Contents

CONTENTS .................................................................................................................................................... 3
CONTACTING VEEAM SOFTWARE .............................................................................................................. 4
INTRODUCTION ............................................................................................................................................. 5
  KNOWN ISSUES AND LIMITATIONS ........................................................................................................ 5
PREREQUISITES ............................................................................................................................................. 6
  SYSTEM REQUIREMENTS .......................................................................................................................... 6
  PORTS .......................................................................................................................................................... 7
  REQUIRED PERMISSIONS .......................................................................................................................... 7
INSTALLING VEEAM TASK MANAGER FOR HYPER-V .............................................................. 8
UNINSTALLING VEEAM TASK MANAGER FOR HYPER-V .............................................................. 8
CONNECTING HOSTS ................................................................................................................................ 9
MONITORING WITH VEEAM TASK MANAGER FOR HYPER-V ......................................................... 10
CONFIGURING OPTIONS .......................................................................................................................... 12
Contacting Veeam Software

At Veeam Software we value the feedback from our customers. It is important not only to help you quickly with your technical issues, but it is our mission to listen to your input, and build products that incorporate your suggestions.

Customer Support

Should you have a technical concern, suggestion or question, please visit our Customer Center Portal at www.veeam.com/support.html to open a case, search our knowledge base, reference documentation, manage your license or obtain the latest product release.

Company Contacts

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

Online Support

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

- Full documentation set: www.veeam.com/documentation-guides-datasheets.html
- Community forum at forums.veeam.com
Introduction

The Task Manager built-in to Windows is not useful in a Hyper-V host because the CPU and memory usage shown there does not show which virtual machines are using those resources. Veeam Task Manager for Hyper-V solves that problem with a unique on-demand real-time analysis of key performance counters for Hyper-V hosts and VMs running on these hosts.

Known Issues and Limitations

This section lists issues known in Veeam Task Manager for Hyper-V.

Inaccurate performance statistics for VMs with the same name

If two or more VMs on a Hyper-V host have the same VM name, Veeam Task Manager for Hyper-V 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.

Connecting to a host without enabled Hyper-V Server role

When you connect to a host with disabled Hyper-V Server role or with unsupported Hyper-V version, Veeam Task Manager for Hyper-V will show an error stating that it cannot retrieve host and VM performance data.

Before connecting a host, make sure that your environment meets the prerequisite conditions described in System Requirements and that the user account has appropriate permissions described in Required Permissions.
Prerequisites

Before you install Veeam Task Manager for Hyper-V, make sure your environment meets the following requirements:

System Requirements

Veeam Task Manager for Hyper-V can be installed either directly on a Hyper-V host or on another computer. In both cases you can use the tool to connect to any Hyper-V host of your choice and collect performance data from it. For details, see Connecting Hosts.

Supported Host Versions

Veeam Task Manager for Hyper-V supports the following versions of Hyper-V hosts:

- Windows Server Hyper-V 2019
- Windows Server Hyper-V 2018 (1803)
- Windows Server Hyper-V 2016 (1709)
- Windows Server Hyper-V 2016 (2016)
- Windows Server Hyper-V 2012 R2
- Windows Server Hyper-V 2012

Installation on a Non-Hyper-V System

Veeam Task Manager for Hyper-V supports installation on the following OSes:

- Windows Server 2019
- Windows Server 2018 (1803)
- Windows Server 2016
- Windows 10
- Windows Server 2012 R2
- Windows 8.1
- Windows Server 2012
- Windows 8
- Windows 7
Ports

To enable data collection for Veeam Task Manager for Hyper-V, open the following ports in the firewall:

<table>
<thead>
<tr>
<th>From</th>
<th>To</th>
<th>Protocol</th>
<th>Port</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer running Veeam Task Manager for Hyper-V</td>
<td>Hyper-V host</td>
<td>TCP</td>
<td>445</td>
</tr>
</tbody>
</table>

Required Permissions

To connect to a host, Veeam Task Manager for Hyper-V uses credentials of the account under which the tool was launched. This account must have the following permissions:

- **Local Administrator** on the host
  - OR -
- A user added to the *Performance Log Users* group on the host

If the computer, on which Veeam Task Manager for Hyper-V is installed, is not a part of the domain to which the host belongs, or if these computers are located in two separate untrusted domains, launch Veeam Task Manager for Hyper-V using the **Run as different user** option and check that the account has sufficient privileges on the host.

