NEW Veeam® Availability Console v3 offers a web-based managed platform that makes delivering Veeam-powered services easier than ever. This release includes NEW capabilities to help you scale your services, collaborate with channel partners and manage your Veeam rental usage reporting all in one place.

NEW reseller role

More than 3,000 providers are licensed to offer Cloud Connect services to Veeam customers, and the Veeam channel ecosystem is taking notice! To better support the partnerships between resellers, managed service providers (MSPs) and Cloud Connect providers, the NEW Reseller role helps partners work together to deliver more value to their joint customers.

The built-in benefits of this functionality include:

Out-of-the-box portal: Resellers and MSPs can now use a prebuilt web-based portal to offer Veeam-powered services to their customers. The portal is automatically provisioned for every reseller account created in Veeam Availability Console.

Brand awareness: Every web-based portal can be white-labeled so that clients can see the logo of their provider in invoices, reports and a web-based UI.

Management efficiency: Using the prebuilt functionality of company and user management, channel partners can now perform all day-to-day tasks themselves within quotas defined by their cloud provider partner. This eliminates a need for channel partners to request approvals and wait for the provider to perform all required tasks and changes.

Visibility: Channel partners can maintain complete visibility and control of all their customers’ backup environments with simple dashboards, alert systems and PDF-ready customer-specific reports that make proving the value of your services easy.

Automated invoicing: With built-in billing capabilities, channel partners can now create native subscription plans for their clients and automatically send out invoices at the beginning of each month.

NEW scale-out architecture

Service providers are building systems that span different geographies and cloud environments to meet the increasing demand for Cloud Connect services. This release makes delivering Veeam-powered services at scale easier than ever before.

The out-of-the-box benefits of the new architecture include:

Single pane-of-glass: Service providers that have multiple Cloud Connect servers located around the world need a single UI to review the health of the entire infrastructure. Veeam Availability Console consolidates data from all deployments and displays metrics about Cloud Connect infrastructure health via predefined views and dashboards.

No services interruption: Service providers that are using or planning to provision multiple Cloud Connect servers can add new servers to Veeam Availability Console without stopping the ability to serve existing clients using the backup portal.

New user roles for increased security: v3 now allows service providers who have multiple Cloud Connect servers representing different sites to control administrative access granularly to the Cloud Connect infrastructure.

Increased client management capacity: With an ability to scale out, Veeam Availability Console also scales up, allowing the management of more clients, more Veeam Backup & Replication™ servers and more Veeam Agents.

Licensing, usage reporting and billing

NEW Veeam Availability Console v3 introduces enhancements to monthly usage reporting that make leveraging the rental pricing program a no-brainer for cloud and managed service providers.
What's New

**Simplified licensing:** Departing from the product-specific licensing style supported by previous versions of Veeam Availability Console, v3 is entitled with and offers support for NEW Veeam Instance licensing (introduced with Veeam Availability Suite™ 9.5 Update 4), simplifying your entitlement experience across Veeam Availability Platform™.

**VCSP Rental license management:** Now you can use Veeam Availability Console as a licensing engine, remotely deploying your rental Veeam Instance licenses into your customer sites. Plus, you can enable automatic installation of updated license keys or revocation of license keys for environments you wish to disable.

Note: If you are using (or plan to use) Veeam Availability Console as the central management console for your Veeam Agent for Microsoft Windows deployment, v3 continues to support that deployment strategy.

**Expanded rental usage reporting capabilities:** Veeam Availability Console expands its reporting capabilities to support any Veeam installation entitled with a rental Veeam Instance license. This includes:

- Veeam Backup & Replication/Veeam Availability Suite
- Veeam Agent for Microsoft Windows (deployed via Veeam Backup & Replication or via Veeam Availability Console)
- Veeam Agent for Linux (deployed via Veeam Backup & Replication)
- Veeam Cloud Connect

The breadth of support enables you to have a single source of truth for usage reporting, cutting out much of the labor and guesswork associated with monthly rental usage reporting.

**Customer-specific license usage:** If you bill your customers for consumption of license keys versus infrastructure consumption/monthly management fee, you can use the enhanced rental usage reporting capabilities to drill down into customer-specific license consumption.

**Integration with third-party applications:** Integrate aggregated or tenant-specific license usage reports into existing billing and invoicing systems via prebuilt RESTful APIs. This includes an out-of-the-box integration with ConnectWise Manage.

Integration and automation

Service providers running their client portals can deliver the same consistent user experience customers are used to by easily integrating Veeam Availability Console and its data into the existing applications with expanded RESTful API support. In addition to existing integrations for configuration, billing and backup management, NEW Veeam Availability Console v3 adds or enhances requests for customer and reseller management, license management, alarms and more.

The major benefits for RESTful API enhancements include:

**Integration:** When providing managed services, it is essential to be proactive with infrastructure health state monitoring. Veeam Availability Console v3 now allows querying triggered alarms data via RESTful APIs that should allow automating ticket creation in the existing helpdesk application of the service provider.

**Automation:** Service providers can now automate company creation as well as reseller account by integrating Veeam Availability Console capabilities into their portals. Enhanced RESTful APIs now enable full management capabilities for day-to-day workflows of tenant management.

Platform support

Veeam Availability Console v3 delivers full support for all recently shipped Veeam platform updates, including:

- **Veeam Backup & Replication 9.5 Update 4:** v3 introduces compatibility support for external repositories and Veeam Cloud Tier.

- **Veeam Cloud Connect 9.5 Update 4:** Service providers can now assign cloud gateways to managed companies right in the Veeam Availability Console UI.

- **Veeam Agent for Microsoft Windows 3.0:** Creating multiple jobs for a standalone Veeam Agent is now natively supported by Veeam Availability Console, which allows managed clients to store backups locally, as well as to send them directly to a cloud repository.
v3 also introduces support for VMware vCloud Director 9.5. Service providers can now use tenants and other users created in VMware vCloud Director for company creation and backup portal user logins.

Other enhancements

In addition to the above-mentioned major features, as a result of ongoing R&D efforts and in response to customer feedback, NEW Veeam Availability Console v3 also includes many other enhancements, the most significant of which are listed below:

Cloud Connect billing: Invoicing on cloud quota usage does not require enabling the remote management check box in the tenant’s backup server anymore.

Windows event log: Event log is based on triggered alarms, allowing integration with third-party applications.

Computer management: Remote computers can now be remotely restarted from Veeam Availability Console UI.

Notification engine: Notifications configuration UI has been redesigned and refreshed.

Email subject variables: Variables have been added to the subject of the alarm email notification to allow better integration with third-party helpdesk systems.

Predefined recipients for email notifications: When selecting the “Send email notification” option in alarm configuration, the user can now specify groups of users from the predefined list.

Setup: The evaluation and production deployment process has been divided into separate workflows for streamlining the installation process.

Security: A security certificate specific to Veeam Availability Console is now required.

Scalability

NEW Veeam Availability Console v3 takes scalability limits to the next level, which makes it easier than ever to manage a growing Veeam-powered service. The engine and UI have been updated to support an increased number of the following:

• 50 Veeam Cloud Connect servers
• 500 resellers
• 15,000 Veeam Agents (running two to three backup jobs each)
• 1,000 Veeam Backup & Replication servers (protecting 150 VMs each)
• 1,000 active backup portal users

NOTE: These increased capacity support numbers are based on the test-lab results and may vary depending on the deployment scenario, infrastructure configuration and backup job schedule configuration.