



# Veeam Backup *for Microsoft 365* 7a Release Notes

This document provides last-minute information about Veeam Backup *for Microsoft 365* 7a, including system requirements, installation, and upgrade procedure, as well as relevant information on technical support, documentation, online resources, and more.

The release version of Veeam Backup *for Microsoft 365* 7a is available for download at: <https://www.veeam.com/backup-microsoft-office-365-download.html> starting from December 5, 2023.

## See next:

- [System Requirements](#)
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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.

## Veeam Backup *for Microsoft 365* Server

### Hardware

- *CPU*: any modern multi-core x64 processor, 8 cores minimum.
- *Memory*: 16 GB RAM minimum. Additional RAM and CPU resources improve backup, restore and search performance.  
  
Veeam Backup *for Microsoft 365* also requires a minimum size of 16 GB of RAM for VMs with dynamic memory allocation.
- *Disk Space*: 1 GB for product installation and additional free space for configuration and local cache databases (depending on the number of organizations, jobs, and sessions) and product logs.

### OS

Only a 64-bit version 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 10 22H2 and earlier
- Microsoft Windows 11 22H2 and earlier

Veeam Backup *for Microsoft 365* server can be deployed on the following core editions:

- Microsoft Windows Server 2022
- Microsoft Windows Server 2019 LTSC, 1809
- Microsoft Windows Server 2016 LTSC, 1607
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2012

### Software

- Mail backup is supported for Microsoft 365 Exchange Online and Microsoft Exchange 2019, 2016, or 2013.
- SharePoint backup is supported for Microsoft 365 SharePoint Online and Microsoft SharePoint 2019 or 2016.
- To use PowerShell cmdlets for backup and/or restore, Windows PowerShell 5.1 or later is required.
- Microsoft .NET Framework 4.7.2 or later.
- Windows C Runtime and Update (UCRT) in Windows. For more information, see [this Microsoft article](#).

- (optional) If you plan to export folders and items as Personal Folder Files (.PST), it is necessary to have a 64-bit version of Microsoft Outlook for Microsoft 365, Microsoft Outlook 2019, Microsoft Outlook 2016, Microsoft Outlook 2013, or Microsoft Outlook 2010 installed on the machine where Veeam Explorer runs.
- (optional) Veeam Backup & Replication or Veeam Agent *for Microsoft Windows* for management server backup. Application-aware processing of Veeam Backup *for Microsoft 365* server will be supported by Veeam Backup & Replication v10 or later, and Veeam Agent *for Microsoft Windows* 4.0 or later.

## Backup Proxy

### Hardware

- *CPU*: any modern multi-core x64 processor, 8 cores minimum.
- *Memory*: 16 GB RAM minimum. Additional RAM and CPU resources improve backup, restore and search performance.
- *Disk space*: 1 GB for backup proxy installation and additional free space for configuration and local cache databases (depending on the number of organizations, jobs, and sessions) and backup proxy logs.

### OS

Only 64-bit version 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 10 22H2 and earlier
- Microsoft Windows 11 22H2 and earlier

Backup proxy servers can be deployed on the following core editions:

- Microsoft Windows Server 2022
- Microsoft Windows Server 2019 LTSC, 1809
- Microsoft Windows Server 2016 LTSC, 1607
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2012

### Software

- Microsoft .NET Framework 4.7.2 or later.
- Windows C Runtime and Update (UCRT) in Windows. For more information, see [this Microsoft article](#).
- Windows PowerShell 5.1 or later.

## REST API Host

### Hardware

- *CPU*: any modern multi-core x64 processor, 8 cores minimum.
- *Memory*: 16 GB RAM minimum. Additional RAM and CPU resources improve backup, restore and search performance.

Veeam Backup *for Microsoft 365* REST API server also requires a minimum size of 16 GB of RAM for VMs with dynamic memory allocation.

- *Disk Space*: 500 MB for Veeam Backup *for Microsoft 365* REST API server installation and additional free space for product logs.

### OS

Only a 64-bit version 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 10 22H2 and earlier
- Microsoft Windows 11 22H2 and earlier

Veeam Backup *for Microsoft 365* REST API server can be deployed on the following core editions:

- Microsoft Windows Server 2022
- Microsoft Windows Server 2019 LTSC, 1809
- Microsoft Windows Server 2016 LTSC, 1607
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2012

### Software

- Microsoft .NET Framework 4.7.2 or later.
- Windows C Runtime and Update (UCRT) in Windows. For more information, see this Microsoft article.

## Backup Target

Backup can be performed to the following storage systems accessible from a Veeam Backup *for Microsoft 365* management server or a backup proxy:

- Local folder on a backup proxy.
- Direct Attached Storage (DAS) connected to the management server or backup proxy, including external USB/eSATA drives and raw device mapping (RDM) volumes.
- Storage Area Network (SAN). Management server or backup proxy must be connected to the SAN fabric via hardware or virtual HBA, or software iSCSI initiator.
- SMB 3.0 share (experimental support). Management server's or backup proxy's computer account must have Read/Write permissions to work with the network share. Consider that SMB disconnects can cause repository corruption.
- Amazon S3 object storage.
- Microsoft Azure Blob Storage.
- IBM Cloud Object Storage.
- Wasabi Cloud storage.
- Any S3 Compatible object storage device fully compatible with the AWS S3 operations and AWS S3 Signature Version 4 standard.

