Veeam Rental Licensing and Usage Reporting

Reference Guide

May, 2023

> **NOTE**
>
> Read the End User Software License Agreement before using the accompanying software programs. Using any part of the software indicates that you accept the terms of the End User Software License Agreement.

Contents

Contacting Veeam Software

At Veeam Software we value 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, visit the Veeam Customer Support Portal 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 office locations, visit the Veeam Contacts Webpage.

Online Support

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

- Full documentation set: veeam.com/documentation-guides-datasheets.html

- Veeam R&D Forums: forums.veeam.com

- VCSP Technical Hub: propartner.veeam.com/vcsp-technical-hub

About This Document

Veeam Rental Licensing and Usage Reporting Guide gives members of the Veeam Cloud Service Provider (VCSP) partner program more detailed information about how Rental licensing works for various workloads within Veeam Platform, how to manage licenses using Veeam Service Provider Console and VCSP Pulse, and how to collect and report the license usage.

Terms and Definitions

Term	Definition
Aggregator	A Veeam distributor or specialized Veeam partner that sells VCSP rental licenses and performs monthly billing of VCSP partners.
Managed service provider (MSP)	A partner who manages IT infrastructures reliably and effectively, regardless of where the customer's workload resides.
VCSP partner	A hosting service provider, cloud service provider or managed service provider that has applied for the VCSP program, has been accepted by Veeam into the program and has accepted the Veeam partner enrollment agreement.
VCSP program	The Veeam Cloud & Service Provider (VCSP) program.
VCSP Pulse	A web-based platform that serves as a collaboration hub between Veeam, cloud and service provider partners and Aggregators. Pulse supports end-to-end lifecycle management of VCSP partner usage of Veeam solutions from reporting monthly consumption to requesting and downloading license keys.
Veeam EULA	The End User License Agreement (EULA) that governs the use of Veeam products, including use by VCSP partners.

About Rental Licensing

The Rental license type is available exclusively to members of the Veeam Cloud Service Provider (VCSP) partner program. It allows VCSP partners to get access to the following benefits:

- Expanded capabilities of license usage rights to manage and protect third-party data with Veeam.

- Pay-As-You-Go (PAYG) pricing which offers consumption-based licensing to facilitate onboarding of customers and workloads.

- Portable licenses for data protection and value-added services for any customer, any workload, across any cloud. Deployments can be either single or multi-tenant.

- Automatic license update capabilities to maintain license distribution, purchase license extensions and increase license size at scale.

- Purpose-built products and partner portals designed to quickly onboard customers and facilitate monthly usage reporting.

For more information about other license types, see Veeam Licensing Policy.

Rental Agreements and Licensing Terms

The rental program offers two licensing term options, unlocking different contract lengths:

- **No Commit Rental Agreements** offer limited contract terms to use Veeam Rental products for 75 days. Each month that you report rental usage to Veeam, the license files are extended an additional 30 days. With regular reporting and payments, no-commit partners enjoy the full flexibility of Veeam licensing portability.

- **Volume Rental Agreements (VRAs)** offer longer licensing terms in exchange for a minimum commitment each month. Pricing and benefits are reflective of the level of minimum commitment per month. As an example, a partner may wish to commit to 200 points of consumption across Veeam installations. License keys remain active for the contract length and can be extended in conjunction with a VRA extension or upgrade.

License files can be configured and cut for either rental agreement term option in the VCSP Pulse partner portal. For more information, see Using VCSP Pulse.

To ensure license files remain active and co-termed with your rental agreement, it is recommended to employ the Automated License Key Update in all installations.

Pay-As-You-Go Pricing

Rental agreements for VCSP partners offer a rental pricing program:

1. Each product in the VCSP program has an assigned a Point Per Unit (PPU) value, delineated by workload and edition where applicable.

2. Veeam Aggregators offer standard price-per-point (PPP) rental agreements that follow pre-negotiated software cost which corresponds to the level of commitment. You may upgrade at any time as your consumption grows. Each upgrade commences a new 12-month commitment.

3. After signing your agreement and beginning to use Veeam Rental products, you will report your consumption of Veeam by the fifth day of each month via the VCSP Pulse platform and receive a bill from your Veeam Aggregator.

For more information about pay-as-you-go pricing, contact a VCSP Sales Representative or find a Veeam Aggregator.

Initial Contract Terms and Grace Periods

If you have signed a VCSP Rental agreement for the first time (not a contract extension), you are granted a limited period of grace in usage and (where applicable) license start date/end date.

- **Usage grace period**. Regardless of your agreement terms, usage is not charged for the balance of the first month after you sign up for your first rental agreement. For example, if you sign an agreement on April 5, 2022, you will not be charged for April usage. Your first bill will be June 1 (for May usage). Usage grace period does not apply after the initial program entry.

> **NOTE**
>
> Within Veeam products, each time when new workloads are being backed up, they are not included in the next monthly usage report regardless of where you are in your rental agreement. For more information, see Reducing License Usage.

- **License end date for No Commit Rental Agreements**. Regardless of your agreement terms, your license start date corresponds to the start of your contract, not to the start of your billing terms. For No Commit Rental Agreements, your initial license end date is 2.5 months after your contract start date, offering more time to install your new licenses and start building your Veeam-powered services. Then, your license expiration will extend by 30 days every time your monthly usage report is processed by your Aggregator and Veeam.

Expanded Usage Rights

Per the Veeam End User License Agreement (EULA), licenses may not be used to process third party data. This restriction is lifted by leveraging Rental licenses through the VCSP program allowing for the expanded usage rights to provide commercial hosting services and managed services powered by Veeam. However, to participate in this program, the provider must agree to report their license usage each month to Veeam and, therefore, must be able to access reporting for the customer's environment. For more information about this requirement, see Using VCSP Pulse.

Portable Licensing

Veeam Backup & Replication uses a portable license format to unlock data protection of many types of workloads including VMs, servers, workstations, file servers, and cloud-based workloads in AWS, Microsoft Azure, and Google Cloud.

With the Veeam Rental program, under a single contract a VSCP partner can issue new licenses for any workloads and onboard new customers at any time, without incremental ordering.

IMPORTANT

Veeam encourages you to generate a separate license for each tenant's Veeam Backup & Replication server. This allows you to control over the licenses better with the ability to set specific license sizes and revoke licenses from tenant's Veeam Backup & Replication installations. For more information, see Using Veeam Service Provider Console.

About License Management

Veeam broadly offers flexible license options to try, buy and consume data protection solutions. VCSP partners can take advantage of free trial, Not For Resale (NFR), and Rental licenses to manage and protect third party data. Learn more about available License Types to explore what may work best for your business.

For Rental license users, the VCSP Pulse partner portal offers a self-service license configuration, usage reporting and other features to ensure a seamless in-product experience. VCSP Pulse can also ensure Rental Agreements and License Terms and Exceeding License Limit are mitigated to continue support and service.

Service providers who control backup infrastructure on the tenant side can manage Rental licenses installed on the tenant backup servers. With the Rental license, service providers can deliver a complete managed backup service for a single fee based on the protected workload type.

Veeam Service Provider Console allows service providers to manage licenses for Veeam products centrally. For more information, see Using Veeam Service Provider Console.

For the Rental license, service providers report the number of licensed workloads. The report also contains the license information, the number of processed workloads, and information about machines and job types.

