BOCADA.

Veeam Service Provider Console VSPC
Plugin Configuration Guide

Contents

Veeam Service Provider Console Configuration Checklist

While detailed steps are included below, this is an overview of the steps to configure Veeam Service Provider Console (VSPC) collections on your Bocada Data Collection Server:

☐ Verify location, instance, & name of the Veeam Service Provider Console database
☐ If necessary, create a SQL login with Read access on that database
☐ Verify required TCP port(s) has been opened

Supported Collection Types

The plugin currently supports the following collection types from Veeam Service Provider Console servers:

Collection Type	Supported	Description
Backup	✓	Collects transactional details about backup jobs. Example metrics include, start times, durations, bytes, files, errors etc.
Storage		Collects point-in-time inventory information. Example metrics include, total recoverable gigabytes (storage), media volume count, media volume status, etc.
Policy	✓	Collects and stores information on tenants.

Data Sources

The plugin relies on the following Veeam Service Provider Console data sources:
- Veeam Service Provider Console Database

Requirements

Firewall Ports

Service	Default Port	Note
SQL Server	1433/TCP	-
SQL Server browser	1434/UDP	Not required when default SQL port specified

Veeam Service Provider Console Database
The Bocada plugin requires access to the Veeam Service Provider Console database with SQL or Windows authenticated user that has *db_datareader* access to run SELECT queries.

Bocada Setup

Server Properties
Backup Server Properties determine how the plugin will interface with the Veeam Service Provider Console server and are managed through the Backup Servers view.

Field Definitions

Server name to add
This must be the name of the Veeam Service Provider Console Server.

SQL Server Name
Enter the name of the server where the Veeam Service Provider Console database resides, leave as default if the database resides on the same server in which the Veeam Service Provider Console is installed.

SQL Instance
Enter SQL instance where the Veeam Service Provider Console database resides.

SQL Database
Enter the Veeam SQL Database name.

Database Authentication
Choose Windows or SQL Authentication depending on the type of User that will be used to access the Veeam Service Provider Console database.

User Name / Password
Enter the credentials for the SQL or Windows Authenticated user that has permission to run SELECT queries against the Veeam database.

Tenants
Clicking "DISCOVER TENANTS" will provide an interface to choose which customer/client tenants to include in reporting (and licensing). For detailed information on how to choose tenants, see Customer Tenant Management
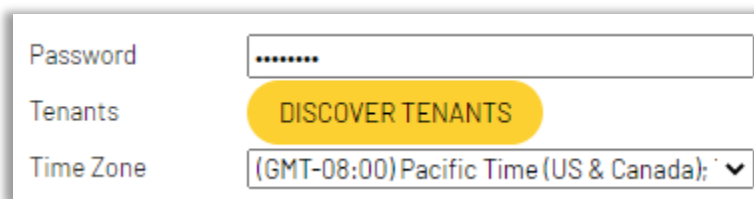
Time Zone
Select the time zone where Veeam Service Provider Console server resides. This setting ensures times are displayed consistently in environments that span multiple time zones.

Customer Tenant Management
Because Veeam Service Provider Console supports management of multiple customers for a Managed Service Provider, the Bocada plugin offers a way to manage which customer tenants are included in the reporting and licensing.

Initial Tenant Discovery
When first adding a server it is necessary to perform a tenant discovery. Clicking the "DISCOVER TENANTS" button will add the VSPC server to Bocada, save the properties, perform a test connection, and run a policy update to discover available customer/client tenants.

