VEEAM BACKUP & REPLICATION 6.1 RELEASE NOTES

This **Release Notes** document provides last-minute information about Veeam Backup & Replication 6.1, 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 6.1 is available for download at: http://www.veeam.com/vmware-esx-backup/download.html starting from June 4, 2012.

See next:

System Requirements

VMware Infrastructure

Platforms

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

Hosts

- ESX(i) 5.0
- ESX(i) 4.x
- ESX(i) 3.5

Software

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

VMware Virtual Machines

Virtual Hardware

- 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 are supported.
- Application-aware processing is supported for Windows XP (32bit only), Windows 2003, Windows 2003 R2, Windows Vista, Windows 2008, Windows 2008 R2 and Windows 7.
- Native file level restore supports Microsoft Windows file systems only (NTFS and FAT).
- Multi-OS file level restore wizard supports the following file systems:

OS	Supported File Systems
Linux	ext ext2 ext3 ext4 ReiserFS JFS XFS
Unix	JFS XFS UFS
Solaris	ZFS
BSD	UFS UFS2
Mac	HFS HFS+
Windows	NTFS FAT FAT32

- Multi-OS file level restore supports Linux LVM (Logical Volume Manager) and Microsoft Windows LDM (Logical Disk Manager) dynamic disks.

Software

- VMware Tools (optional)

Microsoft Hyper-V Infrastructure

Platforms

- Windows Server 2008 R2 SP1

Hosts

- Windows Server Hyper-V 2008 R2 SP1
- Microsoft Hyper-V Server 2008 R2 SP1

Software

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

Hyper-V Virtual Machines

Virtual Hardware

- All virtual hardware is 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 Windows XP (32bit only), Windows 2003, Windows 2003 R2, Windows Vista, Windows 2008, Windows 2008 R2 and Windows 7.
- File level restore supports Microsoft Windows file systems only (NTFS and FAT).

Software

- Hyper-V integration components (optional)

Veeam Backup & Replication Server

Hardware

CPU: modern x86/x64 processor (minimum 2 cores). Using faster multi-core processors improves data processing performance, and allows for more concurrent jobs.

Memory: 4 GB RAM. Using faster memory (DDR3) improves data processing performance.

Hard Disk Space: 300 MB 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, 1 Mbps or faster WAN for off-site backup and replication. High latency links are supported, but TCP/IP connection must not drop.

OS

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

Software

- Microsoft SQL Server 2005/2008 (SQL 2005 SP4 Express is included in the setup)
- System Center Virtual Machine Manager 2008 R2 Admin UI (optional, to be able to register SCVMM 2008 servers with Veeam Backup & Replication infrastructure)
- System Center Virtual Machine Manager 2012 Admin UI (optional, to be able to register SCVMM 2012 servers with Veeam Backup & Replication infrastructure)
- Microsoft .NET Framework 2.0 SP1 (included in the setup)
- Microsoft PowerShell 2.0 or later (optional)

Backup Proxy Server

Hardware

CPU: modern x86/x64 processor (minimum 2 cores). Using faster multi-core processors improves data processing performance, and allows for more concurrent jobs.

Memory: 2 GB RAM. Using faster memory (DDR3) improves data processing performance.

Hard Disk Space: 300MB.

Network: 1 Gbps LAN for on-site backup and replication, 1 Mbps or faster WAN for off-site backup and replication. High latency links are supported, but TCP/IP connection must not drop.

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

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

Backup Repository Server

Hardware

CPU: any x86/x64 processor.

Memory: 2 GB RAM.

Network: 1 Gbps LAN for on-site backup and replication, 1 Mbps or faster WAN for off-site backup and replication. High latency links are supported, but TCP/IP connection must not drop.

OS

Both 32-bit and 64-bit 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

Veeam Backup & Replication Enterprise Manager

Hardware

Processor: x86/x64 processor.

Memory: 2048MB RAM.

Hard Disk Space: 100MB 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

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

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

Server Software

- Microsoft Internet Information Services 5.1 or later ("IIS 6.1 Metabase Compatibility" and "Windows Authentication" components are required for IIS 7.0)
- Microsoft SQL Server 2005/2008 (SQL 2005 SP4 Express included in the setup)
- Microsoft .NET Framework 2.0 SP1 (included in the setup)

Client Software

- Microsoft Internet Explorer 7.0 or later, or Mozilla Firefox 3.0 or later.
- Microsoft Excel 2003 or later (to view Excel reports).