License Types

Per the Veeam Licensing Policy, the following license types are available:

License Type	Usage Rights	Licensed Object	Additional Details
Evaluation	Offers free usage for a limited time. Usage is limited to non-production evaluation and demonstration purposes only.	Instances for Instance-based products, workload-specific for other products.	Evaluation licenses are typically offered on a 30-day basis. Contact your Veeam Representative for more details.
Not for Resale (NFR)	Offered exclusively to partners, NFR keys can be used free for a limited time. Usage is limited to non-production evaluation and demonstration purposes only.	Instances for Instance-based products, workload-specific for other products.	The most common NFR type for partners is Instances, and those are offered as 30-day 1,000 Instance licenses OR 1-year 100 Instance licenses.
Rental	Available exclusively to VCSP partners, the intended use is for protection and management of third-party data. However, VCSP partners may also use them for internal data management.	Instances for Instance-based products, workload-specific for other products.	These licenses align to VCSP Rental pricing, which offers a pay-as-you-go model for monthly usage.
Subscription	Available to Veeam customers or partners managing/protecting their own data, Veeam Subscription is offered on single-year or multi-year terms. Note: Subscription licenses may not be owned by a VCSP partner for management/protection of third-party data. However, these licenses are available for Resale to Veeam customers.	Instances for Instance-based products, workload-specific for other products.	Check out the Pricing Resource Center on the ProPartner Portal for information on Veeam Subscription.

| License Type	Usage Rights	Licensed Object	Additional Details
Perpetual	Available to Veeam customers or partners managing/protecting their own data, Veeam Perpetual licenses are owned in perpetuity with single-year and multi-year Maintenance Contracts available. Note: Perpetual licenses may not be owned by a VCSP partner for management/protection of third-party data. However, these licenses are available for Resale to Veeam customers.	Offered per-Socket only.	Veeam Perpetual covers a few of Veeam more mature products: Veeam Backup & Replication, Veeam ONE, Veeam Availability Suite, and Veeam Management Pack.
Free (Community Edition)	Most Veeam products have a Free version that offers full or limited functionality. Community Edition offers full functionality for a limited license amount. For example, Instance-based products are offered up to 10 Instances per installation. Note: Licensing Community Edition to manage or protect third-party data is prohibited, per the Veeam EULA.	Instances for Instance-based products, workload-specific for other products.	Most products have a Free or Community Edition offering.

Automatic License Key Update

Automatic License Key Update (ALK Update) is a function of several Veeam products. With this feature enabled, any updates made to licenses in VCSP Pulse or VCSP Pulse plug-in for Veeam Service Provider Console (expiration date, license counter) will be automatically reflected in the Veeam installation. More information on how to enable this functionality for each product as well as the license update server name can be found in the following table:

Product	License Update Server	Used Port
Veeam Service Provider Console	vac.butler.veeam.com autolk.veeam.com	443
Veeam Backup & Replication	vbr.butler.veeam.com autolk.veeam.com	443
Veeam ONE	one.butler.veeam.com	443
Veeam Backup for Microsoft 365	vbo.butler.veeam.com	443
Veeam Recovery Orchestrator	vao.butler.veeam.com	443

NOTE

If you use Veeam Service Provider Console to manage licenses of your Veeam products, during the license update the underlying server connects directly to `*.butler.veeam.com` servers. For example, if Veeam Service Provider Console manages license for Veeam Backup & Replication server, this server will directly communicate with `vbr.butler.veeam.com`.

If you are near the expiration date of your rental agreement or do not have ALK Update enabled, a warning message will appear in your environment.
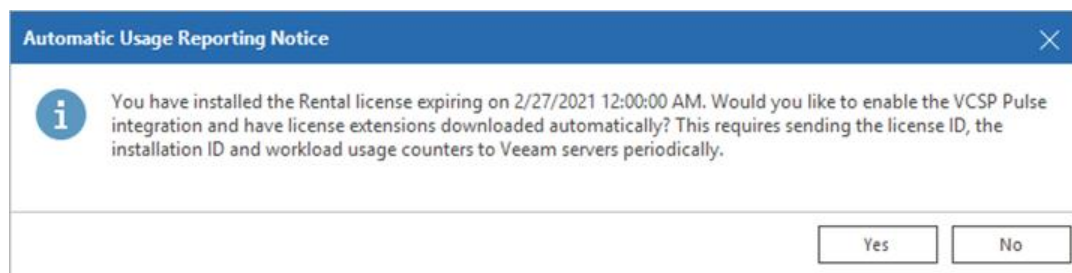

IMPORTANT

It is critical to enable ALK Update on all servers to avoid service outages in the event of a license that is at capacity or has expired. It is also required for the auto reporting functionality. For more information, see Automatic License Reporting.

Exceeding License Limit

If your license key has expired or you have exceeded your license limit, Veeam affords extension of license time and amount to ensure you continue to meet your service agreements.

While using rental licenses for Veeam Backup & Replication, Veeam ONE, Veeam Service Provider Console, Veeam Cloud Connect, and Veeam Recovery Orchestrator, the grace period allows:

- 20 workloads or 20% more than your license limit (whichever is greater).

- A grace period of 60 days.
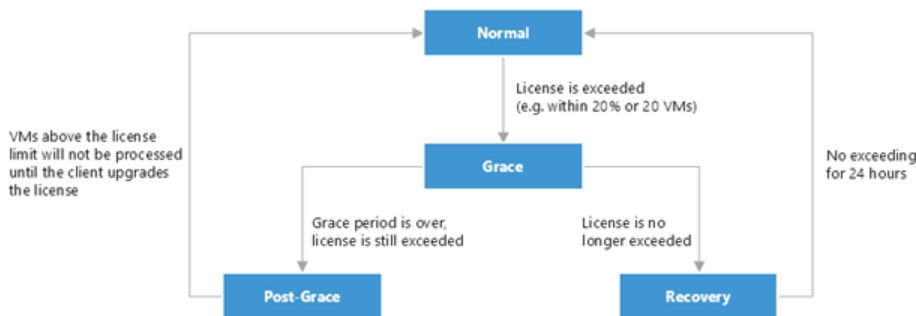
> **NOTE**
>
> Exceeding license algorithm as well as information about the grace period are built into Veeam products. It's not possible to disable exceed logic or change the threshold values.

You can read more about the protocols for exceeding licenses limits in the corresponding articles:

- Veeam Backup & Replication User Guide article

- Veeam ONE User Guide article

- Veeam Service Provider Console User Guide article

- Veeam Cloud Connect User Guide article

- Veeam Recovery Orchestrator User Guide article

For Veeam Backup for Microsoft 365 rental licenses, the limits are:

- 20 Users or 20% more than your licenses limit (whichever is greater).

- If exceeded by more than 20 user accounts or 20% of your licenses, you may process the backups according to the FIFO queue (first in, first out) and no more accounts will be processed.

- A grace period of 1 month. However, if exceeded by up to 2 months the FIFO queue process applies.

If you reach or exceed your license limit, you may adjust your license key in VCSP Pulse.

Reducing License Usage

New Workloads

For all Veeam products with VCSP Rental license installed, the **License Information** screen will note workloads that have been processed for the first time within the current calendar month as **New Instances**. For example, if you added and backed up a VM on February 15, 2022, this machine will be tagged as a **New Instance** for your February usage (reported and billed in March).

To offer service providers more flexibility when offering trial periods for processing new machines, these new workloads will not consume a license. Furthermore, you do not need to report usage of new workloads in that month's rental usage report. For more information, see the Veeam Cloud Connect Administrator Guide article (this offering is not specific to Veeam Cloud Connect).

The same logic applies to Veeam Backup for Microsoft 365 users. When they are being backed up for the first time, it will be shown as **New Users**. For more information, see the Help Center article.

