

VEEAM BACKUP & REPLICATION 7.0

RELEASE NOTES

This **Release Notes** document provides last-minute information about Veeam Backup & Replication 7.0, including system requirements, installation and upgrade procedure, as well as relevant information on technical support, documentation, online resources and so on.

The current version of Veeam Backup & Replication 7.0 is available for download at: <http://www.veeam.com/vmware-esx-backup/download.html> starting from August 15, 2013.

See next:

- System Requirements
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System Requirements

VMware Infrastructure

Platforms

- vSphere 5.0, 5.1
- vSphere 4.x
- Infrastructure 3.5 (VI3.5)

Hosts

- ESXi 5.0, 5.1
- ESX(i) 4.x
- ESX(i) 3.5

Software

- vCenter Server 5.0, 5.1 (optional)
- vCenter Server 4.x (optional)
- Virtual Center 2.5 (optional)

VMware Virtual Machines

Virtual Hardware

- All types of virtual hardware are supported.
- Virtual machines with disks engaged in SCSI bus sharing are not supported, because VMware does not support snapshotting such VMs.
- RDM virtual disks in physical mode, Independent disks and disks connected via in-guest iSCSI initiator are not supported, and are skipped from processing automatically.

OS

- All operating systems supported by VMware.
- Application-aware processing is supported for Microsoft Windows XP (32bit only), Microsoft Windows 2003 and later operating systems.
- File level restore is supported for the following file systems, including Microsoft Windows LDM (Logical Disk Manager) dynamic disks and Linux LVM (Logical Volume Manager):

OS	Supported File Systems
Windows	FAT FAT32 NTFS ReFS
Linux	ext ext2 ext3 ext4 ReiserFS JFS XFS
BSD	UFS UFS2
Mac	HFS HFS+
Novell	NSS
Solaris	ZFS (up to pool version 23)

Software

- VMware Tools (optional)

Microsoft Infrastructure

Platforms

- Windows Server 2012
- Windows Server 2008 R2 SP1

Hosts

- Windows Server Hyper-V 2012
- Microsoft Hyper-V Server 2012 (free hypervisor)
- Windows Server Hyper-V 2008 R2 SP1
- Microsoft Hyper-V Server 2008 R2 SP1 (free hypervisor)

Software

- Microsoft System Center Virtual Machine Manager 2012 SP1 (optional)
- Microsoft System Center Virtual Machine Manager 2008 R2 SP1 (optional)

Hyper-V Virtual Machines

Virtual Hardware

- All types of virtual hardware are supported.
- Pass-through virtual disks and disks connected via in-guest iSCSI initiator are not supported, and are skipped from processing automatically.

OS

- All operating systems supported by Hyper-V are supported.
- Application-aware processing is supported for Microsoft Windows 2003 and later operating systems.
- File level restore is supported for the following file systems, including Microsoft Windows LDM (Logical Disk Manager) dynamic disks and Linux LVM (Logical Volume Manager):

OS	Supported File Systems
Windows	FAT FAT32 NTFS ReFS
Linux	ext ext2 ext3 ext4 ReiserFS JFS XFS
BSD	UFS UFS2
Mac	HFS HFS+
Solaris	ZFS (up to pool version 23)

Software

- Hyper-V integration components (optional)

Veeam Backup & Replication Server

Hardware

CPU: x86-64 processor.

Memory: 4 GB RAM plus 500 MB RAM for each concurrent job.

Hard Disk Space: 2 GB for product installation. 10 GB per 100 VM for guest file system catalog folder (persistent data). Sufficient free disk space for Instant VM Recovery cache folder (non-persistent data, at least 10 GB recommended).

Network: 1 Gbps LAN for on-site backup and replication, and 1 Mbps WAN for off-site backup and replication recommended. High latency and reasonably unstable WAN links are supported.