Veeam Backup Search Server

Hardware

Refer to Microsoft Search Server system requirements.

OS

Refer to 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 targets:

- Direct Attached Storage (DAS) connected to the backup repository server, including USB drives.
- 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).
- Storage Area Network (SAN). Backup repository server must be connected directly into SAN fabric via hardware HBA or software iSCSI initiator, and the corresponding volumes must be seen in the Microsoft Windows Disk Management snap-in.

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.
- Sending SNMP traps fails with "*Unknown entity parameter*" error when receiver server is specified using DNS name. To work around this issue, use IP address instead.
- 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

- Windows Vista and Windows 7 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.
- 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.
- VM Copy jobs do not support disk exclusions functionality.
- VM Copy jobs to CIFS-based backup repository fail on non-default backup proxy.
- 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.
- Virtual disk type customization does not work correctly in the Migration jobs.
- Replication jobs may fail if source or target datastore has specials 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.

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.
- CPU Type SCVMM parameter is not backed up and restored on Hyper-V VMs.
- 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.
- Instant VM Recovery to the original location fails if the original VM was migrated to another host after backup, and still exists at the time of restore. To work around this, delete the existing virtual machine manually.
- Instant VM Recovery from backup with excluded disks is not supported.
- Instant VM Recovery for VMs on localized Hyper-V hosts is not supported for VMs with SCSI virtual disks.
- Changing the source VM disk size causes backup and replication job fail with the "*Client error: The requested capacity is not equal to the current capacity*" error.
- 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 seeding from Linux-based backup repository is not supported.
- Replica mapping is not supported if source VM has differential disks.

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.

Native File Level Restore

- Backup Browser may show different drive letters than in the guest.
- File level restore may fail if a restored VM is lacking free space.
- Dynamic disks are not supported. Use multi-OS file level restore wizard instead.

Multi-OS File Level Restore

- Legacy Logical Volume Manager version 1 (LVM1) volumes are not supported.
- Encrypted LVM volumes are not supported.
- Spanned, striped, RAID dynamic disks are not supported.

- 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).

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.

Globalization

- Non-Latin characters are not supported in the product's installation path; in the backup target path and file names; in the Veeam Backup and 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.
- A few UI controls may appear misplaced with the product installed on eastern locales.

Upgrade from 5.x

- If your CIFS shares require authentication, edit settings for each backup repository created by upgrade process, and enter the share credentials before running the job.
- Guest file search and 1-Click FLR in restore points created prior to 6.0 is not supported for VMs with special symbols in their names.
- At least one successful backup job run is required after upgrade, before you can start moving backup files between repositories.

Upgrade from 6.0

- 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 6.1 server and management console:

1. Download the 32-bit or 64-bit package of the latest version of Veeam Backup & Replication 6.1 from: www.veeam.com/vmware-esx-backup/download.html.
2. Extract the downloaded archive and run the *Veeam_Backup_Setup.exe* setup file.
3. Accept the terms of Veeam Backup and Replication License Agreement to install the product.
4. Provide setup program with your license file.
5. Specify the installation folder.
6. Select existing Microsoft SQL server instance to create Veeam configuration database in, or have setup install local Microsoft SQL Server 2005 SP4 Express Edition to host the database. Setup will install a named (VEEAM) instance of SQL Express.
7. Specify the administrative credentials to run the Veeam Backup services, and port to be used by the job management service. The account must have Local Administrator privileges on the computer where you are installing Veeam Backup.
8. 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.
9. Click **Install** to start the installation.
10. Once the installation is complete, launch the Veeam Backup product by clicking the **Veeam Backup and Replication** product icon on your desktop.
11. Repeat the procedure to install additional Veeam Backup servers if needed.

Veeam Backup & Replication Enterprise Manager

If you want to manage one or more Veeam Backup servers with centralized management and reporting web UI, install Veeam Backup & Replication 6.1 Enterprise Manager. You only need one Enterprise Manager installation per your environment.