Active Restore Points Previous Calendar Month

Per the Veeam Licensing Policy, Veeam products measure usage within a given payment period based on the latest restore point. If a given workload does not have at least one restore point created by Veeam within the last 31 days, this workload will not consume a rental license for that month.

For example, if you backed up a VM every day from January 1, 2022 through March 15th, 2022 but stopped backing up that workload, it will stop showing up on your monthly rental usage reports beginning the first of May (representing your April usage month).

Free Veeam Cloud Connect Backup

Veeam Cloud Connect Backup can be distributed for free to service providers offering end-to-end Backup as a Service. This license scenario is allowed in two cases:

- If you are an MSP offering your tenants a fully managed services for Veeam Backup & Replication, Veeam Agent for Microsoft Windows, Linux, and Mac

- If you provide Cloud Connect Backup infrastructure to your channel partners (resellers) who offer remote managed services for Veeam Backup & Replication, Veeam Agents to tenants. This can be combined with Veeam Service Provider Console Reseller role to "white-label" the service.

To use this license scenario, generate and install a VCSP Rental license file on your tenant's backup server.

> **NOTE**
>
> Veeam Cloud Connect Replication consumes license from both tenant and a service provider's license, regardless of the license type installed on the tenant Veeam Backup & Replication server.

For more information about this licensing model, especially how it relates to tenant tracking and backwards compatibility versions, refer to this Veeam Cloud Connect Administrator Guide article.

Automatic License Reporting

To streamline your license usage reporting process, enable automatic license reporting. This allows VCSP Pulse to automatically collect and populate the license usage from all backup environments that use VCSP Rental licensing. Also, you can reduce the time spent on the preparation of the monthly license usage report.

Veeam products using automatic license reporting must have an access to the license update servers specified in the Automatic License Key Update section.

> **IMPORTANT**
>
> When you create the automatically reported license for the first time, it is valid for 2,5 months. After the period ends, the license will be extended every month if you submit license usage report for this license on time (directly from the Veeam product or manually in VCSP Pulse). If Veeam does not receive the report, the license will be expired.

Prerequisites

To use automatic license reporting, you must enable the feature for your account:

1. Log in to *my.veeam.com* and go to **Support > Open a case**.

2. Select the **General Inquiry** case type.

3. In the **I have problems with** field, select *VCSP Pulse* from the list.

4. In the field for brief summary or detailed issue description, request to enable the feature.
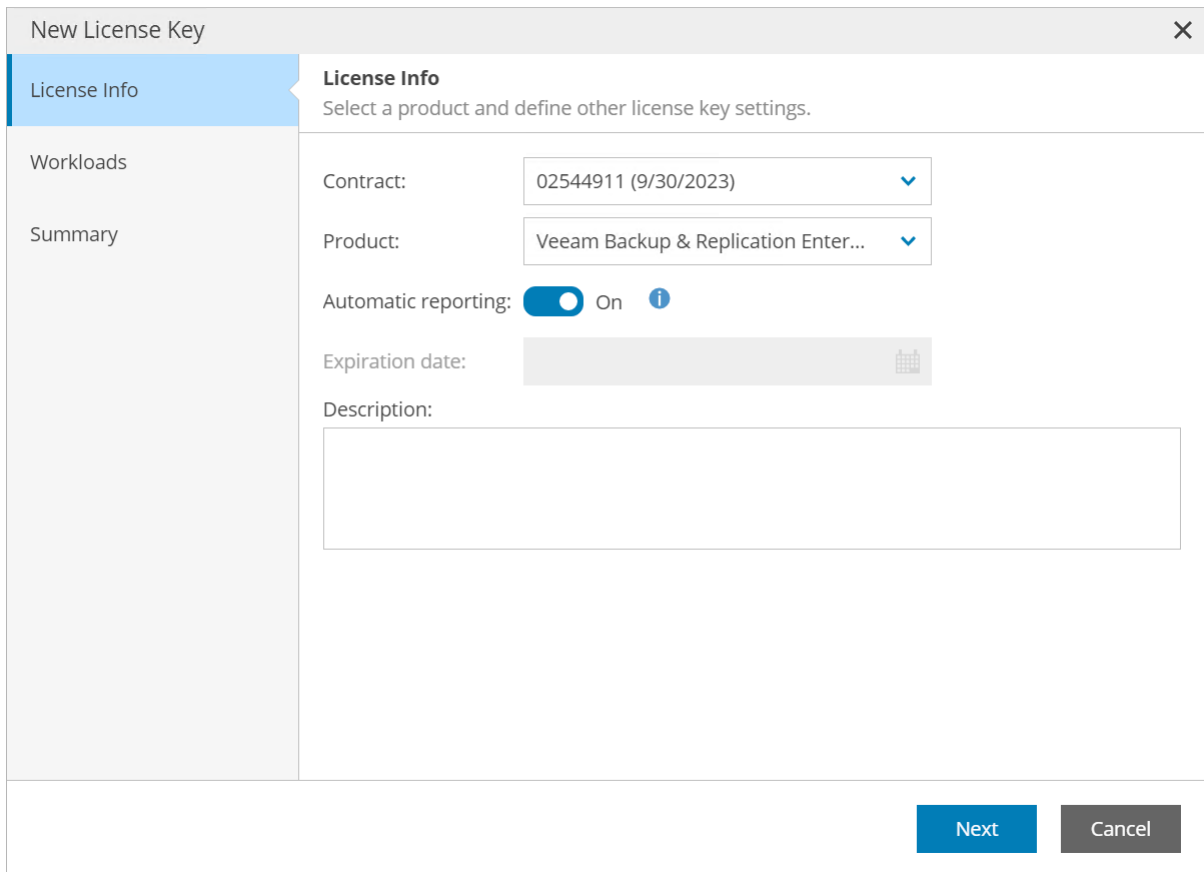
5. Submit the case.

> **NOTE**
>
> You should continue submitting the license usage manually until automatic license reporting is enabled.

Enabling Automatic License Reporting

To enable automatic license reporting, perform the following steps:

1. [New licenses] If you use Veeam Service Provider Console, launch a **New License Key** wizard in the VCSP Pulse plug-in. At the **License Info** step of the wizard, set the **Automatic reporting** toggle to *On*. For more information, see Creating License Keys in the Veeam Service Provider Console Guide.
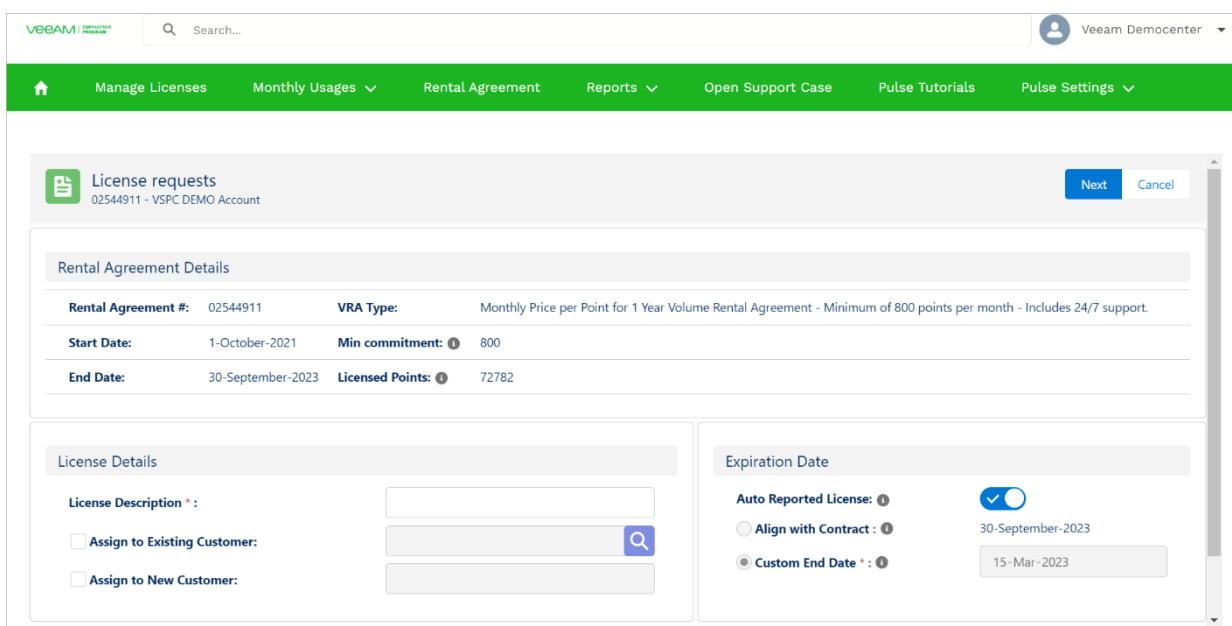