Storage volumes hosting the backup repository must be formatted with NTFS or ReFS.

## Backup Copy Target

Backup copy can be performed to the following storage systems accessible from a Veeam Backup *for Microsoft 365* management server or a backup proxy:

- Amazon S3 object storage
- Amazon S3 Glacier
- Microsoft Azure Blob Storage
- Microsoft Azure Archive Storage
- IBM Cloud Object Storage
- Wasabi Cloud storage
- Any S3 Compatible object storage device fully compatible with the AWS S3 operations and AWS S3 Signature Version 4 standard.

## Veeam Explorer *for Microsoft Exchange*

Veeam Explorer *for Microsoft Exchange* (build 7.1.0.1300) requires Veeam Backup *for Microsoft 365* 7a or Veeam Backup & Replication version 10 or later or Veeam Backup & Replication Console version 10 or later.

To learn more about system requirements for Veeam Explorer *for Microsoft Exchange*, see the [user guide](#).

## Veeam Explorer *for Microsoft SharePoint*

Veeam Explorer *for Microsoft SharePoint* (build 7.1.0.1300) requires Veeam Backup *for Microsoft 365* 7a or Veeam Backup & Replication version 10 or later or Veeam Backup & Replication Console version 10 or later.

To learn more about system requirements for Veeam Explorer *for Microsoft SharePoint*, see the [user guide](#).

## Veeam Explorer *for Microsoft OneDrive for Business*

Veeam Explorer *for Microsoft OneDrive for Business* is distributed in one package with Veeam Explorer *for Microsoft SharePoint*. For system requirements, see the [user guide](#).

## Veeam Explorer *for Microsoft Teams*

Veeam Explorer *for Microsoft Teams* (build 7.1.0.1300) requires Veeam Backup *for Microsoft 365* 7a or Veeam Backup & Replication version 10 or later or Veeam Backup & Replication Console version 10 or later.

To learn more about system requirements for Veeam Explorer *for Microsoft Teams*, see the [user guide](#).

# Permissions Changelog

Veeam Backup *for Microsoft 365* build 7.1.0.1301 inherits permissions and roles required in build 7.0.0.4388 (patch P20231015).

Note that when you assign or recall the *Exchange.ManageAsApp* permission or the *Global Reader* role, Veeam Backup *for Microsoft 365* requires 1 hour to acknowledge such a change in application permissions and roles.

## Amazon S3 Storage Permissions

For the updated list of permissions that must be granted to access Amazon S3 buckets and folders and create backup repositories, see [Amazon S3 Storage Permissions](#).

## Azure Blob Storage Permissions

For the updated list of permissions that must be granted to a user account that you use to access Azure Blob Storage and Azure Blob Storage Archive, see [Azure Blob Storage Permissions](#).

For the updated list of permissions that must be granted to a user account that you use to create Azure AD application for the Microsoft Azure service account if you want to use the Azure archiver appliance, see [Permissions for Azure Archiver Appliance](#).

# Known Issues and Limitations

The following is a list of issues known to exist at the time of the Veeam Backup *for Microsoft 365* 7a.

## Infrastructure and Configuration

### Platforms and applications

- System requirements and limitations for Microsoft 365 can be found in the [System requirements for Microsoft 365 and Office](#) article. Keep in mind that Exchange Online throttling policies are set to hard limits and cannot be changed by a tenant Microsoft 365 organization. If you need to modify these settings, please contact Microsoft technical support.
- For Microsoft Outlook, update channels such as *Beta Channel*, *Current Channel*, or *Monthly Enterprise Channel* are not supported; Veeam supports only RTM/GA versions of this product. For more information, see [this Microsoft article](#).
- The current version does not support automatic firewall rules creation and ports opening. If any of the required ports are closed, you should open them manually.
- IPv6 connections to Microsoft 365 endpoints are not supported. For more information, see this [Microsoft article](#).
- Windows PowerShell 7 is not supported.

### Microsoft 365 organizations

- Microsoft 365 *Germany* region is provided with experimental support.
- Modern app-only authentication is not supported for the Microsoft 365 *Germany* region.
- Modern authentication with legacy protocols allowed is not supported for the Microsoft 365 *China* region.
- Microsoft Teams service is not supported for organizations in the Microsoft 365 *China* and *Germany* regions.
- Email notifications on job results may not work properly for Microsoft 365 *China* and *Germany* regions. For more information, see [KB2692](#).
- Email notifications using OAuth 2.0 Authorization Framework are not supported for organizations in the Microsoft 365 *China* region.
- Some of the Microsoft 365 SharePoint service plans assigned to the Microsoft 365 organization cannot be automatically identified as valid by Veeam Backup *for Microsoft 365*. For such organizations, OneDrive accounts cannot be backed up. Please contact Veeam Support to resolve this issue.
- Adding a Microsoft 365 organization in the *China* region may fail with the following errors: "Connect to SharePoint: Unable to locate SharePoint Online. Identify Client Runtime Library (IDCRL) could not look up the realm information for a federated sign-in", or "Check LegacyAuthProtocolsEnabled: Client Runtime Library (IDCRL) could not look up the realm information for a federated sign-in".
- Connection to a Microsoft 365 SharePoint Online organization in the *China* region may fail with the following error: "Unable to locate SharePoint Online. Identity Client Runtime Library (IDCRL) could not look up the realm information for a federated sign-in. To resolve this error, try to re-connect in 30 minutes".
- When adding an organization in the modern authentication mode with legacy protocols allowed, using a combination of different authentication methods (certificate and secret) for Exchange Online and SharePoint Online is not supported.



