

## Veeam ONE 12 Release Notes

This document provides last-minute information about Veeam ONE version 12, including system requirements, installation and upgrade procedure, as well as relevant information on technical support, documentation, online resources, and so on.

The release version of Veeam ONE 12 is available for download at: <https://www.veeam.com/virtualization-management-one-solution.html> starting from February 14, 2023.

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# System Requirements

Unless otherwise stated, all 3<sup>rd</sup> party software must be at the latest update and/or patch level.

## VMware Infrastructure

### Platforms

- vSphere 8.0
- vSphere 7.0 (up to 7.0 Update 3)
- vSphere 6.x
- VMware Cloud on AWS

### Hosts

- ESXi 8.0
- ESXi 7.0 (up to 7.0 Update 3)
- ESXi 6.x

#### NOTE:

Free versions of VMware ESXi are supported.

### Software

- vCenter Server 8.0
- vCenter Server 7.0 (up to 7.0 Update 3)
- vCenter Server 6.x
- vCloud Director 10.x (up to 10.4)

#### NOTES:

- Only English versions of VMware infrastructures are supported.
- Standalone ESXi hosts are fully supported, so vCenter Server and vCloud Director are optional. However, whenever they are present, we highly recommend that you register both with Veeam ONE.

## Microsoft Hyper-V Infrastructure

### Platforms

- Windows Server 2022
- Windows Server 2019
- Windows Server 2016
- Windows Server 2012 R2
- Windows Server 2012

### Hosts

- Microsoft Windows Server Hyper-V 2022
- Microsoft Windows Server Hyper-V 2019
- Microsoft Windows Server Hyper-V 2016
- Microsoft Windows Server Hyper-V 2012 R2
- Microsoft Windows Server Hyper-V 2012

## NOTE:

Free versions of Microsoft Windows Server Hyper-V and Microsoft Hyper-V Server are supported.

### Software

- Microsoft System Center Virtual Machine Manager 2022
- Microsoft System Center Virtual Machine Manager 2019
- Microsoft System Center Virtual Machine Manager 2016
- Microsoft System Center Virtual Machine Manager 2012 R2
- Microsoft System Center Virtual Machine Manager 2012 SP1

## NOTES:

- Adding Microsoft Hyper-V infrastructure using SCVMM is not mandatory.
- Semi-Annual Channel (SAC) releases are supported.

## Veeam Infrastructure

### Platforms

- Veeam Backup & Replication 12 (recommended)
- Veeam Backup & Replication 11 and later builds (compatible)
- Veeam Backup & Replication 10 and later builds (compatible)
- Veeam Backup for Microsoft 365 v7 and later builds

## Veeam ONE Server

### Hardware

*CPU:* x86-64 processor (minimum 4 cores). Using modern multi-core processors improves data processing performance.

*Memory:* 8 GB RAM (minimum), 16 GB RAM (recommended). Using modern high clock speed memory (DDR3 and higher) and an independent database server improves data processing performance.

### OS

Only 64-bit versions of the following operating systems are supported:

- Microsoft Windows Server 2022
- Microsoft Windows Server 2019
- Microsoft Windows Server 2016
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2012
- Microsoft Windows 11 (Professional and Enterprise editions)
- Microsoft Windows 10 (Professional and Enterprise editions)

## NOTE:

Semi-Annual Channel (SAC) releases are supported.

## Software

The following components are included in the Veeam ONE installation package and can be installed automatically:

- Microsoft .NET Framework 4.7.2
- Microsoft .NET Core Runtime 3.1.16
- Microsoft Visual C++ 2015-2022 Redistributable (x64)
- Microsoft System CLR Types for SQL Server 2014
- Microsoft SQL Native Client 2012
- Microsoft SQL Server 2014 Management Objects
- Microsoft SQL Server 2012 Management Objects
- Microsoft OLE DB Driver for SQL Server
- Microsoft XML 6.0 Parser and SDK
- Microsoft ASP .NET Core Shared Framework 3.1.16
- Microsoft Universal C Runtime

To register SCVMM servers with Veeam ONE, the following software is required:

- System Center 2022 Virtual Machine Manager console (for connecting SCVMM 2022 servers)
- System Center 2019 Virtual Machine Manager console (for connecting SCVMM 2019 servers)
- System Center 2016 Virtual Machine Manager console (for connecting SCVMM 2016 servers)
- System Center 2012 R2 Virtual Machine Manager console (for connecting SCVMM 2012 R2 servers)
- System Center 2012 Virtual Machine Manager console (for connecting SCVMM 2012 servers)
- Microsoft PowerShell 3.0 (required for SCVMM 2012, SCVMM 2012 R2, SCVMM 2016, and SCVMM 2019 consoles)

### NOTES:

- SCVMM server and SCVMM console must be of the same version and have the same updates installed.
- Windows Management Instrumentation service must be enabled to allow data collection from Veeam Backup & Replication servers.
- File and Print Sharing service must be enabled to enable remote Veeam ONE Client connections to the Veeam ONE service.

