

Veeam

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Backup and Replication Setup

Backup and Replication license and ISO are in LiquidFiles.

Install Backup and Replication.

Apply License. 170 Instance

Create Veeam_Service account in local AD with domain admin credentials, set as never to expire for use with Veeam processes.

Add Host servers under backup infrastructure.

Description

Veeam Backup and Replication is our standard Backup software. Used to backup Servers, Workstations, Office 365 mailboxes, Teams, SharePoint, and OneDrive.

Resolution

- If not provided with Veeam Backup and Replication .ISO file, navigate to <https://www.veeam.com/> and sign in. If you don't have an account, create one it's free using your Accent Consulting email address.
- Navigate to Downloads (<https://www.veeam.com/downloads>) and choose download trial of Veeam Backup & Replication. Then, click download on Veeam Backup & Replication v11 (Latest version).
- You'll need a license key to get Veeam set up. We'll accomplish this by downloading a license key from the Pulse Veeam Pro Partner portal (<https://propartner.veeam.com/>).
- Log in using Veeam Pro credentials under Accent Consulting Services, LLC. Then, click on Service Provider -> Access Pulse.
- Click Login to Pulse, it will automatically log you in. Navigate to manage licenses. Make sure pop-ups will not be blocked, and click Download on "Veeam Backup - Enterprise - Migrated License".
- Right click -> Mount the .ISO.
- Run Setup.exe
- Follow the prompts, install the licensing file (.lic)
- Make sure to install missing software that is needed.
- If a service account has not been made for Veeam, we normally want to make sure we have a service account that has access to machines, such as "Veeam_Service" with required permissions.
- Continue through prompts, allow a new instance of SQL Server to be installed if not using pre-existing.
- Default ports.
- Allow default recovery write cache and file system catalog, unless storing on a separate drive, then specify the drive these folders need to be installed on.
- Finish installation. If missing updates, https://helpcenter.veeam.com/docs/backup/vsphere/updating_vbr.html?ver=110 and follow these guidelines.

Backup Standards

3-2-1 Backups

3 Copies of data - 2 Different Locations - 1 Offsite

3 - Production, Backup, Cloud Backup

2 - Production Location, Cloud Repository

1 - Cloud Repository

Veeam Resources

Veeam Support - <https://www.veeam.com/support.html>

Veeam Usage Reporting - <https://veeam.force.com/ServiceProvider/s/>

Veeam Best Practices - <https://www.veeamp.com/>

Primary Cloud Repo - <https://console.wasabisys.com/#/login>

Secondary Cloud Repo - https://secure.backblaze.com/user_signin.htm

Veeam Service Provider Console - <https://veeam-vac.accent-cloud.com:1280/#home/overview>

SolarWinds Isolated RMM for Backup Access - <https://www.am.remote.management/dashboard/>

Veeam Status Dashboard - <https://accentconsulting.brightgauge.co/dashboards/182e1339-d546-470b-8ece-d3581039f401/>

Current Installation Media - https://files.accentconsulting.com/shares/accent-techs/folders/veeam/files/veeambackup-amp-replication_11-0-0-837_20210401-iso

Wasabi File Manager - "X:\Software\Wasabi\WasabiExplorerSetup_v6.1.0.21_netv4.0.exe"

Orca MSI Editor - <https://developer.microsoft.com/en-us/windows/downloads/windows-10-sdk/>

Automate Script - Scripts\Software\Applications\Veeam Service Provider Console Communication Agent

Veeam Infrastructure

ACS-00-VSRV47 - 10.10.6.10 - Cloud Connect Server - Local Admin Documented in CRM

ACS-00-VSRV48 - 10.0.15.20 - Primary Local Repository and 365 Backup Server - Local Admin Documented in CRM

CM-Restores - 10.40.4.9 - Isolated Restore Environment - Local Admin Documented in CRM

Standard Configurations

-All Servers backed up at least once per day, unless specified otherwise by service agreement.

-All Servers backed up to local storage, mirrored to cloud storage, unless local resources insufficient.

-All Backups 90 day retention, unless specified otherwise by client.

-Full backup Every 7 days

-All Veeam Installations Managed by Cloud Service Provider Console.

-All Client Backups Kept Separate, Individual Repositories for All.

Guest Processing Failure

```
net use \\%FAILING PC NAME%\ADMIN$ /del /user:accent\veeam_service
```

Server Backup Configuration

Select Desired Virtual Server from managed Host.

Machine generated alternative text: INVENTORY Virtual Infrastructure Microsoft Hyper-V Standalone

Add to Backup Job.

Machine generated alternative text: Cdtectirw RS-AS-4 RS-AS-4 RS-AS-4 NS-AS-4 VeeamZIP Quick ba

Create New Backup for Each VM - 1 Job per Server

Name Backup job according to Type and Destination

Machine generated alternative text: New Backup Job Type in a name and description for this backup

Select Desired Respository for Backup to Target, 90 Day retention.