## Veeam Backup *for Microsoft 365* components

- In case of a distributed architecture – Veeam Backup *for Microsoft 365* console and management server running on different machines – a backup proxy added in the domain network can be added only if the management server is trusted for delegation. For more information, see [this Microsoft article](#).
- If any of the machines hosting any of Veeam Backup *for Microsoft 365* components were renamed or its FQDN was changed or it was joined to a different domain, the components would become unable to access each other. If these changes occurred on a machine hosting a backup proxy, such proxy will have the Offline status displayed in the management console. To workaround, in the management console, remove this proxy from the infrastructure configuration, then configure this proxy anew, targeting the machine with its new name. Associated repositories will be preserved.
- If the ProxyDB folder containing a backup proxy configuration database is deleted from a proxy server, this proxy cannot obtain information about its associated repositories any longer. Thus, backup jobs targeted at those repositories will fail with the following error: "Repository does not exist." To workaround, you need to re-create this proxy.
- Veeam Backup *for Microsoft 365* and its components cannot be installed on a machine hosting a remote Veeam Backup *for Microsoft 365* backup proxy.
- Installing the Veeam Backup *for Microsoft 365* REST API Service on a host machine running the Veeam Backup Proxy *for Microsoft 365* Service is not supported.
- If the time on a machine hosting a remote proxy is not synchronized with Veeam Backup *for Microsoft 365* server, adding the proxy fails with the error: "An unsecured or incorrectly secured fault was received from the other party. See the inner FaultException for the fault code and detail".
- If you have Veeam Backup *for Microsoft 365* 7a and Veeam Explorers installed on the machine hosting Veeam Backup & Replication version 10, you may see compatibility issues in case of upgrading Veeam Backup & Replication to version 10a. To avoid it:
  - Uninstall Veeam Explorers before performing the upgrade.
  - After the upgrade, reinstall Veeam Explorers manually from the Veeam Backup *for Microsoft 365* 7a installation package.
- If Veeam Backup *for Microsoft 365* server or backup proxy server is installed on a machine with Microsoft Windows Server core edition 1903/1909, upgrading of an operating system on this machine to Windows Server Core 2004/20H2 may lead to the product operation problems.
- On the host where Veeam Backup *for Microsoft 365* is installed, internet proxy settings configured in Veeam Backup *for Microsoft 365* are not reverted back after selecting the "Do not use internet proxy" setting.
- Logs export using the **Support Information** wizard is not supported for REST services installed remotely. To collect logs manually, navigate to the %ProgramData%\Veeam\Backup365\Logs directory on the host running the REST service.
- Logs exported using the **Support Information** wizard cannot be opened using File Explorer for Microsoft Windows if they include a backup job with a name of more than 260 characters. To view such logs, use other 3<sup>rd</sup> party tools, such as 7zip or WinRAR.
- Installing Veeam Backup *for Microsoft 365* and Veeam Explorers on Windows 11 22H2 with the enabled Smart App Control feature is unsupported.
- Certificates from the Trusted Root Certification Authorities stores are not displayed and cannot be used for configuring tenant and restore operator authentication.
- Switching back a backup proxy enabled for usage Teams Export APIs to team chats backup using the EWS APIs is not supported.
- Organization cache (Controller SQLite and Proxy SQLite databases) is updated once every 24 hours, and in some cases, new objects created in Microsoft 365 organizations may not be yet present in the cache until the next synchronization is performed. To manually initiate organization cache synchronization, you can use either [PowerShell cmdlets](#) or [REST APIs](#).