If you use VCSP Pulse Portal, go to **Manage Licenses** and set the **Auto Reported License** toggle to *On*.

2. [Existing licenses] If you use Veeam Service Provider Console, see Enabling Automatic License Reporting in the Veeam Service Provider Console Guide.

3. Ensure that Automatic License Key Update is enabled.

If the Automatic License Key Update is enabled on the server with the Veeam product installed, the next time the server sends a request to the Veeam License Update Server the license will be automatically updated. If you want to update the license immediately, do one of the following:

- If you use Veeam Service Provider Console, see Updating License in the Veeam Service Provider Console Guide.

- Follow the instructions for specific products:

    o The Updating License Manually section of the Veeam Backup & Replication Guide.

    o The Updating License section of the Veeam Cloud Connect Guide.

    o The Updating Licenses section of the Veeam ONE Guide.

    o The Installing and Updating section of the Veeam Backup for Microsoft 365 Guide.

Submitting License Usage

After you enable automatic license reporting, information about licenses will automatically appear in the **Monthly Usages > My Actions** section in the following cases:

- When the product submits the usage automatically

- When you manually submit the usage in the product UI

Also, the **Current Month Usage** column will be automatically populated.

To submit the monthly usage, perform the following steps:

- o   Review automatically reported licenses.

- o   If you have Veeam Backup & Replication installations without automatically reported licenses, add the license usage manually. In the **Current Month Usage** column, select the product and enter the number of workloads. You can find it in Veeam Service Provider Console, in the **Count** column of the monthly License Usage Report.

- o   Click **Submit Usage**.

Tools for Licensing and Usage Reporting

Veeam offers two key solutions to facilitate the management of licenses, usage reports, and customer onboarding:

- Veeam Service Provider Console is a free Veeam product that snaps onto most Veeam solutions, offering customer onboarding, centralized license management, and automated usage reporting to capture accurate information across customer installations. By using built-in VCSP Pulse plug-in, it allows self-service license management for a partner as well as the service reseller added to the console. License management includes cutting and assigning individual licenses to customers, remote license installation, changing license settings (the number of workloads and the expiration date), and revoking process.

- VCSP Pulse is a part of ProPartner portal that offers service providers access to the license configuration, submitting monthly usage reports and more. Now, service providers can cut individual customer licenses, keep licenses up to date and up to size, and interface with Veeam and their Aggregator for monthly reporting and billing. Access to VCSP Pulse is granted after a VCSP partner signs a rental agreement with a Veeam Aggregator.

Using Veeam Service Provider Console

To streamline the license management process, you can use **Veeam Service Provider Console** — a free product with a web-based user interface. With Veeam Service Provider Console you can install, update, and revoke licenses on your Veeam-powered services.

If Veeam Service Provider Console manages other products directly or using the plug-in, the license is consumed as follows:

Product Managed by VSPC	License Consumed From
Veeam Agent	Veeam Service Provider Console
Veeam Backup for Public Clouds	Veeam Cloud Connect

Generating Licenses

For the following products, you can generate new licenses directly from Veeam Service Provider Console by using built-in VCSP Pulse plug-in:

- Veeam Backup & Replication
- Veeam Plug-ins for Enterprise Applications
- Veeam Cloud Connect (including workloads consumed by Veeam Backup for Public Clouds plug-ins)
- Veeam Agents
- Veeam Backup for Microsoft 365
- Veeam ONE

To learn more about managing and installing licenses from Veeam Service Provider Console, see the Managing License section in the Guide for Service Providers.

> **NOTE**
>
> If a license file with the same ID is utilized on multiple backup servers, the *Shared license key usage* alert will be triggered. To resolve that, create tenant companies in VCSP Pulse and generate individual licenses for each tenant's Veeam Backup & Replication installation.
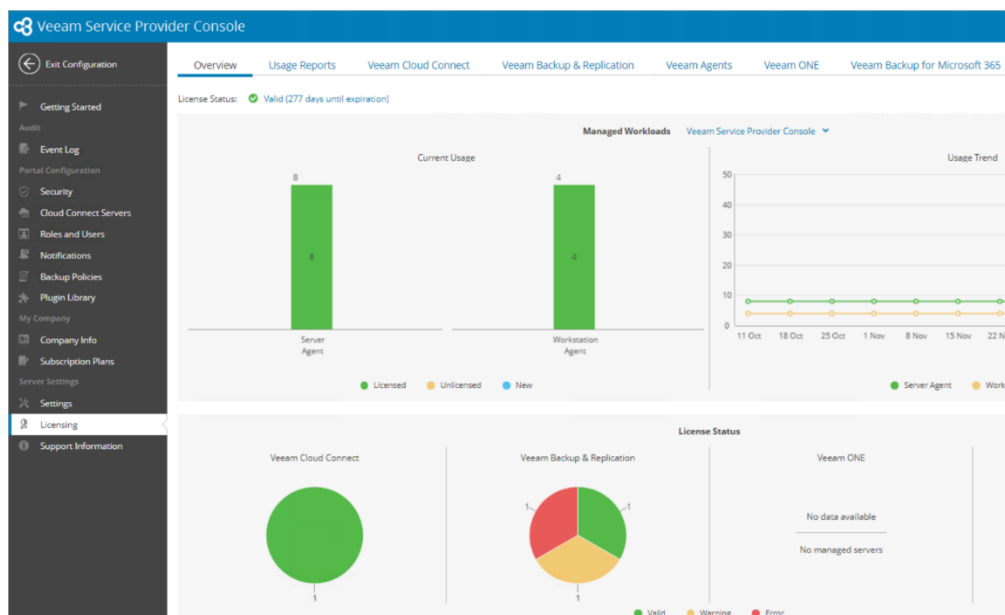
Self-service license management capabilities are also available to service resellers. To utilize that, a service provider must enable License Management in the reseller settings. To use this functionality, the reseller must register on the ProPartner Portal and enable the VCSP Pulse plug-in integration.

Submitting License Usage

On the first day of a new month, Veeam Service Provider Console generates a single license usage report which includes all protected (and monitored by Veeam ONE) workloads from all connected Veeam product installations. This report can be reviewed, adjusted and then finalized. Once you click **Submit**, the finalized report will be generated. Then you must submit usage from the report to VCSP Pulse Portal.

You can also enable automatic license reporting to automatically collect and populate the license usage from all backup environments that use VCSP Rental licensing. For more information, see Automatic License Reporting.

