

Why renew your Veeam contract

Thank you for being a Veeam® customer! Your continued support and feedback drive us to keep delivering innovative products and features that help you evolve the way you manage data, making it smarter and more self-governing while ensuring its availability across any application or cloud infrastructure.

Why renew your Veeam contract

Renewing your Veeam contract is the easiest way to take full advantage of Veeam's innovations and be sure your data is always available, protected and actively working for businesses across the globe.

Active contracts allow you to take advantage of the following benefits:

- Get the latest major releases, product updates and patches
- Contact worldwide 24/7 problem resolution support
- Manage your licenses [online](#)
- Migrate to Veeam Universal License for portability across workloads
- Avoid lapsed contracts and reinstatement fees

Get all the cool new features and code updates

Veeam is constantly improving its technology and driving new features into products. We don't want you to miss out! Active maintenance gives you FREE access to all the newest features for your product(s), without paying extra for the latest version.


Active maintenance also ensures that you can plan upgrades to the most current version for the hypervisor of your choice, and that Veeam will provide timely support for it. Do you have the most current version of your Veeam product? [Check here](#).

License management


The [License Management Portal](#) is an online tool that allows all customers to:

- Download available production keys and new versions
- **Merge new licenses with existing ones**
- Request a quote for an **edition upgrade and renewal**
- Change the license administrator or swap the hypervisor by opening a licensing [support case](#)

Visit the [Licensing FAQ portal](#) to get more information.



With more than 400,000 customers worldwide, listed by CRN® and recognized Veeam as being part of the 2022 Software-Defined Data Center 50 List. Browse our [customers' success stories](#) to learn how Veeam helps businesses like yours.



"Veeam is the most cost efficient, comprehensive backup and disaster recovery solution on the market today."

– **William Parson**,
IT Manager, Brochsteins Inc., USA

"Veeam has saved us before, recovering both the smallest of files and full virtual machines."

– **Newton Thaiposri**,
Network and System Administrator,
Museum of Contemporary Art, Australia

Multi-language phone and web support that cares

Veeam support is stellar! In many cases, support issues come from the virtual environment setup itself, not from the actual Veeam product, and Veeam covers you on all fronts. Here are some of the reasons why our Support services outperformed all our competitors:

- Our support team always has technicians available to help
- A high percentage of our engineers are now VMware-certified, with the majority VCA-DCV-certified, and we have a dozen VCP-certified engineers on staff and more in the works all the time
- We survey our customers, and review every piece of feedback in detail – if necessary, respondents receive a call back – and use survey information to improve our services
- Our customers have direct access to the Veeam Support management team when additional assistance is required

Customers can choose the support level that's right for them:

Support program	Business hours	Product Updates	Product Upgrades	Technical Support
Basic Support	Mon-Fri 8 am – 8 pm	✓	✓	Phone/web
Production Support	24.7.365	✓	✓	Phone/web
Premier Support	24.7.365 Mon-Fri 8 am – 6 pm Support Account Manager	✓	✓	Phone/web/SAM

"Veeam is an excellent product! As an IT Manager, I am pleased that it works well and we are able to backup and restore data as and when required.

Also, I feel confident that it would work when required. Also, the other best thing about Veeam is its support. They are always willing to help and resolve the issue ASAP. Many Thanks!"

– **Hiren Doshi,**
SecureLink UK Ltd

"Veeam is one of the best backup tool I have seen in my 11 years of IT career, guys are in technical support is awesome no words to express".

– **Noushad Mohammed,**
System Engineer,
Qanawat FZ LLC, UAE

How are renewal costs determined?

Currently, annual perpetual renewals are priced at 27% of the full new license MSRP for Production Support at the time of renewal. Annual renewals for legacy per-Socket licenses with Basic support are priced at 22% of the full new license MSRP. MSRP doesn't include potential local taxes (VAT, GST or sales tax). One year of active support (maintenance) is included in an initial license purchase with perpetual model. There are no sector discounts for perpetual maintenance contract renewals.

Subscription renewals are priced at current subscription rates. Veeam may provide discounts for public and education sectors on subscription renewals.

If by the time of renewal your needs have evolved, our team of customer success can help you analyze your existing data protection solution, assess additional needs and propose the most appropriate option for your newest/latest challenges.

What happens if you don't renew your Veeam contract?

Perpetual past due renewals are assessed with a 25% reinstatement fee with a zero-day grace period and need to cover the expense of the backdated support. Support and other active maintenance benefits will no longer be provided upon expiration.