OS

64-bit version of the following operating systems is supported:

- Microsoft Windows Server 2008 SP2
- Microsoft Windows Server 2008 R2 SP1
- Microsoft Windows 7 SP1
- Microsoft Windows Server 2012
- Microsoft Windows 8

Software

- Internet Explorer 9.0 or later
- Microsoft SQL Server 2005/2008/2012 (SQL 2008 R2 SP1 Express is included in the setup)
- System Center Virtual Machine Manager 2008R2/2012 Admin UI (optional, to be able to register SCVMM server with Veeam Backup & Replication infrastructure)
- Microsoft .NET Framework 4.0 (included in the setup)
- Windows Installer 4.5 (included in the setup)
- Microsoft PowerShell 2.0 or later (optional)

Backup Proxy Server

Hardware

CPU: modern x86 processor (minimum 2 cores). Using faster multi-core processors improves data processing performance, and allows for more tasks to be processed concurrently.

Memory: 2 GB RAM plus 200MB for each concurrent task. Using faster memory (DDR3) improves data processing performance.

Hard Disk Space: 300 MB.

Network: 1 Gbps LAN for on-site backup and replication, and 1 Mbps WAN for off-site backup and replication recommended. High latency and reasonably unstable WAN links are supported.

OS

For VMware backup proxy server, both 32-bit and 64-bit versions of the following operating systems are supported:

- Microsoft Windows XP SP3
- Microsoft Windows Server 2003 SP2
- Microsoft Windows Vista SP2
- Microsoft Windows Server 2008 SP2
- Microsoft Windows Server 2008 R2 SP1
- Microsoft Windows 7 SP1
- Microsoft Windows Server 2012
- Microsoft Windows 8

For Hyper-V off-host backup proxy server, only the following operating system is supported:

- Microsoft Windows Server 2008 R2 SP1 with Hyper-V role enabled
- Microsoft Windows Server 2012 with Hyper-V role enabled

Backup Repository Server

Hardware

CPU: x86 processor (x86-64 recommended).

Memory: 4 GB RAM plus 2 GB RAM for each concurrent job.

Network: 1 Gbps LAN for on-site backup and replication, and 1 Mbps WAN for off-site backup and replication recommended. High latency and reasonably unstable WAN links are supported.

OS

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

- Linux (SSH and Perl required)
- Microsoft Windows XP SP3
- Microsoft Windows Server 2003 SP2
- Microsoft Windows Vista SP2
- Microsoft Windows Server 2008 SP2
- Microsoft Windows Server 2008 R2 SP1
- Microsoft Windows 7 SP1
- Microsoft Windows Server 2012
- Microsoft Windows 8

WAN Accelerator Server

Hardware

CPU: x86-64 processor.

Memory: 8 GB RAM.

Network: 1 Gbps LAN for on-site backup and replication, and 1 Mbps WAN for off-site backup and replication recommended. High latency and reasonably unstable WAN links are supported.

OS

64-bit version of the following operating systems is supported:

- Microsoft Windows XP SP3
- Microsoft Windows Server 2003 SP2
- Microsoft Windows Vista SP2
- Microsoft Windows Server 2008 SP2
- Microsoft Windows Server 2008 R2 SP1
- Microsoft Windows 7 SP1
- Microsoft Windows Server 2012
- Microsoft Windows 8

Backup Enterprise Manager

Hardware

Processor: x86-64 processor.

Memory: 2 GB RAM.

Hard Disk Space: 2 GB for product installation plus sufficient disk space to store guest file system catalog from connected backup servers (according to data retention policy).

Network: 1Mbps or faster connection to Veeam Backup & Replication servers.