## Backup Repositories

- A symbolic link set as a mapped drive is not supported as a repository target.
- A repository initially associated with a certain backup proxy can only be used by a proxy running the same Windows OS version or later. If you try to associate such repository with a backup proxy running an earlier Windows version (for example, after downgrading the proxy server OS due to maintenance reasons), Veeam Backup *for Microsoft 365* will not be able to access the repository data. The following error message will be issued: "JetError -514, JET\_errBadLogVersion, Version of log file is not compatible with Jet version". The reason is that the Jet engine (ESE) differs for different versions of Windows OS. To be able to work with the data backed up by a proxy before such maintenance, make sure that the proxy has the same OS version before and after maintenance.
- SMB shares on workgroup backup proxies are not supported as target repositories.
- The `$root` container in Azure Blob Storage is not supported.
- For Azure Blob Storage, only Azure block blob storage accounts are supported. For more information about the types of storage accounts in Azure, see this [Microsoft article](#).
- Microsoft Azure Blob Storage with a hierarchical namespace is not supported.
- Immutability on IBM Cloud Object Storage is not supported.
- In immutable object storage repositories, the immutability period on objects is set up to 30 days longer than the retention period configured for this repository.
- Azure Blob Storage Archive accounts configured for Read-access geo-zone-redundant storage (RA-GZRS) replication are not supported. For more information, see this [Microsoft article](#).
- The default 443 port is not supported for creating an archiver appliance in the AWS *China* region.
- When adding an on-premises S3 Compatible object storage, buckets that are not compatible with the S3 API are not visible and available for selection.
- When adding a Wasabi S3 Compatible object storage, the 's3.wasabisys.com' service point works only for buckets located in the *US East-1* region. For more information, see the [Wasabi service URLs](#) documentation.
- Amazon buckets with a period ('.') character in their names are not supported. For more information, see [KB3095](#).
- IPv6 connections to object storage are not supported.
- Moving backup repositories that contain data backed up using Teams Export APIs to backup proxies that are not enabled for using Teams Export APIs is not supported.
- The *Versioning* feature is only supported for Amazon S3 buckets, S3 Compatible buckets and Microsoft Azure storage accounts that are used for backup repositories enabled for immutability.
- Azure Archive Storage located in *China East*, *China North* and *China North 3* regions is not supported for creating backup repositories. For more information, see this [Microsoft article](#).

## Upgrade

- Upgrade from the beta version of Veeam Backup *for Microsoft 365* is not supported.
- Product updates cannot be installed automatically to the following components:
  - Remote REST services
  - Remote Veeam Explorers
- After installing updates automatically and restarting a backup server, a new access token for REST clients cannot be received using a refresh token, and all REST clients need to re-authenticate with user credentials.
- If a successfully installed automatic update has been rolled back by a user, automatic updates for remote Veeam Backup *for Microsoft 365* console and PowerShell components are not initiated.
- Remote workgroup backup proxy upgrade fails if the upgrade installation is performed under a non-domain user account. To upgrade such a proxy, provide a remote proxy host administrator account credentials.
- Installing Veeam Backup *for Microsoft 365* automatically via the **Upgrade** wizard is not available for product versions earlier than 6.0.0.400 (cumulative patch P20220718). For more information, see [KB4341](#).
- After upgrading from Veeam Backup *for Microsoft 365* versions 5x to version 7a, web change tokens are cleaned from repositories and a full sync is performed for existing SharePoint Online backup jobs.
- After upgrading from Veeam Backup *for Microsoft 365* v6 to version 7a, the Restore Portal URL is not displayed on the **Restore Portal** tab of the **General Options** window. This issue does not impact the accessibility of the portal, and to resolve it, you can manually add your Restore Portal URL on the **Restore Portal** tab.

## Backup

### General

- The following limitations apply for backup of Microsoft 365 tenants using modern app-only authentication (for more information, see [KB3146](#)):
  - Dynamic distribution groups cannot be protected and cannot be used as a selection mechanism.
  - Resource/equipment mailboxes are presented and available for backup with the general *User* type.
  - SharePoint web parts can only be backed up if their 'exportmode' property is enabled. Non-exportable web parts are not supported.
- Backup operations using an internet proxy with SSL filtering may fail with the error: "Exception of type 'System.OutOfMemoryException'".
- Microsoft 365 group owner data backup is not supported if the group owner is not a member of the Group.
- Backup jobs using auxiliary backup accounts newly created in Microsoft 365 and added to a security group may fail with the "Unauthorized (401)" error because of the time required to synchronize changes across Azure AD and Microsoft 365.
- After changing the organization authentication mode to modern app-only, some Microsoft 365 groups may fail to be resolved for backup.
- In organizations with modern app-only authentication, the type property for discovery search, resource and equipment mailboxes is not resolved. Such mailboxes are available for backup with the general *User* type.

- In hybrid organizations using modern app-only authentication, shared and public folder mailboxes are available for backup with the general *User* type if this user type is set for such users in the on-premises Microsoft Exchange organization.
- In older restore points of organizations using modern app-only authentication, the user type property value is changed from *User* to *Shared Mailbox* after such a mailbox has been resolved and backed up as a 'Shared Mailbox' with Veeam Backup *for Microsoft 365* build 7.0.0.4388 (patch P20231015) or later.
- In the already existing backup jobs, the type for shared mailboxes is not automatically updated after the product is upgraded to Veeam Backup *for Microsoft 365* build 7.0.0.4388 (patch P20231015) or later.

### Exchange data

- Backup of In-Place Hold Items is not supported for on-premises Microsoft Exchange 2013 due to EWS limitations.
- To back up public folder mailboxes, the Veeam service account must have a valid Exchange Online license and an active mailbox within the Microsoft 365 organization.
- When creating public folder backups, you can select only the primary hierarchy mailbox for the backup.
- If you modify the retention policy tag for a folder in Exchange Server, Veeam Backup *for Microsoft 365* will perform full synchronization of that folder during the next job run. The reason is that any change to retention policy makes changes to all items in the folder (modifies tag, updates last modification time). Such changes are treated by the synchronization mechanism as the new item version, which, in turn, automatically initiates full sync. For more information, see [this Microsoft article](#).