## Veeam ONE Web Services

### Hardware

*CPU:* x86-64 processor (minimum 2 cores). Using modern multi-core processors improves data processing performance.

*Memory:* 2 GB RAM (minimum). Using modern high clock speed memory (DDR3 and higher) improves data processing performance.

### OS

Only 64-bit versions of the following operating systems are supported:

- Microsoft Windows Server 2022
- Microsoft Windows Server 2019
- Microsoft Windows Server 2016
- Microsoft Windows Server 2012 R2

- Microsoft Windows Server 2012
- Microsoft Windows 11 (Professional and Enterprise editions)
- Microsoft Windows 10 (Professional and Enterprise editions)

#### **NOTE:**

Semi-Annual Channel (SAC) releases are supported.

#### **Software**

The following components are included in the Veeam ONE installation package and can be installed automatically:

- Microsoft Internet Information Services (IIS) 7.0 or later
- Microsoft System CLR Types for SQL Server 2014
- Microsoft SQL Server 2014 Management Objects
- Microsoft Application Request Routing 3.0
- IIS URL Rewrite Module 2.1
- Microsoft Universal C Runtime

## **Veeam ONE Database**

#### **Software**

- Microsoft SQL Server 2022
- Microsoft SQL Server 2019
- Microsoft SQL Server 2017 (SQL Server 2017 without cumulative updates Express edition is included in the Veeam ONE installation package)
- Microsoft SQL Server 2016
- Microsoft SQL Server 2014
- Microsoft SQL Server 2012

Microsoft SQL Server Reporting Services (optional):

- Microsoft SQL Server Reporting Services 2022
- Microsoft SQL Server Reporting Services 2019
- Microsoft SQL Server Reporting Services 2017
- Microsoft SQL Server Reporting Services 2016
- Microsoft SQL Server Reporting Services 2014
- Microsoft SQL Server Reporting Services 2012

#### **NOTES:**

- For production deployment of Veeam ONE, it is recommended to use Microsoft SQL Server Standard Edition or higher.
- For production deployment of Veeam ONE, it is recommended to use Microsoft SQL Server Reporting Services Standard Edition or higher.
- For large-scale deployments, it is recommended to use Microsoft SQL Server Standard Edition or higher.
- Note that if you use Microsoft SQL Server Reporting Services Developer, Web or Express Editions, Veeam ONE functionality may be limited.

- Ensure you have sufficient space on the disk for the Veeam ONE database. The database can quickly grow in size due to a large amount of collected data, or because of Microsoft SQL Server configuration. For details, see [KB2210](#).
- If you choose to host the Veeam ONE database on Microsoft SQL Server Express, be informed there is a 10 GB database size limitation for this edition.
- You can run the Veeam ONE database in Microsoft SQL Server Always ON availability group. For details on manual database creation, see [KB2312](#).

## Veeam ONE Client

### Hardware

*CPU:* x86-64 processor (minimum 2 cores).

*Memory:* 4 GB RAM (minimum), 8 GB RAM (recommended).

### OS

Only 64-bit versions of the following operating systems are supported:

- Microsoft Windows Server 2022
- Microsoft Windows Server 2019
- Microsoft Windows Server 2016
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2012
- Microsoft Windows 11 (Professional and Enterprise editions)
- Microsoft Windows 10 (Professional and Enterprise editions)

### NOTE:

Semi-Annual Channel (SAC) releases are supported.

### Software

The following components are included in the Veeam ONE installation package and can be installed automatically:

- Microsoft .NET Framework 4.7.2
- Microsoft Core XML 6.0 Parser and SDK
- Microsoft Windows Installer 4.5

## Veeam ONE Web Client

### Software

- Microsoft Edge 87.0.664.75, Google Chrome 87.0.4280.141, Mozilla Firefox 84.0.2, or later versions. The browser must have JavaScript enabled.
- Microsoft Office 2010, 2013, 2016, 2019, or Microsoft Office 365
- Microsoft Visio 2010, 2013, 2016, 2019
- Any up-to-date PDF viewer

### NOTE:

Microsoft Edge Legacy is not supported.