OS

64-bit version of the following operating systems is supported:

- Microsoft Windows Server 2008 SP2
- Microsoft Windows Server 2008 R2 SP1
- Microsoft Windows 7 SP1
- Microsoft Windows Server 2012
- Microsoft Windows 8

Server Software

- Microsoft Internet Information Services 7.0 or later
- Microsoft SQL Server 2005/2008/2012 (SQL 2008 R2 SP1 Express included in the setup)
- Microsoft .NET Framework 4.0 (included in the setup)
- Windows Installer 4.5 (included in the setup)

Client Software

- Microsoft Internet Explorer 9.0, Mozilla Firefox 22.0, Google Chrome 27.0 or later versions.
- Microsoft Excel 2003 or later (to view Excel reports).

Veeam Backup Search Server

Hardware

Refer to the Microsoft Search Server system requirements.

OS

Refer to the Microsoft Search Server system requirements.

Software

- Microsoft Search Server 2008 (including Express Edition).
- Microsoft Search Server 2010 (including Express Edition).

Backup Target

Backup can be performed to the following disk-based storage targets:

- Local (internal) storage of the backup repository server.
- Direct Attached Storage (DAS) connected to the backup repository server, including external USB/eSATA drives and raw device mapping (RDM) volumes.
- Storage Area Network (SAN). Backup repository server must be connected into the SAN fabric via hardware HBA or software iSCSI initiator, and the corresponding volumes must be seen in the Microsoft Windows Disk Management snap-in.
- Network Attached Storage (NAS) able to represent itself as CIFS (SMB) share (direct operation), or NFS share (must be mounted on a Linux backup repository server).

Tape

Hardware

LTO3 or later tape libraries (including VTL) and standalone drives are supported. Tape device must be directly attached to backup server (via SAS/FC/iSCSI).

Software

- Device-specific, vendor-supplied OEM driver for Windows must be installed. Devices appearing in Windows Device Manager as Unknown or Generic are not supported.
- No other backup server must be interacting with the tape device.

Known Issues

General

Backup infrastructure

- By default, storage infrastructure is rescanned every 24 hours. Perform “Rescan Storage” operation manually after storage infrastructure changes, otherwise backup proxies will not “see” the newly added volumes immediately.
- Backup proxy server cannot backup to a CIFS share based backup repository when CIFS share is located on the same server as the backup proxy server. To work around this, create regular Windows based backup repository on the proxy server instead.
- Linux servers registered with Veeam Backup & Replication infrastructure must use “Password” authentication method and BASH shell.
- All registered server names must be resolvable into IPv4 address.
- NETBIOS names of backup servers must be resolvable on Enterprise Manager server.
- Due to NFS implementation specifics on certain NFS storage, backup job may fail with rollback file deletion errors. Despite the error status, backups and replicas are created successfully, and required VRB files are deleted properly according to the retention policy. If you are experiencing this issue, please contact Veeam support to obtain registry mod enabling jobs to ignore this error.

VMware

- Processing of VMs with quote (") and at (@) symbols in VM name is not supported.
- Windows Vista, Windows 7 and Windows 8 based backup proxy servers support “network” processing mode only for populating replica disks with data during incremental replication passes and failback. To work around this, install backup proxy servers on other supported Windows versions.
- On Windows versions prior to 2008, the virtual backup proxy server using Microsoft iSCSI Software Initiator for storage access may crash or reset while running VMware vStorage API “SAN” mode job due to interoperability issues with iSCSI Initiator. To avoid the issue, change the backup proxy VM virtual disks to IDE.
- Virtual backup proxy server cannot be used to backup, replicate or copy itself in virtual appliance (hot add) mode. Jobs configured to do this will automatically failover to Network processing mode. CBT will be disabled for proxy VM.
- Virtual backup proxy server must have VMware Tools installed; otherwise it will be considered as not running, and will never be assigned any tasks.
- VMware vStorage API for Data Protection has some limitation preventing hot add process depending on VM configuration. For complete list of hot add limitations, refer to this [support KB article](#). With the default proxy settings, should hot add operation fail, the job will failover to the network mode for specific virtual disk.
- Processing of vSphere Fault-Tolerant (FT) VMs is not supported.
- IDE VM disks are not supported for disk exclusion functionality.
- Hard Disk restore may fail with the “*Restore job failed Error: Controller with BusNumber 0 was not found*” error when SCSI controller is missing on the destination VM. To work around this, add SCSI controller (or SCSI disk) manually first by editing VM virtual hardware settings with vSphere Client.
- Disk mapping functionality is not supported for IDE disks in the Hard Disk Restore wizard.
- Restore and replication of VMs between different ESX(i) versions requires that VM’s virtual hardware version is compatible with the target host.
- Restoring VM with non-standard virtual disk layout (such as converted from VMware Workstation or VMware Server) as thin may fail. To work around this issue, restore these disks as thick.