Machine generated alternative text: New Backup Job Sto Specify processing proxy server to be used

Under Advanced -

Machine generated alternative text: Advanced Settings Backup Maintenance Storage Notifications B:

Set Storage Optimization to "WAN Target"

Encryption should be enabled, using a password created for either client, location, or asset level, per client requirements.

Generate password randomly and document in CRM.

Image not found or type unknown



By Default, enable Guest Processing for all Servers using Veeam_Service when able.

Image not found or type unknown



Schedule as below:

Image not found or type unknown



Veeam Commands

Run an Active Full Backup via Command Prompt

```
"C:\Program Files\Veeam\Endpoint Backup\Veeam.EndPoint.Manager.exe" /activefull
```

```
"C:\Program Files\Veeam\Endpoint Backup\Veeam.EndPoint.Manager.exe" /activefull "<ID>"
```

Resolution: Error: The Device is not ready. Asynchronous read operation failed...

<https://forums.veeam.com/veeam-agent-for-windows-f33/error-the-device-is-not-ready-asynchronous-read-operation-failed-failed-to-upload-disk-t65945.html>

- Powershell > Mountvol
- Look for drives with the error: *** NOT MOUNTABLE UNTIL A VOLUME MOUNT POINT IS CREATED ***
- Copy the Volume ID of the partition with that error
- Regedit > HKEY_LOCAL_MACHINE\SOFTWARE\Veeam\Veeam Endpoint Backup\
 - Create Multi-String Value Named: ManagedExcludeVolumes
 - Modify the value to be the Volume ID of the partition that you want to exclude.
 - Restart
- Run Active Full in Veeam

Get Job IDs in Powershell

In Progress

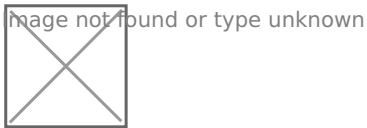
Veeam MST Settings

Simplest to open an existing MST and edit fields as necessary to generate a new transform.

Open Current Version of MSI using Orca

```
"X:\Tier2\3  
Software\Veeam_Deployment_v4.0.0.4914\Veeam_MSI\VAC.CommunicationAgent.x64.msi"
```

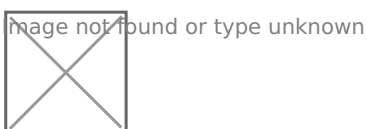
Apply Transform



Navigate up one directory from MSI:

```
X:\Tier2\3 Software\Veeam_Deployment_v4.0.0.4914\Veeam_MSI
```

Select an existing MST to apply and update



Find the fields that are affected by the transform. Should be Property, and at the very bottom of the page therein

Update VAC_TENANT, and VAC_TENANT_PASSWORD with the appropriate information.

Generate Transform and name appropriately

Provide new MST to Zaelin to update Script.

Veeam Resources

Veeam Support - <https://www.veeam.com/support.html>

Create Individual Tech Account, linked to Accent Main account in order to interact with Veeam Support and raise tickets or issues with the software that cannot be solved locally.

Veeam Usage Reporting - <https://veeam.force.com/ServiceProvider/s/>

Each month we must submit our Veeam usage to Ingram via this portal so that they can bill us correctly for usage.

Veeam Best Practices - <https://www.veeamp.com/>

Reference documentation for best practices. Often over-engineered for our purposes, or intended for Enterprise scale, but useful nonetheless.

Primary Cloud Repo - <https://console.wasabisys.com/#/login>

Service URL for Wasabi Buckets: s3.us-east-2.wasabisys.com

Individual buckets for each client, with a specified folder for each generating Backup and Replication Instance.

Secondary Cloud Repo - https://secure.backblaze.com/user_signin.htm

As above. Service URL available on the B2 site after login.

Veeam Service Provider Console - <https://veeam-vac.accent-cloud.com:1280/#home/overview>

Centralized reporting and control of Veeam jobs. Primarily used as a data collection point for KPI metrics, can be used to configure and send command to agents, but it often hindered by poor end point communication. Good place to start, but will often fail to be the final solution location.

SolarWinds Isolated RMM for Backup Access - <https://www.am.remote.management/dashboard/>

Isolated RMM tool used only for higher security environments, like Backups. Backup appliances should not be accessible via Automate/ScreenConnect.

Veeam Status Dashboard - <https://accentconsulting.brightgauge.co/dashboards/182e1339-d546-470b-8ece-d3581039f401/>

Brightgauge dashboard created in order to track performance of Veeam backups. A lot of information here, most important for daily use being the at a glance overall success rates, and the breakdowns of which jobs are failing at current moment.