# Known Issues

## General

- Some Veeam ONE functionality might not operate as expected when using Windows 11 with Smart App Control enabled. This includes Veeam ONE installation, Reporter functionalities and more. It is recommended to disable Smart App Control when using Windows 11 with Veeam ONE.
- Veeam ONE components will prioritize IPv4 traffic in hybrid environments with IPv6.
- Certificate authentication is not working when using Windows Server 2022 as a Web client. To work around the issue, disable TLS 1.3 over TCP in the site binding settings of the Veeam ONE Reporter IIS website configuration.
- Email notifications sent from an alias using the new OAuth method will display the user id as sender instead of the alias.
- The "Virtual Infrastructure performance data retention period" task deletes the Virtual Infrastructure data along with the Veeam Backup & Replication data, while the "Backup Infrastructure performance data retention period" task does not perform any action to the Veeam Backup & Replication data.

## Jobs Calendar

- Backup jobs scheduled to run continuously may not be displayed in Veeam ONE Jobs Calendar.
- Veeam ONE Jobs Calendar does not display child jobs of backup copy jobs that use cloud policies as a source.
- When file to tape job has both full and incremental backup schedules, Veeam ONE Jobs Calendar displays the job session that starts earlier.

## Security

- IIS may answer to some specific URL calls with "Server: Microsoft-HTTPAPI/2.0" disclosing the type of web server used. To work around the issue, use the httpsys registry entries.
- If Veeam ONE Server runs on Microsoft Windows Server 2022 or Microsoft Windows 11, Veeam ONE Audit Log is placed in the wrong node of Event Viewer if there is no access to the Windows event log.

## Installation

- If the Application Request Routing module is missing from IIS during Veeam ONE installation, the "Failed to create website" error will appear. This may happen due to IIS reinstallation or if an old IIS is repurposed to install Veeam ONE.

## VMware Cloud Director

- If Veeam ONE is installed on Windows Server 2012 or 2012 R2, adding VMware Cloud Director servers may result in the "The request was aborted: Could not create SSL/TLS secure channel" error.

## Veeam Backup for Microsoft 365

- Retrieving data from a Veeam Backup for Microsoft 365 organization added using basic authentication may take significant time.
- Veeam Backup for Microsoft 365 reports do not include data about deleted Organizations.

## Veeam Backup & Replication

- "Suspicious increment size" alarm does not support Agent backup policies targeted to local, NFS, and SMB (CIFS) backup repositories.

- Veeam Backup & Replication servers of unsupported versions can still be registered in Veeam ONE as child objects of Veeam Backup Enterprise Manager.
- Infrastructure topology views in Veeam ONE and Veeam Backup & Replication must match. Otherwise, Veeam ONE might show invalid data for Veeam Backup & Replication reports and dashboards.
- Historical information of merged restore points is not retained in the Veeam ONE database for Veeam Agent backup policies using the forever forward incremental backup method.
- Performance data for backup proxy servers of Cloud Connect providers is not collected.
- Data of Veeam Agent for Mac backup policies targeted to cloud repositories is not shown on the "Computers" tab of Cloud Connect repositories, Business View category and group summary views, and corresponding reports on tenant Veeam ONE servers.

## Veeam Intelligent Diagnostics

- Sending license usage statistics, signature updates and license updates will not work on Veeam ONE servers with IPv6-only network.

## VMware vSphere

- VMware vSphere tags are not collected from VMware Cloud on AWS infrastructures.
- VMware vCenter servers that were unreachable during the upgrade to Veeam ONE 11a from Veeam ONE 10a and earlier versions will remain in the "not responding" state after the upgrade even if the server has become reachable. To resolve the issue, re-enter the credentials and accept the security certificate after the upgrade is finished.

## VMware Cloud Director

- VMware Cloud Director servers of unsupported versions and those experiencing connectivity issues with Veeam ONE do not have these issues reflected in the inventory pane if the "vCloud Director connection failure" internal alarm is disabled.