- Instantly recovered VM with non-standard virtual disk layout (such as converted from VMware Workstation or VMware Server) and running on ESX(i) 4.x host and with change redirection to datastore enabled cannot be properly quick migrated.
- Quick Migration of vApp VMs is not supported.
- VM with virtual disks having the same name that had at least one snapshot created at the time of backup or replication requires manual adjustment of conflicting descriptors upon restore.
- Virtual disk placement and type cannot be customized during full VM restore when restoring backups produced by version earlier than 6.1.
- Replication jobs may fail if source or target datastore has special symbols in its name.
- Network-less interaction with Microsoft Windows guests having UAC enabled (Vista or later) requires that Local Administrator (MACHINE\Administrator) or Domain Administrator (DOMAIN\Administrator) account is provided on Guest Processing step.
- Changing the disk size of the protected VM makes the subsequent replication cycles fail with the *"Declared and actual sizes of the disk"* error.
- Guest customization settings are not backed up and restored for vCloud Director VMs.

Hyper-V

- Starting a replicated VM using means other than the product's user interface (including Hyper-V Manager, SCVMM, PowerShell) makes all earlier restore points become unusable.
- Restoring VM with special symbols in its name fails with the *"Error: BackupDoc: Unexpected metadata format"* error.
- Virtual disks consisting of multiple files (such as from virtual machines originally created on Virtual Server 2005) are not supported for processing.
- Failback to original location from replica of VM with differential disks fails with the *"The process cannot access the file because it is being used by another process"*.
- Replica mapping is not supported if source VM has differential disks.
- CPU Type SCVMM parameter is not backed up and restored on Hyper-V VMs.
- When replicating between Hyper-V 2008 and Hyper-V 2012, failback is only supported to the original location.
- Backup of VMs with virtual disks located both on local and shared CSV/SMB storage is not supported due to Hyper-V limitation.
- Bitlocker encrypted CSV volumes are not currently supported.
- Deleting Hyper-V replica from disk does not delete the replica VM from SCVMM.
- Changed tracking is disabled for VMs on cluster disks and High Availability SMB3 Shares. Scale-out SMB3 shares are not affected.

Failover

- Starting a replicated VM using means other than the product's user interface (including vSphere Client, Hyper-V Manager, SCVMM, PowerShell) disables advanced replication functionality such as Re-IP and failback.

Windows File Level Restore

- File level restore may fail if a restored VM is lacking free space.
- To restore files from deduplicated volumes, backup server must be installed on Windows Server 2012 with Data Deduplication feature enabled in the OS settings.
- Restore from native 4KVHDX disks is not supported. To work around, restore the entire disk using VM Files restore wizard, and mount it manually using native mount provided by Windows Explorer.
- In-place network-less file restore under current user fails with the *"Failed to install guest agent"* error.
- Storage Spaces volumes are not supported for file level recovery. Consider using Instant VM Recovery to recover guest files from such VMs.

Multi-OS File Level Restore

- Legacy Logical Volume Manager version 1 (LVM1) volumes are not supported.
- Encrypted LVM volumes are not supported.
- Spanned, striped, mirrored and RAID-5 Windows dynamic disks are not supported. Use native file level restore for such disks.
- Multi-OS restore wizard does not preserve Modified date of the restored files.
- Non-standard file system configurations support is limited (for example, configurations when file system journal is located on another volume, separately from actual file system are only supported for ext3 file system, but not for other file systems).