Using VCSP Pulse

VCSP Pulse is an end-to-end license and usage reporting management platform that offers a collaboration hub between Veeam, Aggregators, and VCSP partners.

Partners can start using the portal when a Rental agreement is signed with a Veeam Aggregator. If you have been onboarded, you can log in with your ProPartner Portal credentials. If you do not have a ProPartner Portal login, register here. In this portal you will be able to cut, adjust and download licenses, report monthly usage to your Aggregator, and view your contract information.

Generating Licenses

For most Veeam products, licenses can be managed through a VCSP Pulse plug-in for Veeam Service Provider Console. You can find the list of supported products in the Using Veeam Service Provider Console section.

In VCSP Pulse Portal, however, you can generate licenses for all Veeam products supported in the VCSP Program including Veeam Recovery Orchestrator and Veeam Management Pack for Microsoft System Center. The license for any platform is generated in the **Manage Licenses > Request New License** section.

Submitting License Usage

Each month you must submit the monthly usage to your Aggregator. To do that, perform the following steps:

1. Open VCSP Pulse Portal and click **Monthly Usages > My Actions**.

2. In the **Current Month Usage** column, select the product and enter the number of workloads. You can find it in Veeam Service Provider Console, in the **Count** column of the monthly License Usage Report.

3. Click **Submit Usage**.

More information on how it works, getting started guide and how-to videos can be found at ProParter portal.

You can also enable automatic license reporting to automatically collect and populate the license usage from all backup environments that use VCSP Rental licensing. For more information, see Automatic License Reporting.

Licensing and Usage Reporting for Veeam Products

To offer cloud and managed service providers the best-fit pricing model to grow their business, Veeam provides access to an exclusive pay-as-you-go licensing and pricing program: VCSP Rental. VCSP Rental offers access to a points-based pricing portfolio, unlocking data protection and add-on capabilities that the breadth of workloads supported. Veeam Aggregators then offer a pre-negotiated price per point, in a variety of local currencies, to support monthly usage reporting each month for maximized partner margins.

Veeam Backup & Replication

Product Overview

Veeam Backup & Replication is a comprehensive data protection and disaster recovery solution. With Veeam Backup & Replication, you can create image-level backups of virtual, physical, cloud machines, and restore from them. Technology used in the product optimizes data transfer and resource consumption which helps to minimize storage costs and the recovery time in case of a disaster.

Veeam Backup & Replication provides a centralized console for administering backup/restore/replication operations in all supported platforms (virtual, physical, cloud). Also, the console allows you to automate and schedule routine data protection operations and integrate with solutions for alerting and generating compliance reports.

> **NOTE**
>
> Veeam Backup & Replication servers with the Veeam Cloud Connect license installed are described in a separate section.

For more information about Veeam Backup & Replication, including installation and operating instructions, see User Guide and Quick Start Guide on the Veeam Help Center.

Licensing

To work with Veeam Backup & Replication, you must obtain a license file and install it on the backup server. You can create a single license to cover all types of workloads protected by a single Veeam Backup & Replication server. The license file can be generated and assigned to the backup server installation using VCSP Pulse plug-in for Veeam Service Provider Console. Alternatively, a new license file which includes one or multiple workload types can be generated on the VCSP Pulse Portal in the **Manage Licenses > Request New License > Veeam Backup & Replication** section. For more information about licenses for each workload type, see corresponding subsections.

Once the license is installed in Veeam Backup & Replication, **License Information** screen displays the number of points in license as **Instances**.

> **IMPORTANT**
>
> Veeam Backup & Replication server cannot use licenses of multiple different editions simultaneously. For example, consider deploying an additional Veeam Backup & Replication server if one VMs need to be protected under Enterprise Plus edition and other VMs with Standard edition.

If there are multiple backup servers managed by the Enterprise Manager, all Veeam Backup & Replication instances will use the license file installed on the Veeam Backup Enterprise Manager server.

Veeam Backup & Replication VCSP Rental license key can also be installed on Veeam Service Provider Console to be utilized for Managing Veeam Backup Agents usage scenario.

Usage Reporting

The primary and recommended method to collect usage reporting data is Veeam Service Provider Console, an automated and free tool for license management and reporting. To enable license usage reporting, connect Veeam Backup & Replication servers. Once done, license usage from all workloads managed by that server will be included into the monthly License Usage Report.

Alternatively, license usage can be obtained by one of the following ways:

- Veeam Service Provider Console REST API

- Directly from Veeam Backup & Replication server

Then, the overall usage must be submitted through VCSP Pulse Portal.

Virtual Machines

Product Overview

Veeam Backup & Replication is a 4-in-1 backup and recovery solution for storage snapshots, backups, replicas and continuous data protection in one product. The solution provides backup, recovery and replication for all critical workloads including VMware, Windows, Linux, and much more.

For more information about Veeam Backup & Replication, including installation and operating instructions, see User Guide and Quick Start Guide on the Veeam Help Center.

Licensing

In VCSP Rental licensing, each VM Veeam Backup & Replication server protects gets licensed. There are three paid editions available to VCSP – Standard, Enterprise, and Enterprise Plus. Each edition provides a different set of capabilities. For more details, see the Editions Comparison Document.

You can create a single license to cover all types of workloads protected by a single Veeam Backup & Replication server. The license file can be generated and assigned to the backup server installation using VCSP Pulse plug-in for Veeam Service Provider Console. Alternatively, a new license file can be generated on the VCSP Pulse Portal by adding the **Virtual Machine** workload type in the **Manage Licenses > Request New License > Veeam Backup & Replication > Virtual Machine** section.

Each VM under protection consumes the license at a rate in alignment with the VCSP Rental Point Per Unit (PPU) which tiers PPU consumption for VMs based on the edition of Veeam Backup & Replication.

Workload Type	Standard (PPU)	Enterprise (PPU)	Enterprise Plus (PPU)
Virtual Machine	5 points	9 points	11 points

Usage Reporting

Regardless of hypervisor (VMware vSphere, Microsoft Hyper-V or Nutanix AHV), every virtual machine under protection will appear in usage reports as a **VM** counter.

The primary and recommended method to collect usage reporting data is Veeam Service Provider Console, an automated and free tool for license management and reporting. To enable license usage reporting, connect Veeam Backup & Replication servers. Once done, license usage from all workloads managed by that server will be included into the monthly License Usage Report.

Alternatively, license usage can be obtained by one of the following ways:

- Veeam Service Provider Console REST API

- Directly from Veeam Backup & Replication server

Then, the overall usage must be submitted through VCSP Pulse Portal.

Veeam Agent Computers

Product Overview

Veeam Agents for Microsoft Windows, Linux, IBM AIX and Oracle Solaris, and Mac offer backup and recovery for virtual and physical servers and workstations in the datacenter, at customer offices, or roaming laptops and ROBOs out of reach from traditional solutions.

While Veeam Agents can be centrally managed using Veeam Backup & Replication, many service providers opt to manage them in Veeam Service Provider Console for broad coverage across customer sites. Veeam Service Provider Console can remotely discover and protect workloads including Veeam Agents for Microsoft Windows, Linux, and Mac.

For more information about Veeam Agents, including how Veeam Service Provider Console can centrally deploy and manage agents, see the Veeam Help Center.

Licensing

Veeam Agents for Microsoft Windows, Linux, and Mac are supported in all Veeam Backup & Replication editions. Veeam Agents for IBM AIX and Oracle Solaris are only supported in Veeam Backup & Replication Enterprise Plus edition.