## Microsoft Hyper-V

- In the "VMs Uptime" report for Microsoft Hyper-V, the "Number of Restarts" count of is not shown for VMs running Microsoft Hyper-V 2012 and earlier versions.
- "Infrastructure Overview (Visio)" report does not work correctly for Hyper-V infrastructures that have a logical dynamic disk with allocation on several physical datastores.

## Veeam ONE Client

- Cloud Instances are shown under **Data Protection > Computers > On-premises**, if they are protected with Veeam backup agents.
- Users with restricted permissions do not see unlicensed infrastructure objects in Veeam ONE Client, as if they do not have the required permissions assigned on the virtual infrastructure.

## Veeam ONE Web Client

- Veeam ONE Web Client installed on Microsoft Windows Server 2022 does not work in browsers based on Chromium Engine.
- Users with restricted permissions must re-log in to Veeam ONE Web Client after a new object is added to a container on the virtual infrastructure. Otherwise, users will not be able to perform reporting actions with the object.

- Users with restricted permissions cannot log in to Veeam ONE Web Client using the “Log in as current user” option.
- Dashboards with capital letters in their names that were created in Veeam ONE 10a and earlier versions change the letters to the sentence case after the upgrade to Veeam ONE 11a.
- Dashboard and report links created in Veeam ONE 10a and earlier versions are replaced with newly generated ones after the upgrade.
- IIS web server application pool settings configured in previous Veeam ONE versions reset to default after the upgrade.

## Alarms

- “Max allowed job duration” alarm may not work correctly for backup copy jobs.
- “Guest Disk Space” alarm history is not updated when the state of one VM disk is back to normal while states of other VM disks are still triggered.
- “Plug-in backup data collection failure” alarm may trigger for a Veeam Backup & Replication server when network ports on the server required for collecting data from the plug-in are closed or the corresponding service is stopped, even if the related infrastructure is not added to Veeam Backup & Replication.

## Reports

- Veeam ONE may fail to produce a large PDF file when generating the Infrastructure Changes Audit report. If this happens, increase the memory resources and reduce the report scope.
- Workloads protected by Veeam Backup *for AWS*, Veeam Backup *for Azure* or Veeam Backup *for Google Cloud* might appear twice in the Protected VMs report.
- When using an external SSRS to generate reports, the session expires after 10 minutes with default SSRS settings. Increase the session timeout to generate larger reports.
- When using an external SSRS to generate reports, increase the default value for httpRuntime (9000 seconds) to avoid timeouts.
- File share backups from scale-out backup repositories connected to Veeam Backup & Replication earlier than version 11 are not displayed.
- Previewing reports may result in an error if Veeam ONE Services, SSRS, and the Web UI SSL certificate have been issued by different CAs (for example if each component belongs to a different domain or workgroup).
- After upgrade from Veeam ONE version 9.5 Update 4 and 9.5 Update 4a, newly created “Backup Billing” and “Replica Billing” reports will not show historical data. However, reports created before the update will work with no issues.
- Data collected before initiating the CDP replica mapping operation is not preserved in the “VM CDP SLA Compliance” report.
- Reports using custom Business View groups created in Veeam ONE 10a and earlier versions with “BpAgentLicenseType” and/or “BpAgentManagementType” and having “BpAgentLicenseType” or “BpAgentManagementType” names lose reporting scope after the upgrade to Veeam ONE 11a.
- Simultaneous generation of multiple “Backup Infrastructure Custom Data” reports leads to “invalid object name” errors.

- Report generation may fail after the upgrade to version 11a with the "Violation of PRIMARY KEY constraint. Cannot insert duplicate key." error message if the last object properties data collection session initiated in Veeam ONE 11 finished with failure. To resolve this issue, contact Veeam Customer Support.

## Licensing

- Veeam ONE consumes VUL instances for workloads protected by Veeam Backup & Replication servers running version 9.5 Update 4, Update 4a, and Update 4b with a merged license installed.

## Upgrade

- During the upgrade, a wrong administrator idle session timeout value can be found if there was a custom value in UiSessionTimeoutMinutes.
- Microsoft Report Viewer 2015 Runtime component installed with previous versions of Veeam ONE or manually is not uninstalled automatically during the upgrade and can be safely removed manually if required.
- Veeam ONE setup allows upgrades from Veeam ONE 9.5 Update 4 if the virtual infrastructure contains an unsupported version of VMware Cloud Director.
- Upgrade to version 11a may fail if there are report or report folder schedules created in Veeam ONE version 6. To resolve the issue, contact Veeam Customer Support.
- Upgrade may show a "Value cannot be null. (Parameter 'key')"

# Installing Veeam ONE

Refer to Veeam ONE Deployment guide for more information: [veeam.com/one-docs](https://www.veeam.com/one-docs).