1-Click Restore (Enterprise Manager)

- 1-Click VM Restore fails if the original VMware VM is still running.
- Reverse DNS lookup on Enterprise Manager server must be functional for setting up self-service recovery delegation scope.

Guest file system indexing

- File ownership data is not collected for files on ReFS volumes.

SureBackup

- Automatic virtual lab configuration is not supported for networks with non-private network addresses.
- Automatic virtual lab networking configuration process may fail with the *"Unable to resolve default network settings"* error. To work around this issue, go back in the wizard and try again.
- Automatic virtual lab networking configuration may fail in some case when DVS are present in virtual environment. In such cases, use advanced configuration mode to configure virtual lab networking manually.
- SureBackup job fails on VM with unsupported or excluded virtual disks which were not explicitly set to be removed from configuration (as a part of disk exclusion settings in the backup job), because test VM cannot find its disks and is unable to start.
- Automatic physical mode RDM disk exclusion in the backup job may lead to situation when test VM is able to connect RDM disk, and produce irreversible changes on the disk. To avoid this, always exclude physical RDM disk from backup job explicitly, selecting the option to remove the excluded disks from configuration.
- Some antivirus applications are known to cause BSOD on backup repository server when SureBackup job is started. To prevent this, exclude backup folders from monitoring.
- Backups and replicas cannot be mixed in the same application group.
- SureReplica fails on replica restore points created by previous versions of the product.
- If you are using VLANs, you must manually set the correct VLAN ID (VLAN where backup server resides) on the proxy appliance vNIC that is connected to the production network after a virtual lab is created (and every time after you edit virtual lab's settings).

Tape

- Tape backup engine is optimized for backing up large files (such as VM backups). Backing up large amounts of small files may exhibit significantly reduced performance.
- Attempting to erase multiple tapes at once may fail with the *"Cannot insert duplicate key in object dbo.Tape.media_families"* error.
- For tape devices without barcode readers, user-defined tape labels are not preserved if a tape is moved to another slot after the label is assigned, but before the tape is written.
- Restoring Veeam configuration from backup results in copying backup files that were copied to tape after the configuration backup was taken over again. Also, any tapes that were written after the configuration backup was taken must be re-catalogued.
- Restoring Veeam configuration from backup results in Backup to Tape jobs copying VM backup files that were already copied to tape. Also, any tapes that were written after the configuration backup was taken must be re-catalogued.

Veeam Explorer for Microsoft Exchange

- Sending restored objects to users may fail for items larger than 3MB. To work around, download and install the following fix.

Veeam Explorer for Microsoft SharePoint

- Modified By field of restored documents is updated with the account performing restore.
- Restored Issue list items are assigned new Issue ID.
- Restore of custom document libraries and lists is not supported.
- Restore of Time Card list is not supported.
- Versioning settings of SharePoint lists are not preserved on restore.
- Restoring Generic List and Pages Library may fail with the *"No content type 'XXX' found in web YYY"* error.
- Importing Picture Library export may result in IDs changed for some items.
- Importing Project Tasks list export does not preserve column order.
- Importing SharePoint list export does not preserve Validation Settings

Veeam Explorer for SAN Snapshots, Backup from SAN Snapshots

- Virtual machines with virtual disk files located on different SAN LUN are not supported.

Globalization

- Non-Latin characters are not supported in the product's installation path; job names; in the backup target path and file names; in the Veeam Backup & Replication service account name; in the source or destination path of SSH-enabled file copy operations; in virtual machine properties; in VM file and folder names for multi-OS file level restore wizard.
- Unicode characters are not supported in the guest file names for 1-Click File Restore file download through Enterprise Manager web UI. To workaround, use Restore to Original location, or File Level Restore wizard in Windows UI.
- A few user interface (UI) controls may appear misplaced with the product installed on eastern locales, and when non-standard DPI is used to open the UI.