### SharePoint and OneDrive data

- Selecting group objects is not supported for on-premises Microsoft SharePoint organizations.
- To back up and restore SharePoint sites with certain specific templates, such as Business Intelligence Center, Product Catalog, and Visio Process Repository, an organization must have a valid SharePoint license.
- SharePoint Online personal site and OneDrive account backup will fail if the site has reached its storage space quota and if your service account is not granted with the Site Collection Administrator permissions for this site.
- Backup of a SharePoint site created within the last 24 hours before the backup job run may be performed with an error because of the time required for its configuration update.
- Due to API limitations, version history backup is not supported for the Microsoft SharePoint .aspx web pages.
- Backup of the SharePoint App Store applications added to a site is not supported for organizations with basic authentication or modern authentication with legacy protocols allowed. Backup of a site that contains such application fails with the error: Attempted to perform an unauthorized operation.
- Backup of the SharePoint App Store applications that use JavaScript redirects is not supported.
- When an existing SharePoint Online backup job is reconfigured to work with a different repository, the Change API mechanism cannot be supported on the next job run. A full synchronization will be performed, but only changed data will be transferred during this session.
- Resolving site collections fails for on-premises SharePoint organizations added to the Veeam Backup *for Microsoft 365* scope using their fully qualified domain name (FQDN).
- On-premises OneDrive backup fails with the "OneDrive was not found" error if the corresponding root site collection is missing.

- Backup of the publishing pages web parts is not supported for on-premises Microsoft SharePoint organizations older than SharePoint Server 2016 security update [KB 4018381](#).
- For organizations added using modern app-only authentication, enabling the ability to change web parts export mode for an organization after the first SharePoint backup job run does not take effect on incremental runs if no changes have occurred to the source data after the initial backup job run. As a workaround, use the `Start-VBOJob` cmdlet with the `-Full` parameter to enforce the full backup run and apply the exportable mode to site web parts.
- For organizations added using modern app-only authentication, SharePoint web parts export mode can only be changed automatically if such type of a property is supported and can be modified in the source SharePoint Online site or OneDrive account.
- Comments on SharePoint list items are not supported for backup.
- In organizations with the renamed SharePoint domain, sites explicitly selected for backup need to be re-added to a backup job.
- If a SharePoint item has several versions with identical *owshiddenversion* values, only the latest version of this item is backed up, all the rest versions are skipped from processing.
- Write rate may occasionally decrease during SharePoint backup to a repository extended with object storage.
- In the **New Backup Job** wizard, search within sites works only by URL while sites are being enumerated.
- After a SharePoint site URL has been changed, a site with an old URL can still be selected for backup. Processing of a site with an old URL will fail with the warning: Site was moved to another URL. As a workaround, to suppress the unwanted warnings, you can exclude these unneeded sites from a backup job.
- Backup of personal SharePoint sites that use the SPSPERS#1-SPSPERS#10 templates and are not associated with any user fails with the warning: "Cannot resolve personal site owner. The user may not have a valid Microsoft Office 365 license with SharePoint plan enabled".
- Backup of a SharePoint team site that has the information barriers mode set to *Implicit* fails with error: "Exception from HRESULT: 0x87FA0080".

## Microsoft Teams data

- Wiki tabs are not supported for backup when protecting Microsoft Teams objects.
- Microsoft Teams applications from Microsoft AppSource Marketplace and custom applications from the organization's app store are not supported for backup.
- Microsoft Teams calls, meeting notes, and meeting chats are not supported for backup.
- Code snippets in Microsoft Teams posts are not supported for backup.
- Microsoft Teams tags are not supported for backup.
- The 'Allow members to upload custom apps' team property in Microsoft Teams is not supported for backup.
- Approvals cards in Microsoft Teams posts are not supported for backup.
- Instant meetings (Meet Now) and scheduled meetings cards in Microsoft Teams posts are not supported for backup.
- Team channel settings are not supported for backup.

- In Multi-Geo organizations, backup of a team with preferred data location set to a region different from the initial region may fail with the error: "(502) Bad Gateway".
- Backup of team chats using Teams Export APIs is not supported for Microsoft 365 organizations in the *US Government*, *Germany*, and *China* regions.
- Backup of team chats using Teams Export APIs requires access to Microsoft Graph Teams Export APIs and manual configuration in Veeam Backup *for Microsoft 365*. For more information, see [KB4322](#) and [KB4340](#).
- Teams backup in organizations with basic authentication fails with the error: "The remote server returned an error: (403) Forbidden. Access denied" if a team site has been deleted in the production environment and created again.
- After October 1<sup>st</sup>, 2022, backup jobs processing Teams objects may fail with the error: "Folder TeamsMessagesData was skipped from processing. For more details, see [KB4340](#)."
- A backup job containing a team that does not have any owner assigned to this team fails with the error: Failed to find Team mailbox owner account. To resolve this issue, you can switch to Microsoft Teams backup using the protected Teams Export APIs.
- In organizations enabled for using the protected Teams Export APIs, team posts are not protected by design if a backup job includes the entire organization.
- Team tabs linked to files stored in personal OneDrive accounts are not supported for backup.
- Backup of a team linked to a SharePoint site that has the information barriers mode set to *Implicit* fails with error: "Exception from HRESULT: 0x87FA0080".