Veeam Service Provider Console can manage Veeam Agents for Microsoft Windows, Linux and Mac directly. For more information, see Managing Veeam Backup Agents usage scenario. In this case, Veeam Agents will utilize the license installed on the Veeam Service Provider Console server.

You can create a single license to cover all types of workloads protected by a single Veeam Backup & Replication server. The license file can be generated and assigned to the backup server installation using VCSP Pulse plug-in for Veeam Service Provider Console. Alternatively, a new license file can be generated on the VCSP Pulse Portal by adding the **Server (and/or Workstation)** workload type in the **Manage Licenses > Request New License > Veeam Backup & Replication > Server (and/or Workstation)** section.

Each VM under protection consumes the license at a rate in alignment with the VCSP Rental Point Per Unit (PPU).

Workload Type	Workstation (PPU)	Server (PPU)
Microsoft Windows	4 points	11 points
Linux	4 points	11 points
Mac	4 points	11 points
IBM AIX	-	11 points
Oracle Solaris	-	11 points

> **NOTE**
>
> Workstation and Server editions offer different levels of supported capabilities, more details can be found in the feature comparison document here. For example, it is allowed to use a Server license on a laptop in case you need flexible job scheduling capabilities.

Usage Reporting

A new license usage report is generated on the first day of each month. It includes the number of monitored workloads for the past month. Regardless of operating system, usage for these workloads will appear as one of two counters: **Servers** or **Workstations**.

The primary and recommended method to collect usage reporting data is Veeam Service Provider Console, an automated and free tool for license management and reporting. If Veeam Agents are managed by Veeam Service Provider Console directly, they will be included into the monthly usage report automatically.

If Veeam Agents are managed by the Veeam Backup & Replication server, connect Veeam Backup & Replication servers to enable license usage reporting. Once done, license usage from all workloads managed by that server will be included into the monthly License Usage Report.

Alternatively, license usage can be obtained by one of the following ways:

- Veeam Service Provider Console REST API

- Directly from Veeam Backup & Replication server

Then, the overall usage must be submitted through VCSP Pulse Portal.

Public Cloud Workloads

Product Overview

Veeam Backup for AWS, Microsoft Azure, and Google Cloud are native backup and recovery solutions that enable users to gain control of their cloud-hosted data. Users can take advantage of policy-based backup and recovery that scales to cost-effective object storage and keeps data portable for cross-cloud or cloud-to-datacenter designs.

While standalone licensing and deployment options are available, VCSP partners who want to utilize Rental licensing to manage and protect AWS and Microsoft Azure have the following options to manage appliances centrally:

- Use the Veeam Backup for Public Clouds plug-in for Veeam Service Provider Console. This option is preferable if tenants do not have Veeam Backup & Replication servers already installed.

- Connect the appliance to the Veeam Backup & Replication server. This option also enables additional restore options to enable cross-platform, cross-cloud migration scenarios.

To manage and protect Veeam Backup for Google Cloud, VCSP partners can only connect the appliance to the Veeam Backup & Replication server.

More information on deployment options can be found on VCSP Technical Hub. For general information, including step-by-step configuration support, see the Veeam Help Center.

Licensing

All paid editions of Veeam Backup & Replication support integration with Veeam Backup for AWS, Microsoft Azure and Google Cloud appliances including the following workload types:

- VMs (EC2, Azure VM, Google Cloud VM instances)

- Database servers (RDS, Azure Managed SQL, Cloud SQL)

- File servers (EFS, Azure Files)

- AWS VPC (free)

All workloads, protected by Veeam Backup for AWS, Microsoft Azure, and Google Cloud are licensed per workload. You can create a single license to cover all types of workloads protected by a single Veeam Backup & Replication server. The license file can be generated and assigned to the backup server installation using VCSP Pulse plug-in for Veeam Service Provider Console. Alternatively, a new license file can be generated on the VCSP Pulse Portal by adding the **Cloud VM** workload type in the **Manage Licenses > Request New License > Veeam Backup & Replication** section.

Each workload under protection consumes the license at a rate in alignment with the VCSP Rental Point Per Unit (PPU).

Workload Type	Point Per Unit (PPU)
Public Cloud VM	11 points
Public Cloud Database	11 points

Workload Type	Point Per Unit (PPU)
Public Cloud File Share	11 points

> **NOTE**
>
> To protect VMs located in public clouds, you can also use Veeam Agents. In this case, VMs will be reported as **Workstation** or **Server** depending on the backup policy configuration. For more information, see the Veeam Agent Computers section.

Usage Reporting

The primary and recommended method to collect usage reporting data is Veeam Service Provider Console, an automated and free tool for license management and reporting. To enable license usage reporting, connect Veeam Backup & Replication servers. Once done, license usage from all workloads managed by that server will be included into the monthly License Usage Report.

Alternatively, license usage can be obtained by one of the following ways:

- Veeam Service Provider Console REST API

- Directly from Veeam Backup & Replication server

Then, the overall usage must be submitted through VCSP Pulse Portal.

NAS File Shares and NDMP Servers

Product Overview

With Veeam Backup & Replication you can easily back up and restore content of various NAS file shares. The solution can be flexibly scaled to reliably protect massive amounts of data, even for the largest enterprise organizations. To protect your NAS file shares, you can use your existing Veeam Backup & Replication infrastructure. Also, you can back up NAS file shares directly on tapes with a separate file to tape job that supports the NDMP protocol. For more information, see NDMP Servers Backup to Tape.

For more information about how to configure protection of these workloads, see the Veeam Help Center.

Licensing

NAS backups are licensed based on front-end capacity. All paid editions of Veeam Backup & Replication support integration with NAS backups.

You can create a single license to cover all types of workloads protected by a single Veeam Backup & Replication server. The license file can be generated and assigned to the backup server installation using VCSP Pulse plug-in for Veeam Service Provider Console. Alternatively, a new license file can be generated on the VCSP Pulse Portal by adding the **File Share** workload type in the **Manage Licenses > Request New License > Veeam Backup & Replication > File Share** section.

> **NOTE**
>
> The NDMP servers backup to tape job requires Enterprise Plus edition. However, this type of job does not consume licenses.

Veeam Backup & Replication rounds the protected amount of data for each file share down to 500 GB. For more information and examples, see this article.

Each workload under protection consumes the license at a rate in alignment with the VCSP Rental Point Per Unit (PPU).

Workload Type	Point Per Unit (PPU)
File Share (per 500 GB)	10 points
File Share (if total size < 500 GB)	Free
NDMP to Tape	Free

Usage Reporting

A new license usage report is generated on the first day of each month. It includes the number of monitored workloads for the past month. Usage for file shares can be tracked using the **File Share** counter name.

The primary and recommended method to collect usage reporting data is Veeam Service Provider Console, an automated and free tool for license management and reporting. To enable license usage reporting, connect Veeam Backup & Replication servers. Once done, license usage from all workloads managed by that server will be included into the monthly License Usage Report.

Alternatively, license usage can be obtained by one of the following ways:

- Veeam Service Provider Console REST API

- Directly from Veeam Backup & Replication server

Then, the overall usage must be submitted through VCSP Pulse Portal.

Plug-ins for Enterprise Applications

Product Overview

Veeam Plug-ins for Enterprise Applications extend functionality of Veeam Backup & Replication and allow you to create transactionally-consistent backups of SAP HANA and Oracle databases.

- **Veeam Plug-in for SAP HANA** — a SAP-certified backup and recovery solution that allows you to back up and restore SAP HANA databases.

- **Veeam Plug-in for Oracle RMAN** — an Oracle-certified backup and recovery solution that allows you to back up and restore Oracle databases.