PowerShell

- Copy-VBRJob cmdlet does not copy credentials for guest processing and indexing.

Upgrade from 6.x

- First Hyper-V backup and replication job run after upgrade will not use the changed block tracking information, and thus may take longer than expected.

Installing Veeam Backup & Replication

Veeam Backup & Replication Server

To install Veeam Backup & Replication 7.0 server and management console:

1. Download the latest version of Veeam Backup & Replication 7.0 ISO from: www.veeam.com/vmware-esx-backup/download.html.
2. Mount the product ISO and use autorun, or run the *Setup.exe* file.
3. Click the Veeam Backup & Replication tile.
4. Accept the terms of Veeam Backup & Replication License Agreement to install the product.
5. Provide setup program with your license file.
6. Specify the installation folder and select the required components to install.
7. The setup program will perform pre-requisite check and install any missing components.
8. Specify the administrative credentials to run the Veeam Backup & Replication service. The account must have Local Administrator privileges on the computer you are installing the product to.
9. Select existing Microsoft SQL server instance to create Veeam configuration database in, or have setup install local Microsoft SQL Server 2008 R2 SP1 Express Edition to host the database. Setup will install a named (VEEAMSQL2008R2) instance of SQL Express.
10. Specify ports to be used by Veeam Backup & Replication components.
11. Specify the location for guest file system catalog and vPower NFS root folder. Be sure to use the volume with sufficient amount of free disk space, according to the System Requirements.
12. Click **Install** to start the installation.
13. Once the installation is complete, launch the Veeam Backup product by clicking the **Veeam Backup & Replication** product icon on your desktop.

Veeam Backup Enterprise Manager

If you want to manage one or more Veeam Backup servers with centralized management web UI, install Veeam Backup Enterprise Manager. You only need one Enterprise Manager installation per environment.

To install Veeam Backup Enterprise Manager:

1. Mount the product ISO and use autorun, or run the *Setup.exe* file.
2. Click the Veeam Backup Enterprise Manager tile.
3. Accept the terms of License Agreement to install the product.
4. Provide setup program with your license file.
5. Specify the installation folders leaving all components selected for the installation.
6. The setup program will perform pre-requisite check and install any missing components.
7. Specify the administrative credentials to run the Veeam Backup Enterprise Manager service. The account must have Local Administrator privileges on the computer you are installing the product to.
8. Select existing Microsoft SQL server instance to create Veeam configuration database in, or have setup install local Microsoft SQL Server 2008 R2 SP1 Express Edition to host the database. Setup will install a named (VEEAMSQL2008R2) instance of SQL Express.
9. Specify ports to be used by Veeam Backup Enterprise Manager components.
10. Specify the location for guest file system catalog folder. Be sure to use a volume with the sufficient amount of free disk space available.

11. Click **Install** to start the installation.
12. Once the installation is complete, access the Veeam Backup Enterprise Manager web UI by clicking the **Veeam Backup Enterprise Manager** product icon on your desktop.

Veeam Backup & Replication Search Server

Veeam Backup & Replication can optionally offload guest file system catalog crawl and search to Microsoft Search Server (including free, Express Edition). This allows for improved search performance in environments with more than few hundreds protected virtual machines, and enables you to get search results much faster.

To enable Microsoft Search Server integration, install Microsoft Search Server and apply Veeam Search Server integration components. You can have more than one Search Server in your environment depending on amount of virtual machines indexed.

It is recommended that you install Microsoft Search Server on a separate computer.