## Backup Copy and Data Retrieval

- For archive tier repositories configured with Item-level retention, an increase of retention period does not result in copying older restore points to this repository on the next backup copy job run.
- Under certain conditions, data retrieved for either a team or its corresponding site might be available for browsing with both Veeam Explorer *for Microsoft SharePoint* and Veeam Explorer *for Microsoft Teams*.
- Copying backups to an Amazon S3 Glacier or Glacier Deep Archive object storage may take up to 3x more time compared to copying backups to an Azure Blob Storage Archive.
- Under certain conditions, exporting retrieved Teams posts for a selected time period may fail.
- Availability period for retrieved data cannot be reduced if an archive tier repository with an already requested data retrieval has been removed and then re-added to Veeam Backup *for Microsoft 365*.
- The number of items transferred by a copy job targeted at a repository with Item-level retention may mismatch the number of items transferred by a corresponding backup job.
- Active data retrievals are not displayed in the Veeam Backup *for Microsoft 365* console if the corresponding archive tier repository has been re-attached to a different proxy after the retrieval process had been initiated.

## Reporting

- Mailbox Protection report generated for the root Organizations node will fail if any issues occur when connecting to one of the organizations in the scope.
- When Veeam Backup *for Microsoft 365* is installed on a machine running Microsoft Windows Server core editions, creating of the Mailbox Protection report will fail with the error: "Could not find file." For more information, see [this Microsoft article](#).

- In the generated reports, the product name may be displayed outdated (Veeam Backup *for Microsoft Office 365*) if a license file installed on the Veeam Backup *for Microsoft 365* server contains the outdated product name.
- Timestamps in the generated reports are provided in the following format: MM/dd/yyyy HH:mm:ss and may not respect the local machine Date and Time format settings.

## Restore Portal

- Azure AD application used for Restore Portal cannot be created automatically on a host where only the Veeam Backup *for Microsoft 365* remote REST service is installed.
- On the **Restore List** tab, item's restore status may be displayed incorrectly if multiple items of the same data type (Exchange, SharePoint or OneDrive) have been restored simultaneously and some of the items failed to be restored or restored with warnings. Restore Status is displayed according to the entire restore session result.
- Azure AD application used for Restore Portal cannot be automatically configured for multiple organizations added to the Veeam Backup *for Microsoft 365* scope. To make Restore Portal work in a multitenant environment, you need to configure your Azure AD application manually.
- Restore sessions are not closed automatically and keep running for an hour after a user who logs in to Restore Portal refreshes their browser during the current login attempt.
- A user or a restore operator cannot perform a restore via Restore Portal if the corresponding organization has been removed from the Veeam Backup *for Microsoft 365* scope during this Restore Portal session.
- On the **Restore List** tab, sorting items in the list by Restore Status is not supported.
- Searching by part of a word is not supported. Only word prefix search is supported.
- Restore points created by Veeam Backup *for Microsoft 365* of a version earlier than 6.0 (build 6.0.0.367) are not available for selecting in Restore Portal.
- Restore of SharePoint items from different subsites, or a mix of Exchange items from an archive mailbox and a primary mailbox included to the Restore List, fails with the error: "The Maximum count of operator restore sessions reached".
- When adding a restore operator role, you can select a public folder mailbox and make it a restore operator.
- Shared and public folder mailboxes are displayed in Restore Portal with the general *User* type property.
- Restoring a team post may fail with the error: "There is an error in XML document (2, 20) ". This issue only occurs on posts of the *systemEventMessage* type which is unsupported for restore.



## Veeam Explorer *for Microsoft Exchange*

- Bulk restore (restore of multiple objects) is not supported for public folder mailboxes. Use the regular per-object restore instead.
- If you want to restore In-Place Hold Items or Litigation Hold Items to the original location (that is, original mailbox system folders), consider the limitations that exist for this kind of restore:
  - Restore of In-Place Hold Items is not supported for on-premises Exchange Server 2013 due to EWS limitations.
  - To restore In-Place Hold Items of Exchange 2016 mailboxes, these mailboxes must have In-Place Hold enabled and applied at least once with DiscoveryHolds system folder creation. Otherwise, restore of In-Place Hold Items will fail with an error: "Failed to restore In-Place Hold Items. Restore of In-Place Hold Items into Exchange 2013 is not supported." For information on enabling In-Place Hold and Litigation Hold, see [this Microsoft article](#).
  - Currently, Veeam Explorer *for Microsoft Exchange* does not support browsing and restoring items from the Versions subfolder of the Recoverable Items folder used by In-Place Hold and Litigation Hold to preserve items.
- 1-Click Restore is not supported for the following scenarios: Exchange Online archive mailbox restore to an on-premises Exchange archive mailbox and Exchange Online mailbox restore to on-premises Exchange mailbox.
- For users migrated from Microsoft 365 to on-premises Exchange, mailbox restore to its original location is supported via the restore wizard only until a new backup after the migration is performed.
- Search results for queries built with the 'is not' and 'doesn't contain' criteria will not include emails where the corresponding fields are empty.
- Restore is not supported for the `Team Chat` and `TeamsMessagesData` folders. In some cases, restoring this data results in the inconsistent state of the corresponding folders in Microsoft 365.
- Restore of group mailboxes and comparing them to production using a username and an app password for authentication is not supported.