# Uninstalling Veeam ONE

1. From the Start menu, select **Add or remove programs**.
2. In the programs list, select **Veeam ONE** and click the **Remove** button.

Refer to Veeam ONE Deployment guide for more information: [veeam.com/one-docs](https://www.veeam.com/one-docs).

# Upgrading Veeam ONE

Veeam ONE 12 supports automated in-place upgrade from version 10a and later versions which preserves all data, products settings, and configuration. To upgrade from earlier versions, please contact our Customer Support.

Upgrade checklist:

- Perform a backup of the SQL database for Veeam ONE, so that you can easily revert to the previous version in case of issues with the upgrade
- If you have Veeam Backup & Replication servers connected to Veeam ONE, upgrade Veeam ONE first; Veeam Backup & Replication must be upgraded after Veeam ONE
- Make sure you are using Veeam ONE version 10a (build number 10.0.2.1094), version 11 (build number 11.0.0.1379), or version 11a (build number 11.0.1.1880).
- Make sure Veeam ONE Client is installed on a supported operating system
- Refer to Veeam ONE Deployment guide for more information: [veeam.com/one-docs](https://www.veeam.com/one-docs).

# Licensing

Veeam ONE can be licensed in two ways:

- **Per-socket:** Veeam ONE can be licensed by the number of CPU sockets on monitored VMware vSphere or Microsoft Hyper-V hosts. A license is required for every occupied motherboard socket as reported by the hypervisor API.
- **Per-Instance:** Veeam ONE can be licensed by the number of monitored VMs, computers protected with Veeam Agent for Windows, Veeam Agent for Linux, and Veeam Agent for Mac, cloud instances and Microsoft 365 users.

Veeam ONE license does not put any restrictions on the number of managed Veeam Backup & Replication servers.

There are two versions of Veeam ONE: Community and full version with complete functionality. The community version does not require a license file during installation.

The product defaults to the Community version if you do not provide a license during installation.

To obtain the license file, log in to your personal Veeam account and navigate to the Licensing section (alternatively, use the following link: [veeam.com/manage\\_licenses.html](https://www.veeam.com/manage_licenses.html)). The link to this section is also included in the email you provided when downloading the Veeam ONE setup package.

Refer to Veeam ONE Deployment guide for more information about licensing: [veeam.com/one-docs](https://www.veeam.com/one-docs).

# Technical Documentation References

If you have any questions about Veeam ONE, you may use the following resources:

- Product web page: [veeam.com/virtualization-management-one-solution.html](https://www.veeam.com/virtualization-management-one-solution.html)
- User guides: [veeam.com/one-docs](https://www.veeam.com/one-docs)
- R&D forums: [veeam.com/forums](https://www.veeam.com/forums)

To view the product help, press the **F1** key or select **Help > Online Help** from the main menu of Veeam ONE Client.

## Technical Support

We offer email and phone technical support for customers on maintenance and during the official evaluation period. For a better experience, please provide the following when contacting Veeam Customer Support:

- Version information for the product and all infrastructure components.
- Error message and/or accurate description of the problem you are having.
- Log files. To export the log files, select **Help > Support Information** from the main menu of Veeam ONE Client.

To submit your support ticket or obtain additional information please visit [veeam.com/support.html](https://www.veeam.com/support.html).

### TIP:

Before contacting Veeam Customer Support, consider searching for a solution on Veeam R&D forums at [veeam.com/forums](https://www.veeam.com/forums).

# Contacting Veeam Software

At Veeam Software, we pay close attention to comments from our customers – and make it our mission to listen to your input, and to build our products with your suggestions in mind. We encourage all customers to join Veeam R&D Forums at [veeam.com/forums](https://www.veeam.com/forums) and share their feedback directly with the R&D team.

Should you have a technical or licensing issue or question, please feel free to contact our Customer Support organization directly. 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 [veeam.com/support.html](https://www.veeam.com/support.html). You can also use this page to submit a support ticket and download the support policy guide.

## Company Contacts

For the most up-to-date information about company contacts and office locations, please visit [veeam.com/contacts](https://www.veeam.com/contacts).