue for large vmdk files, although Veeam Backup & Replication will not be able to back up these files. This behavior is observed when a 2TB vmdk disk resides on VMFS version 4 or earlier, and the VM is registered in vSphere hosts 5.5 or later.
Restore Operator Activity report does not list all types of restore operations

Veeam Backup & Replication does not have audit for all types of restores that users can perform. Because of that, certain types of restore operations, such as restores from SAN snapshots and U-AIR wizard-driven restores will not be visible in the Restore Operator Activity report.

For Veeam Backup & Replication 9.0, the issue has been resolved.

State of re-initialized monitors for all backup jobs is Green

When a Veeam backup server goes down, the WMI namespace on this server cannot be accessed. As a result, Veeam MP for Backup discovery will groom all backup jobs managed by this server. When the server is back online, Ops Mgr will rediscove jobs for this server and re-initialize monitors for the jobs.

The state of re-initialized monitors for the backup jobs will be Green even if the jobs previously finished with errors or warnings.
Technical Documentation References

If you have any questions about Veeam Management Pack for System Center, you may use the following resources:

- Community forums: https://forums.veeam.com/

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 https://www.veeam.com/support.html. Before contacting technical support, consider searching for a resolution on Veeam community forums at https://forums.veeam.com/.

Company Contacts

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