## Veeam Explorer *for Microsoft SharePoint*

- The following limitations apply for restoring data with modern app-only authentication (for more information, see [KB3146](#)):
  - OneNote restore is not supported.
  - The SharePoint web part customized template cannot be preserved upon a restore. All web parts will be restored with the default template.
  - The 'Allow multiple responses' setting in survey lists within team modern sites is not preserved upon a restore.
- SharePoint team site restore does not preserve team site owner, nor Microsoft 365 Group members are restored.
- SharePoint root site node restore is not supported if only subsites of this root were included in a backup. The node is displayed and accessible for restore in the UI, but the restore will finish with a new web part created and a warning that no master page is available for this web part.
- SharePoint App Store applications restore is not supported.
- Restore to on-premises SharePoint sites that are enabled for mixed 'Windows Authentication' and 'Forms Authentication' fails with the "The remote server returned an error: (403) Forbidden" error.



- If a personal SharePoint Online site was enabled for Multi-Geo after it had been backed up, it can only be restored to the location which was current at the time of backup. Restore to a new location after a site has been moved to new geo is not supported. For more information, see [KB3098](#).
- SharePoint Team site restore to a new alias or to another location is not supported for the STS#0 and STS#3 site templates.
- SharePoint site custom RSS settings are not preserved upon site restore. RSS settings are restored with the default configuration.
- Restore of custom apps added to a SharePoint site from the organization's App Catalog is not supported.
- SharePoint site group settings are not preserved upon site restore. Group settings are restored with the default configuration.
- Custom SharePoint site templates are not preserved upon site restore.
- Information Rights Management (IRM) settings for SharePoint lists and libraries are not preserved upon restore.
- Personal site is restored with errors if the 'Add And Customize Pages' permission for the user is set to 'Deny'. For more information, see this [Microsoft article](#).
- Hidden lists are not supported for restore.
- Shortcuts to shared folders are not supported for restore.
- Restore from SharePoint Online to SharePoint Subscription Edition is not supported for sites using the SITEPAGEPUBLISHING#0 and GROUP#0 templates.
- Restore of personal sites to an organization where the Custom Scripts option is disabled for personal sites is not supported.
- Team sites restore to a Multi-Geo organization using Basic authentication is not supported.
- Restore of a personal site to another location is not supported if this user account does not exist in the target organization.
- SharePoint site restore from SharePoint Online to SharePoint 2016 is not supported.
- A SharePoint item with minor versions is restored with major versions if the target library or list is set for major versions only.
- SharePoint item might be incompletely restored to another location, if this item has references to other items in its original location.
- Restore of a subsite to another organization fails if this subsite uses a template that does not exist in the target organization.
- Site collection features may not be preserved upon a site restore to another organization. After restore, such features can be activated for a subsite manually in Microsoft 365.
- Approval status of SharePoint items of the Document Set type is restored to Pending if an item is restored to another location.
- Restoring Shortcuts to shared folders is not supported.
- In a site URL, SharePoint domain is changed to a target organization after site restore to another location.

- Field value in a list column changes to the default after restore, if the field value has not been specified.
- Item size is displayed as zero bytes if this item was being uploaded to SharePoint during backup.
- Empty root nodes of SharePoint sites that are out of retention are displayed in Veeam Explorer.
- On the Restore List tab, item's restore status may be displayed incorrectly if multiple items of the same data type (Exchange, SharePoint or OneDrive) have been restored simultaneously and some of the items failed to be restored or restored with warnings. Restore Status is displayed according to the entire restore session result.
- OneNote notebooks saved locally as files are opened in a read-only state. For more information, see [KB4402](#).

## Veeam Explorer *for Microsoft OneDrive for Business*

- Restoring Shortcuts to shared folders is not supported.
- Item size is displayed as zero bytes if this item was being uploaded to OneDrive during backup.
- Empty root nodes of OneDrive accounts that are out of retention are displayed in Veeam Explorer.
- OneNote notebooks saved locally as files are opened in a read-only state. For more information, see [KB4402](#).
- If the size of a OneNote notebook is greater 2 GB, this OneNote notebook is saved as a folder with OneNote items.

## Veeam Explorer *for Microsoft Teams*

- Teams restore is not supported in the modern authentication mode with legacy protocols allowed (using a username and an app password). To restore Teams data, use modern app-only or basic authentication.
- OneNote files restore is not supported in the modern app-only authentication mode.
- OneNote tabs restore may fail with the "Configuration size exceeded. Provided: '4117' bytes MaxAllowed: '4096' bytes" error if the OneNote tab name includes non-Latin or special characters.
- Teams group settings are restored as default when using the modern app-only authentication mode. For more information, see this [Microsoft article](#).
- In the restore wizard, team guest members are shown as regular members. For restore, guest membership status is preserved.
- Membership permissions cannot be downgraded during the entire team restore if the team exists in an organization. For example, the 'Owner' role in the production Teams environment cannot be overwritten with the 'Member' role.
- Some channels may be skipped during the restore if the total number of restored channels plus the existing channels (including deleted) in the target team exceeds 200. For more information, see this [Microsoft article](#).
- An entire team restore fails with the "The directory object quota limit for the Tenant has been exceeded" error if the number of teams (including archived teams) in this Microsoft 365 organization exceeds 500,000. For more information, see this [Microsoft article](#).
- For a team with 100 owners, backup and restore fails with the "Unable to perform operation as '101' would exceed the maximum quota count '100' for forward-link 'owners'" error. For more information, see this [Microsoft article](#).