- **Veeam Plug-in for SAP on Oracle** — a SAP-certified backup and recovery solution that allows you to back up and restore Oracle databases to which an SAP application is connected.

- **Veeam Plug-in for Microsoft SQL Server** — a Microsoft-certified backup tool for SQL Server databases that integrates with Microsoft SQL Server Management Studio.

For more information about how to configure protection of these workloads, see the Veeam Help Center.

Licensing

Veeam Plug-ins for Enterprise Applications is licensed per **Application server**. To utilize Rental licensing for Veeam Plug-ins for Enterprise Application, it must be connected to Veeam Backup & Replication installation, which uses Enterprise Plus license.

You can create a single license to cover all types of workloads protected by a single Veeam Backup & Replication server. The license file can be generated and assigned to the backup server installation using VCSP Pulse plug-in for Veeam Service Provider Console. Alternatively, a new license file can be generated on the VCSP Pulse Portal by adding the **Application server** workload type in the **Manage Licenses > Request New License > Veeam Backup & Replication > Application server** section.

> **NOTE**
>
> A machine protected by both Veeam Plug-in and Veeam Backup & Replication will consume a license only once. For example, you have an Oracle server that you back up using Veeam Plug-in. You also back up this server using image-level backup functionality of Veeam Backup & Replication. In this case, only one license will be consumed.

Each workload under protection consumes the license at a rate in alignment with the VCSP Rental Point Per Unit (PPU).

Workload Type	Point Per Unit (PPU)
Application	11 points
Application (if the underlying workload is also protected with Veeam Backup & Replication VM or Agent backup)	Free

Usage Reporting

A new license usage report is generated on the first day of each month. It includes the number of monitored workloads for the past month. Usage for these workloads can be tracked using the **Enterprise Applications** counter name.

The primary and recommended method to collect usage reporting data is Veeam Service Provider Console, an automated and free tool for license management and reporting. To enable license usage reporting, connect Veeam Backup & Replication servers. Once done, license usage from all workloads managed by that server will be included into the monthly License Usage Report.

Alternatively, license usage can be obtained by one of the following ways:

- Veeam Service Provider Console REST API

- Directly from Veeam Backup & Replication server

Then, the overall usage must be submitted through VCSP Pulse Portal.

Veeam ONE

Product Overview

Veeam ONE provides monitoring and reporting for all Veeam Backup & Replication servers as well as virtualized infrastructure – VMware vSphere (including VMware Cloud Director) and Microsoft Hyper-V. This enables capacity planning, alerting, heatmaps, data protection insights, and more.

For Infrastructure as a Service environments, Veeam ONE can provide multi-tenancy for reporting and dashboards with RBAC. For Veeam Cloud Connect environments, it provides an additional subset of reports and monitoring insights.

For more information about configuring monitoring and reporting, see the Veeam Help Center.

Licensing

Veeam ONE is licensed per **Monitored Workload**. Please note that Veeam ONE enables data collection and reporting automatically for all workloads protected by the Veeam Backup & Replication servers it is connected to.

In case only virtual infrastructure is being monitored (no backup servers are added to the Veeam ONE server), you can granularly control the license consumption using inclusion and exclusion rules for monitored VMs. For more information, see the Veeam ONE Deployment Guide.

The license file can be generated and assigned to the Veeam ONE installation using VCSP Pulse plug-in for Veeam Service Provider Console. Alternatively, a new license file can be generated on the VCSP Pulse Portal by adding the **Monitored Workload** workload type in the **Manage Licenses > Request New License > Veeam ONE** section.

Each workload under protection consumes the license at a rate in alignment with the VCSP Rental Point Per Unit (PPU).

Workload Type	Point Per Unit (PPU)
Monitored Workload	2 points
Microsoft 365 (10 users pack)	Free

> **NOTE**
>
> For Veeam ONE, the rental program includes free license usage for Veeam Backup for Microsoft 365 monitoring. Consider that when you generate the license, Microsoft 365 (10 users pack) costs 2 PPU. When you submit your monthly license usage report, the cost of the license will be changed to 0 PPU.

Usage Reporting

A new license usage report is generated on the first day of each month. It includes the number of monitored workloads for the past month. Usage for these workloads can be tracked using the following counter names:

- **Virtual Machines**

- Cloud Instances

- Workstation Agents

- Server Agents

- File Shares

- Microsoft 365 (10 users pack)

The overall usage is submitted through the following counters: **Monitored Workload** and **Microsoft 365 (10 users pack)**.

The primary and recommended method to collect usage reporting data across IaaS as well as tenants' Veeam ONE installations is Veeam Service Provider Console, an automated and free tool for license management and reporting. For integration with Veeam ONE use a dedicated plug-in for Veeam Service Provider Console. License usage will appear in the monthly License Usage Report.

Alternatively, license usage can be obtained by one of the following ways:

- Veeam Service Provider Console REST API

- Veeam ONE REST API

- Veeam ONE server

Then, the overall usage must be submitted through VCSP Pulse Portal.

Veeam Cloud Connect for Service Providers

Product Overview

Veeam Cloud Connect for Service Providers is a multi-tenant platform that enables VCSP partners to easily build a Veeam-powered off-site backup and DRaaS offering. Veeam Cloud Connect is installed in the service provider's environment – on physical or virtual machine, or in a hyperscale cloud like Microsoft Azure and IBM Cloud. To deploy Veeam Cloud Connect, download and install Veeam Backup & Replication ISO providing Veeam Cloud Connect license file.

The Veeam Cloud Connect server is also a backbone for public cloud appliances (Veeam Backup for AWS and Microsoft Azure) deployed through a plug-in for Veeam Service Provider Console. Those appliances are consuming the license from the Veeam Cloud Connect server.

For more information about setup and configuration, see the Veeam Help Center.

Licensing

Veeam Cloud Connect is licensed per protected workload. The license file can be generated and assigned to the Veeam Cloud Connect installation using VCSP Pulse plug-in for Veeam Service Provider Console. Alternatively, a new license file can be generated on the VCSP Pulse Portal by adding the required workload types and quantities in the **Manage Licenses > Request New License > Veeam Cloud Connect & Public Cloud Workloads** section.

> **IMPORTANT**
>
> A Veeam Cloud Connect license is not consumed for backup and backup copy operations if the tenant's Veeam Backup & Replication server has the rental license installed. For more information, see Reducing License Usage.

Each tenant's workload backed up or replicated to Veeam Cloud Connect consumes the license from the Veeam Cloud Connect server at a rate in alignment with the VCSP Rental Point Per Unit (PPU).

Workload Type	If Tenant Uses Rental License (PPU)	If Tenant Uses Subscription or Perpetual License (PPU)
Cloud Connect VM	Free	5 points
Cloud Connect Replica	10 points	10 points
Cloud Connect Workstation	Free	3 points
Cloud Connect Server	Free	7 points

Veeam Backup for AWS and Veeam Backup for Microsoft Azure appliances deployed through Veeam Cloud Connect can protect the following types of workloads:

- VMs (EC2, Azure VM)

- Database servers (RDS, Azure Managed SQL)

- File servers (EFS, Azure Files)

- AWS VPC (free)

Public cloud appliances are deployed through Veeam Service Provider Console and consume the following licenses from the Veeam Cloud Connect server:

Workload Type	Point Per Unit (PPU)
Public Cloud VM	11 points
Public Cloud Database	11 points
Public Cloud File Share	11 points

NOTE

While Veeam Cloud Connect allows a service provider to build offering around off-site backup and disaster recovery for end-users, there is also the Cloud Connect for Enterprise licensing option, purpose-built for large enterprises with distributed datacenters, remote office/branch office (ROBO), and mobile users. For more information, see this article.