Renewing an expired subscription contract incurs no additional reinstatement fees, however, end users lose license functionality.

Please note that Veeam maintenance contracts are always renewed from the support expiration date.

Get tips from the best experts and customers in the business

Veeam provides the resources to help you get the most out of your virtual, physical and cloud environment. Whether you just need some help getting started or you need higher-level assistance, we can help! Success is at your fingertips when you combine Veeam's innovative and intuitive solutions with expert resources such as [product demonstrations](#), [webinars](#), [white papers](#) and active user [forums](#).

Which licensing model fits your needs best?

Socket license is our legacy licensing model that allows backing up VMware vSphere and Microsoft Hyper-V VMs.

When migrating your Socket license to VUL, you benefit from greater license portability for agile, hybrid and multi-cloud environments. VUL license allows backing up not only VMware vSphere and Microsoft Hyper-V VMs, but also Enterprise apps for Microsoft, Oracle, SAP HANA and other workloads including NAS (from v10).



Veeam Recognized as a 2021 [Gartner Peer Insights Customers' Choice](#) in the Data Center Backup and Recovery Solutions market

Veeam Reports 27% Growth in 2021 as [Demand for Modern Data Protection](#) Increases from Businesses of All Sizes

[Gartner named Veeam a Leader](#) for the 6th time, positioning Veeam as the highest for the ability to execute and completeness of vision.

Veeam Products Lifecycle*

Product	Version	Release Date	End of Fix	End of Support
Veeam Backup & Replication	11.0	February 2021	Next GA date	February 2024
	10.0	February 2020	February 2021	February 2023
Veeam ONE	11.0	February 2021	Next GA date	February 2024
	10.0	February 2020	February 2021	February 2023
Veeam Backup for Nutanix AHV	3.0	October 2021	Next GA date	October 2024
	2.0	March 2020	October 2021	March 2023
Veeam Service Provider Console	6.0	September 2021	Next GA Date	September 2024
	5.0	February 2021	September 2021	February 2024
	4.0	March 2020	February 2021	March 2023
	3.0	March 2019	March 2020	March 2022
Veeam Availability Orchestrator	5.0	November 2021	Next GA Date	November 2024
	4.0	March 2021	November 2021	March 2024
	3.0	July 2020	March 2021	July 2023

Product	Version	Release Date	End of Fix	End of Support
Veeam Agent for Microsoft Windows	5.0	February 2021	Next GA date	February 2024
	4.0	February 2020	February 2021	February 2023
Veeam Agent for Linux	5.0	February 2021	Next GA date	February 2024
	4.0	February 2020	February 2021	February 2023
Veeam Agent for Mac	1.0	February 2021	Next GA date	February 2024
Veeam Agent for Oracle Solaris	3.0	September 2021	Next GA date	September 2024
	2.0	June 2020	September 2021	June 2023
Veeam Backup for Microsoft 365	6.0	March 2022	Next GA date	March 2024
	5.0	December 2020	March 2022	Next GA + 2 Versions
	4.0	November 2019	December 2020	November 2022
	3.0	April 2019	November 2019	April 2022
Veeam Management Pack for Microsoft System Center	9.0	June 2020	Next GA date	Next GA Date + 1 Version
	8.0	August 2015	June 2020	Next GA Date + 1 Version
Veeam Backup for AWS	5.0	June 2022	Next GA date	Next GA Date + 1 Version
	4.0	October 2021	May 2022	Next GA Date + 1 Version
	3.0	December 2020	December 2021	June 2022
Veeam Backup for Microsoft Azure	4.0	July 2022	Next GA date	Next GA Date + 1 Version
	3.0	October 2021	July 2022	Next GA Date + 1 Version
	2.0	February 2021	December 2021	July 2022
	3.0	May 2022	Next GA date	Next GA Date + 1 Version
Veeam Backup for Google Cloud	2.0	August 2021	May 2022	Next GA Date + 1 Version
	1.0	January 2021	August 2021	May 2022
	4.0	May 2022	Next GA date	May 2025
Veeam Agent for IBM AIX	3.0	September 2021	May 2022	September 2024
	2.0	September 2020	September 2021	September 2023

For any renewal related questions, please contact the team by completing a renewal request form at veeam.com/renewal.html

How do I renew?



Fill out this request form

or



Contact your preferred Veeam reseller to request a quote

*Please make sure to visit our product pages for any new releases or check our News releases page in order to stay up to date with Veeam.