To install Microsoft Search Server:

1. Download the 32-bit or 64-bit package of the Microsoft Search Server. To download free version of Microsoft Search Server, use the following links:
Microsoft Search Server 2008 Express: [x86 package](#), [x64 package](#)
Microsoft Search Server 2010 Express: [x64 package](#).
2. Install Microsoft Search Server using the default settings. At the end of installation, select the checkbox to launch SharePoint configuration wizard.
3. Go through the SharePoint configuration wizard, accepting the default settings.
4. Go to the Start menu, locate link to Search Server Administration page and launch it. Make sure the account specified under Default content access account has Read access rights to the catalog share on your Veeam Backup Enterprise Manager server, as well as NTFS permissions on the folder backing this share.

To install Veeam Backup Microsoft Search Server Integration:

1. Mount the product ISO, and run the *Veeam_Backup_SearchServer_Setup.exe* setup file from Search folder.
2. Accept the terms of License Agreement to install the product.
3. Specify the installation folder.
4. For service account, specify any account who is Local Administrator on this computer.

To add newly installed Search Server to Veeam Backup Enterprise Manager:

1. Open Veeam Backup Enterprise Manager web UI.
2. Click on the Configuration tab, select the Search Servers tab, and add the newly installed search server there. Note that you cannot add the same Search Server to more than one Enterprise Manager server.
3. Give the Search Server some time to crawl the guest file system index catalog, and use the **Files** tab in the Enterprise Manager web UI to test search for guest files. Make sure you have performed backup of at least one VM with guest indexing option enabled.

Uninstalling Veeam Backup & Replication

1. From the **Start** menu, select **Control Panel > Add or Remove Programs**.
2. In the programs list, select **Veeam Backup & Replication** and click the **Remove** button.
3. In the programs list, select and remove any additional remaining Veeam component, such as **Veeam Backup & Replication Search Server Integration** or **Veeam AIR wizards**.

Upgrading Veeam Backup & Replication

Veeam Backup & Replication 7.0 supports automated in-place upgrade from version 6.5, 6.1 and 6.0 (any patch level) that preserves all products settings and configuration.

Note that all new behavior-modifying engine enhancements, such as parallel processing, backup from storage snapshots and the new default compression level, are not enabled upon upgrade. This ensures your existing jobs do not change behavior when you upgrade to v7.

Upgrade checklist:

1. Are you running Veeam Backup & Replication 6.5, 6.1 or 6.0 (any patch level)? To upgrade from previous versions, contact Veeam Technical Support.
2. Is your backup server to be upgraded installed on the supported operating system? If not, you must migrate the server to the supported OS first, before performing the upgrade. Refer to the Veeam support KB article KB1803 for more information on how to perform the migration.
3. Are you using Cloud Edition? If yes, you must obtain v7 compatibility patch before you update. Refer to Veeam support KB article KB1800 for more information.
4. Stop all active processes, such as any running jobs and restore processes. Disable any periodic jobs, so that they do not start during the upgrade.
5. Perform a backup of the corresponding SQL configuration databases used by backup and Enterprise Manager servers, so that you can easily go back to previous version in case of issues with upgrade. Note that built-in configuration backup functionality (version 6.5 or later) does not protect Enterprise Manager configuration.
6. Are using Veeam Backup Enterprise Manager? If yes, start the upgrade procedure from this component. Note that Enterprise Manager 7.0 supports version 6.x and 7.0 backup servers, so you can potentially run both old and new product versions side by side.

Veeam Backup Enterprise Manager

To perform upgrade of Veeam Backup Enterprise Manager to version 7.0, you must be running version 6.5, 6.1 or 6.0 on the supported operating system (refer to the System Requirements section of this document). To upgrade from previous versions, contact Veeam Technical Support.

1. Download the latest version of Veeam Backup & Replication ISO from: www.veeam.com/vmware-esx-backup/download.html.
2. Mount the product ISO and use autorun, or run the *Setup.exe* file.
3. Click the Veeam Backup Enterprise Manager tile.
4. Follow the setup wizard steps as outlined above. Be sure to select the same SQL database and instance that was used by the previous Veeam Backup Enterprise Manager version.
5. If you have Veeam Backup & Replication server installed on the server, upgrade it immediately after completing the upgrade of Veeam Backup Enterprise Manager server.