To launch Veeam Task Manager for Hyper-V using the **Run as different user** option, follow these steps:

- In Windows Server 2012 and later:
  1. Open **Start > All Apps** and find **Task Manager for Hyper-V**.
  2. Select **Task Manager for Hyper-V** and choose the **Run as different user** option from the app bar.
  3. Enter credentials of the account under which the Veeam Task Manager for Hyper-V will run.
     The user name should be specified in the **DOMAIN\USERNAME** format.

- In earlier Windows versions:
  1. Navigate to **Start > All Programs > Veeam > Task Manager for Hyper-V > Task Manager for Hyper-V**.
  2. Press and hold the **Shift** key and right-click the **Task Manager for Hyper-V** shortcut, then choose the **Run as different user** option.
  3. Enter credentials of the account under which the Veeam Task Manager for Hyper-V will run.
     The user name should be specified in the **DOMAIN\USERNAME** format.

Alternatively, you can run the following command:

```
runas /netonly /user:%username% "<path_to_Task_Manager_for_Hyper-V>"
```
Installing Veeam Task Manager for Hyper-V

Before you begin installation, take the following steps:

1. Make sure that your environment meets the prerequisite conditions described in section System Requirements.
2. Download the installation pack from the Veeam website.
3. Unpack the downloaded package to a location that is accessible from the Hyper-V host or computer where you want to install Veeam Task Manager for Hyper-V.

To deploy Veeam Task Manager for Hyper-V, take the following steps:

1. Log on to the Hyper-V host or another computer using an account with local Administrator rights.
2. Open the installation folder and run the installation file.
3. Follow the steps of the installation wizard.

Alternatively, you can run the following command:

```
msiexec /i VeeamTaskManager.msi /quiet INSTALLDIR="<path_to_installation_directory>"
```

**NOTE:**

To be able to remotely track CPU and memory usage for VMs running on the Hyper-V host, you must have the Hyper-V Virtual Machine Management service started on the host. Otherwise, Veeam Task Manager for Hyper-V will display host load only.

For more information on starting the Hyper-V Virtual Machine Management service, see this Microsoft KB article.

Uninstalling Veeam Task Manager for Hyper-V

To uninstall Veeam Task Manager for Hyper-V, perform the following steps:

1. Log on as Administrator to the server where Veeam Task Manager for Hyper-V is installed.
2. Open Programs and Features, select Veeam Task Manager for Hyper-V and click Uninstall.
Connecting Hosts

Before connecting a host, make sure that you have launched Veeam Task Manager for Hyper-V under a user that have enough permissions. For details on account permissions, see Required Permissions.

To monitor performance statistics with Veeam Task Manager for Hyper-V requires connection to a host:

- If Veeam Task Manager for Hyper-V is installed on any non-Hyper-V system (for example, a PC workstation), you must connect a host whose statistics you are willing to monitor. To do that, click the Connect to Server link and enter a host name or IP address in the Connect to Server window.

- If the tool is installed on a Hyper-V host, Veeam Task Manager for Hyper-V will automatically connect to the local host and display statistics for it. However, you can also connect to any other host. To do that, click the Connect to Server link and enter a host name or IP address in the Connect to Server window.
Monitoring with Veeam Task Manager for Hyper-V

Veeam Task Manager for Hyper-V allows monitoring of CPU and memory resources for Hyper-V hosts and VMs running on these hosts.

Host Properties

For a Hyper-V host, Veeam Task Manager for Hyper-V shows the following information:

- CPU and memory resources consumed by the parent partition on the host, as a percentage of total available host resources
- Amount of RAM installed on the host
- Number of CPU cores on the host and CPU frequency
- Number of VMs running on the host.

**NOTE:** VMs that are not powered on will not be displayed in the Veeam Task Manager for Hyper-V.
Virtual Machine Properties

For a VM running on the host, Veeam Task Manager for Hyper-V shows the following information:

- CPU and memory usage consumed by each VM, as a percentage of total host resources (not as percentage of resources allocated to the VM)
- Number of virtual CPU cores assigned to the VM
- Memory visible to applications running inside the VM
Configuring Options

By default, Veeam Task Manager for Hyper-V connects to the monitored host and updates its performance statistics every 3 seconds. To adjust the refresh speed of monitoring of the incoming resources, select **Update Speed** from the **Menu** and choose **Low**, **Normal** or **High** speed:

- **High**. Updates collected data every 3 seconds.
- **Normal**. Updates collected data every 9 seconds.
- **Low**. Updates collected data every 15 seconds.