When adding a new VSPC instance expand the Test Connection prior to performing the tenant discovery. Depending on how long discovery takes to complete, clicking again will launch a butterfly control to select which tenants to include in reporting (and licensing).
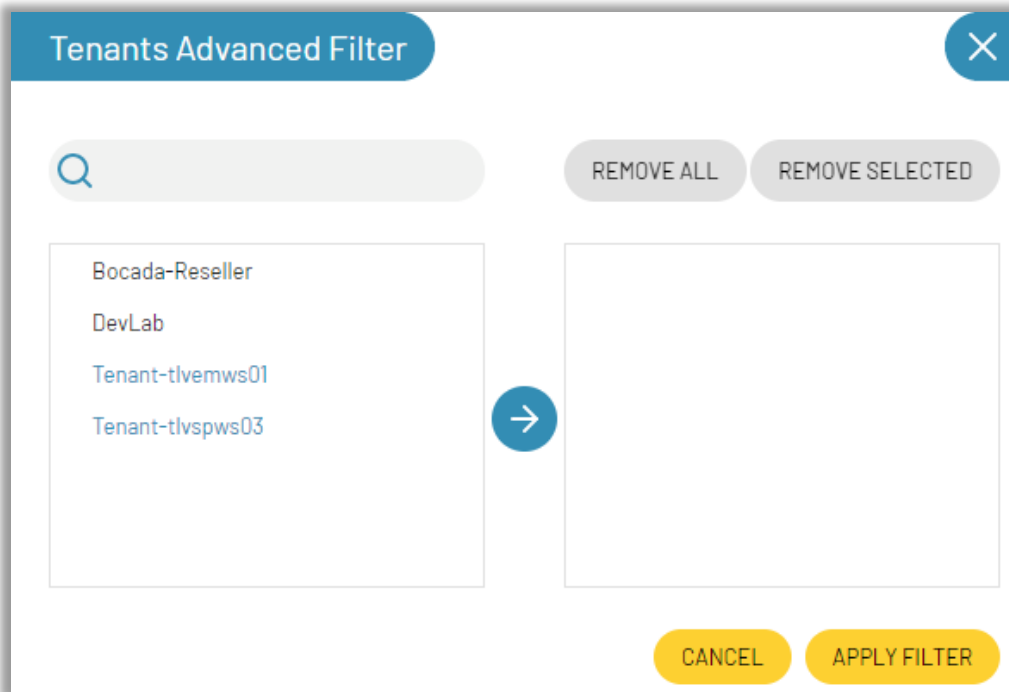
Highlight the available tenants from the left side and click the blue center arrow to include those tenants in reporting and licensing.
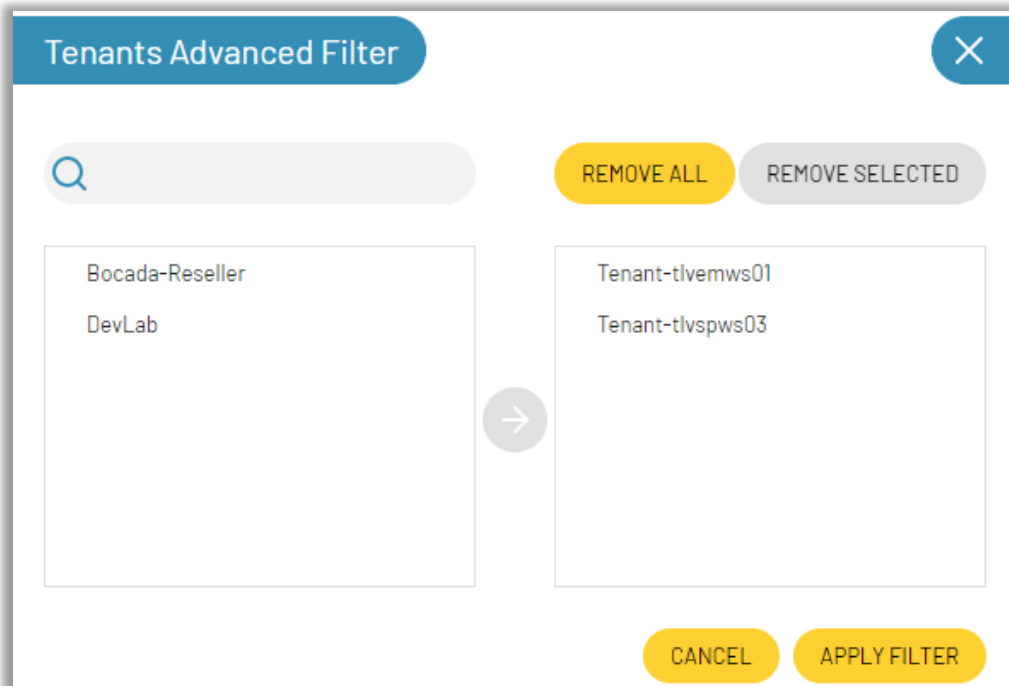
When finished selecting tenants, APPLY FILTER to report on those present on the right side. Upon completing the server configuration, a corresponding set of zones and rules will be created for to reproduce the VSPC multi-tenancy and when rules are run the data for each tenant will be assigned to the corresponding zones.

Updating Tenants (Onboard/Offboard)
At any point customers can be added to or removed from Bocada reporting by following the above process when editing the VSPC server. When offboarding a customer (removing from the reporting) additional steps should also be taken to remove them from report distribution. Any unit count related to that customer will automatically fall off the license count after 35 days.

Reporting Notes

The following is how data points within Veeam Service Provider Console are normalized and reported in Bocada.

Bocada Data	Veeam O365 Data
Job Group	Job Name
Policy	Job Name
Backup Client	VM or other protected resource
Target	Additional backup detail (typically, same as Backup Client)
Group Session	Group ID from the VSPC database
Description	Job ID from VSPC database

Veeam Service Provider console only presents the byte counts of backups at a group/policy level rather than at the backup client or resource (e.g. VM) level. This results in Bocada reporting a single parent job with client name = *<JobGroup>-parent* reporting the byte count of the group while the remaining jobs report other backup details.

The example below shows all elements of a job and how they are reported under the same Bocada "Job Group", with the parent client () containing the byte count of the group.

Troubleshooting and Notes
Allowing SQL authentication access to the Veeam Service Provider Console instance:

Change Server Authentication Mode
https://docs.microsoft.com/en-us/sql/database-engine/configure-windows/change-server-authentication-mode?view=sql-server-ver15

Create a Database User
https://docs.microsoft.com/en-us/sql/relational-databases/security/authentication-access/create-a-database-user?view=sql-server-ver15

Notes when adding a user
- Enforce password expiration: If is selected (default) then the Bocada collections will fail when the password expires. It is recommended to disable password expiration enforcement.
- Server Role: The Read-only user created need only have the public role, which is the most limited. However, this use must have the db_datareader user mapping mapped to the Veeam database in order to read table data.
- User Mapping: To assign read privileges, ensure you assign the *db_datareader* role to the Veeam database mapping

Technical Support

For technical support or a copy of our standard support agreement, please contact us.

E-mail:	support@bocada.com
Support Portal:	http: https://bocada-support.force.com/s/
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