To install Veeam Backup & Replication 6.1 Enterprise Manager:

1. Run the *Veeam_Backup_Enterprise_Manager_Setup.exe* setup file.
2. Accept the terms of License Agreement to install the product.
3. Specify the installation folders leaving all components selected for the installation.
4. Select existing Microsoft SQL server instance to create Veeam configuration database in, or have setup install local Microsoft SQL Server 2005 SP4 Express Edition to host the database. Setup will install a named (VEEAM) instance of SQL Express.
5. Specify the administrative credentials to run the Veeam Backup Enterprise Manager service, and port to be used by the service. The account must have Local Administrator privileges on the computer where you are installing Veeam Backup Enterprise Manager.
6. Specify the location for guest file system catalog folder and port to be used by catalog service. Be sure to use the volume with sufficient amount of free disk space, according to the System Requirements.
7. Depending on operating system you are installing on, you may be present with step allowing you to customize web site ports for HTTP and HTTPs connections.
8. Click **Install** to start the installation.
9. Once the installation is complete, access the Veeam Backup Enterprise Manager Web UI by clicking the **Veeam Backup & Replication 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 hundred protected virtual machines, and enables you to get search results much faster. Note that browsing guest OS file system of specific restore points does not leverage integration with Microsoft Search Server, only search capability does.

If you want to be able to search for guest OS files of backed up VMs in the Enterprise Manager, 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 with indexing enabled.

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 Edition: x86 package, x64 package

   Microsoft Search Server 2010 Express Edition: 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. Run the *Veeam_Backup_Search_Setup.exe* setup file.
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 & Replication Enterprise Manager user interface.
2. Open Configuration section, select 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 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 **Veeam Backup & Replication Enterprise Manager** (if installed) and click the **Remove** button.
4. In the programs list, select **Veeam Backup Catalog** and click the **Remove** button.
5. In the programs list, select **Veeam Backup & Replication Search Server Integration** (if installed) and click the **Remove** button.

Upgrading Veeam Backup & Replication

Before you upgrade, please be sure to perform a backup of the corresponding SQL configuration databases for both backup and Enterprise Manager servers, so that you can easily go back to previous version in case of issues with upgrade.

If you are using Veeam Backup & Replication Enterprise Manager, start the upgrade procedure from it. Veeam Backup & Replication Enterprise Manager 6.1 can collect information from Veeam Backup & Replication servers of both 5.0.2 and 6.x versions.

Veeam Backup & Replication Enterprise Manager

To perform upgrade of Veeam Backup Enterprise Manager to version 6.1, you must be running version 6.0, 5.0.1 or 5.0.2.

1. Download the latest version of Veeam Backup & Replication Enterprise Manager 6.1 from: www.veeam.com/vmware-esx-backup/download.html.
2. Extract the downloaded archive and run the *Veeam_Backup_Enteprise_Manager_Setup.exe* setup file.
3. Setup will detect the existing installation and will ask you to confirm the upgrade.
4. Click **Yes** and 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 & Replication Enterprise Manager server.

Veeam Backup & Replication Server

To perform upgrade of Veeam Backup & Replication server to version 6.1, you must be running version 6.0, 5.0.1 or 5.0.2. To perform upgrade to Veeam Backup & Replication 6.1 from earlier versions, please contact support.

1. Ensure that the latest run for all existing jobs completed successfully. If some jobs have failed, re-run the failed jobs. Otherwise, job upgrade procedure may fail.
2. Download the required x86 or x64 package of the latest version of Veeam Backup & Replication 6.1 from: www.veeam.com/vmware-esx-backup/download.html.
3. Extract the downloaded archive and run the *Veeam_Backup_Setup.exe* setup file. Make sure that all jobs are stopped on the Veeam Backup & Replication server at this time.
4. Setup will detect the existing installation and will ask you to confirm the upgrade.
5. Click **Yes** and follow the upgrade wizard steps as outlined above. Be sure to select the same SQL database and instance that was used by the previous Veeam Backup version.
6. When upgrading from v5, the upgrade process will automatically setup and configure local VMware backup proxy. For backup jobs, the upgrade process will detect all existing backup targets, create the corresponding backup repositories, and update backup jobs settings accordingly. If your CIFS shares require authentication, you must edit settings for each backup repository manually, and enter share credentials before running the jobs. Replication jobs are left intact during the upgrade from v5 – to use the new Advanced Replication functionality, you will need to setup the new v6 replication jobs.

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: support@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 www.veeam.com/support. You can also use this page to submit a support ticket and download the support policy guide.

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