Veeam Backup & Replication Server

To perform upgrade of Veeam Backup & Replication server to version 7.0, you must be running version 6.5, 6.1 or 6.0 on the supported operating system (refer to the System Requirements section of this document). To upgrade from previous versions, contact Veeam Technical Support.

1. Download the latest version of Veeam Backup & Replication 7.0 ISO from: www.veeam.com/vmware-esx-backup/download.html.
2. Ensure that the latest run for all existing jobs has completed successfully. If some jobs have failed, re-run the failed jobs. Otherwise, job upgrade procedure may fail.
3. Stop all running jobs, including restore jobs, SureBackup jobs and Instant VM Recovery sessions. Disable any periodic jobs temporarily to prevent them from starting during the upgrade.
4. Mount the product ISO and use autorun, or run the *Setup.exe* file.
5. Click the Veeam Backup & Replication tile.

6. Follow the upgrade wizard steps as outlined above. Be sure to select the same SQL database and instance that was used by the previous product version.
7. Wait for the setup program to perform the upgrade.
8. Open the Veeam Backup & Replication user interface. If necessary, the automated upgrade wizard will automatically appear, prompting you to upgrade product components running on remote servers. Follow the wizard to complete the upgrade process.
9. If some remote servers are unavailable at the time of upgrade, you can run the Upgrade wizard at any time later from the main product menu, or by closing and re-opening the Veeam Backup & Replication user interface. Note that out-of-date product components cannot be used by jobs until they are updated to the backup server version.
10. Enable any periodic jobs you disabled before the upgrade.

Licensing

Veeam Backup is licensed per CPU Socket ("CPU Sockets") for each Managed Server. For more information, see www.veeam.com/eula.html.

The trial license key is sent to you after registering the product with Veeam Software at: www.veeam.com/vmware-esx-backup/download.html. After registering the product you will receive a trial license key. The trial license is valid for 30 days from the moment of registration.

To obtain a full license key for the desired number of sockets, refer to www.veeam.com/buy-end-user.html

The full license includes a one-year maintenance plan. To renew your maintenance plan, please contact Veeam customer support at: renewals@veeam.com.

Updating Veeam Backup & Replication License

Starting from Veeam Backup & Replication 5.0, license is managed centrally by Enterprise Manager server. You should not update license on individual backup servers directly, as Enterprise Manager forces its license to all connected backup servers.

To install the new license file to a backup server connected to Enterprise Manager server:

1. Open **Configuration > Licensing** tab in Enterprise Manager UI, and click **Change License**.
2. Browse to the license file (**.lic**) that was sent to you after registration to install the license. To learn more, see the [Licensing](#) section.
3. The provided license file will be automatically propagated and applied to all Veeam Backup servers connected to this Enterprise Manager server.

To install the new license file to a standalone backup server that is not connected to Enterprise Manager server:

1. Select **Help > License** from the main menu.
2. Click the **Install** license button to browse to the license file (**.lic**) that was sent to you after registration to install the license. To learn more, see the [Licensing](#) section.

Technical Documentation References

If you have any questions about Veeam Backup & Replication, you may use the following resources:

- Product web-page: www.veeam.com/vmware-esx-backup.html
- User guides: www.veeam.com/vmware-esx-backup/resources.html
- Community forum: www.veeam.com/forums

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

Technical Support

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

- Information about operating system and database you are using.
- Error message and/or accurate description of the problem.
- Log files. To export the log files, select **Help > Support Information...** from the main menu, and select all servers (backup proxies and repositories) involved in the job you are having issues with.

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

Hint

Before contacting technical support, you may be able to find a resolution to your issue by searching Veeam community forums at: www.veeam.com/forums.

Contacting Veeam Software

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

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

Customer Support

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

Company Contacts

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