Usage Reporting

The primary and recommended method to collect usage reporting data is Veeam Service Provider Console, an automated and free tool for license management and reporting. To utilize Veeam Service Provider Console, you must connect Veeam Cloud Connect servers to it. Once Veeam Cloud Connect servers are connected, the license usage from the Veeam Cloud Connect license will appear under the monthly License Usage Report.

Alternatively, license usage can be obtained by one of the following ways:

- Veeam Service Provider Console REST API

- Enterprise Manager (if the Veeam Cloud Connect server is connected to it)

- Veeam Cloud Connect server report

Then, the overall usage must be submitted through VCSP Pulse Portal.

Veeam Recovery Orchestrator

Product Overview

Veeam Recovery Orchestrator delivers a reliable, scalable and easy-to-use orchestration and automation engine for business continuity/disaster recovery (BC/DR). Features include recovery planning, automated testing, and compliance documentation. This solution is an excellent add-on to on premises customer deployments or private cloud hosting customers.

For more information about setup and configuration, see the Veeam Help Center.

Licensing

Veeam Recovery Orchestrator is licensed per orchestrated VM. To orchestrate recovery from Veeam replicas or backups, all orchestrated workloads must also be licensed and protected with Veeam Backup & Replication Enterprise or Enterprise Plus edition. To orchestrate recovery from HPE (3PAR, Primera, Alletra 9000) snapshots, NetApp ONTAP snapshots, additional Veeam Backup & Replication licenses are not required (although they are recommended to enable features such as application-aware snapshots).

> **NOTE**
>
> As a part of Veeam Recovery Orchestrator, the embedded version of Veeam ONE Server does not require an additional license.

The license file can be generated on the VCSP Pulse Portal by adding the **VM** workload type in the **Manage Licenses > Request New License > Veeam Recovery Orchestrator > VM** section. Download the license file and select it during the Veeam Recovery Orchestrator installation process. If the license needs to be updated on the existing installation, follow the steps described in the Help Center article.

Each orchestrated workload consumes the license at a rate in alignment with the VCSP Rental Point Per Unit (PPU).

Workload Type	Point Per Unit (PPU)
VM	11 points

> **NOTE**
>
> Orchestrated instances are assigned to VMs, where one orchestrated instance is equivalent to one VM, regardless of how many orchestration plans that VM is included in. For example, if both backup and replica of a specific VM is orchestrated, this would only consume a single license instance.

You can use Rental license on Veeam Recovery Orchestrator while the underlying Veeam Backup & Replication server has the Subscription license installed and vice versa.

Usage Reporting

At the beginning of the month, open the Veeam Recovery Orchestrator UI and go to **Administration > License > Details** to obtain the license usage details. The information includes the number of orchestrated VMs for the past month. Then, the overall usage must be submitted through VCSP Pulse Portal.

Veeam Backup for Microsoft 365

Product Overview

Veeam Backup for Microsoft 365 enables VCSP to offer a data protection service for Microsoft 365 tenant organizations, including protection of Exchange Online, SharePoint Online, OneDrive for Business and Teams. In addition, the product offers a web-based self-service restore portal for Microsoft 365 Users and Restore Operators.

For more information, see the Veeam Backup for Microsoft 365 product page.

Licensing

Veeam Backup for Microsoft 365 is licensed per **User**. The license file can be generated and assigned to the Veeam Backup for Microsoft 365 installation using VCSP Pulse plug-in for Veeam Service Provider Console. Alternatively, a new license file can be generated on the VCSP Pulse Portal by adding the **User** workload type in the **Manage Licenses > Request New License > Veeam Backup for Microsoft 365 > User** section.

Each workload under protection consumes the license at a rate in alignment with the VCSP Rental Point Per Unit (PPU).

Workload Type	Point Per Unit (PPU)
User	1.5 points

A license for a user is consumed when backing up the following item types:

- Microsoft Exchange Online or on-premises mailbox

- Microsoft OneDrive for Business account

- Microsoft SharePoint Online

- Microsoft Teams

Licenses are not required for shared, resource and group mailboxes or external SharePoint users.

Usage Reporting

A new license usage report is generated on the first day of each month. It includes the number of monitored workloads for the past month. Usage for these workloads can be tracked using the **User** counter.

The primary and recommended method to collect usage reporting data is Veeam Service Provider Console, an automated and free tool for license management and reporting. For integration with Veeam Backup for Microsoft 365, use a dedicated plug-in for Veeam Service Provider Console. License usage will appear in the monthly License Usage Report.

Alternatively, license usage can be obtained by one of the following ways:

- Veeam Service Provider Console REST API

- Veeam Backup for Microsoft 365 REST API

- Veeam Backup for Microsoft 365 server UI

Then, the overall usage must be submitted through VCSP Pulse Portal.

Veeam Management Pack for Microsoft System Center

Product Overview

Veeam Management Pack for Microsoft System Center is the most comprehensive System Center extension for managing and monitoring VMware vSphere, Microsoft Hyper-V and Veeam Backup & Replication. Key features include:

- See health statuses of specific areas of your virtual data centers, including real-time monitoring for all your Veeam Backup & Replication environments in the Veeam Morning Coffee Dashboard.

- Maintain complete control and visibility for all your Windows-based (physical) and virtual-based (VMware and Hyper-V) Veeam-powered backup jobs.

- Manage and plan for growth with capacity-planning reports.

- Predict resources needed to run your workloads in Microsoft Azure or VMware Cloud on AWS

For more information about configuration process and available reports, see the Veeam Help Center.

Licensing

Veeam Management Pack is licensed per-CPU socket on hosts with VMs. A license is required for each occupied motherboard CPU socket as reported by the hypervisor API.

The license file can be generated on the VCSP Pulse Portal by adding the **Socket** workload type in the **Manage Licenses > Request New License > Veeam Management Pack for Microsoft System Center > Socket** section. Then download and install it during the Veeam Management Pack installation process. If the license needs to be updated on the existing installation, follow the steps described in this article.

Each hypervisor socket under monitoring consumes the license at a rate in alignment with the VCSP Rental Point Per Unit (PPU):

Workload Type	Point Per Unit (PPU)
Socket	45 points

Usage Reporting

At the beginning of the month, obtain license usage numbers from the **Dashboard** tab. Then, the overall usage must be submitted through VCSP Pulse Portal.

Kasten K10 by Veeam

Product Overview

Purpose-built for Kubernetes, Kasten K10 provides enterprise operations teams an easy-to-use, scalable, and secure system for backup/restore, disaster recovery, and mobility of Kubernetes applications.

Veeam Backup & Replication allows you to manage data protection and restore tasks for backups exported with K10 policies. For this, Veeam Backup & Replication uses the Veeam Backup Repositories for Kasten K10 solution.

Veeam Backup Repositories for Kasten K10 extends Veeam Backup & Replication functionality and allows you to export backups created by K10 policies to backup repositories. For more information, see the integration guide.

For more information about setup and configuration, see the Kasten K10 documentation.

Licensing

Kasten K10 Rental license can be obtained via Veeam or Kasten sales representative. The product is licensed per **Node**. Each orchestrated workload consumes the license at a rate in alignment with the VCSP Rental Point Per Unit (PPU).

Workload Type	Point Per Unit (PPU)
Node	225 points

Usage Reporting

The overall usage based on high watermark license consumption over the month must be submitted through VCSP Pulse Portal.