- Headlines of announcement posts are not shown in the Posts view of Veeam Explorer *for Microsoft Teams*. Subheadings of announcement posts are shown in the Subject field.
- Restore of a tab with more than 127 characters in its name fails with the "DisplayName is too long" error.
- Restore of a team with more than 127 characters in its name fails with the "Resource provisioning is in progress. Please try again." error.
- Teams objects restore fails if the team site cannot be accessed.
- Long channel names are cut to 31 characters after restoring to include the restore timestamp and fit the maximum of 50 allowed characters.
- Restoring a team within less than 10 minutes from its deletion may fail with the "Failed to restore Team: The object id "%value%" is invalid" error.
- If a user never opened the Files tab of a team channel in Microsoft Teams before data backup, files from this tab are not displayed in Veeam Explorer *for Microsoft Teams*.
- In organizations using modern app-only authentication, during backup and restore of an archived team, Veeam Backup *for Microsoft 365* does not preserve the **Make the SharePoint site read-only for team members** property of the team on the Microsoft 365 side.
- Team posts restore fails with the "App id com.microsoft.teamspace.tab.web needs to be installed to the scope ... and be in an unblocked state to install/update a tab" error if the WebSite Teams App has been manually blocked via Teams Admin Center.
- Teams posts may duplicate when browsing organization's backup, if the same team has been processed on both a proxy using Teams Export APIs and on a proxy that uses EWS APIs for team chats backup.
- Team posts may duplicate when browsing a standalone backup database that includes Team chats data backed up via both the EWS APIs and via Teams Export APIs.
- Team posts are displayed as deleted and with empty content, if in the production environment a channel with these posts has been deleted and then restored natively via Microsoft Teams tools.
- Timestamp of a scheduled meeting is displayed incorrectly in posts backed up via Teams Export APIs.
- Opening or restoring a team post may fail with the error: "There is an error in XML document (2, 20) ". This issue only occurs on posts of the *systemEventMessage* type which is unsupported for restore.

## PowerShell

- The `Measure-VBOOrganizationFullBackupSize` cmdlet is not supported when using modern app-only authentication (for more information, see [KB3146](#)).
- After installing Veeam Backup *for Microsoft 365* on Windows Core OS, PowerShell modules may not be imported automatically. To workaround, restart CMD via Task Manager, or log off the operating system and log back on.
- Moving SharePoint data from a local backup repository to object storage in an asynchronous mode using the `Move-VBOEntityData` cmdlet may fail with the "Cannot find web" error. The error occurs on subsites if their corresponding root site has been moved first.
- Team channel messages are skipped from processing when a full backup is enforced using the `Start-VBOJob` cmdlet with the `-Full` parameter and using Teams Export APIs is enabled.

- Using the `Move-VBOEntityData` cmdlet you can move backup data to an immutable object storage repository. After such a move only backup copy jobs can be configured to the target repository containing the migrated backup data. Regular backups to an immutable object storage are unsupported.
- The `Get-VBOEntityData` cmdlet returns shared mailboxes with the 'User' account type. This issue applies to Microsoft 365 organizations with modern app-only authentication and restore points created by Veeam Backup *for Microsoft 365* build 7.0.0.4388 (patch P20231015) or later.

## REST API

- Saving multiple backed-up OneDrive folders via the Swagger UI with the `(POST) /v7/RestoreSessions/{restoreSessionId}/Organization/OneDrives/{oneDriveId}/Folders/save` resource results in a corrupted archive ZIP file.
- Outlook client fails when opening PST files that were exported from Exchange backups via the Swagger UI.
- Frequency of requests to obtain access and refresh tokens through the `/token` endpoint is limited to 1 per second, 5 per minute, and 1500 per hour. These limits do not apply to requests performed from the localhost.
- The `hreflinks` in responses do not include either the DNS name or IP address of the Veeam Backup *for Microsoft 365* server or the port number.
- All `hreflinks` in responses have the `/v7/<Resource-URL>` syntax.
- If you perform the `(POST) /v5/Organizations/{organizationId}/Jobs` request in Veeam Backup *for Microsoft 365* version 7a, the `groupSite` property is mandatory for items of the *Group* type.
- If you perform the `(GET) /v5/Jobs/{jobId}/SelectedItems` and `(GET) /v5/Jobs/{jobId}/ExcludedItems` requests in Veeam Backup *for Microsoft 365* version 7a, the `groupSite` property is returned in the response body for items of the *Group* type.
- The `ManagedBy` parameter of a distribution group is not displayed in the response to the `(GET) /v7/Organizations/{organizationId}/Groups` request. For more details, see this [Microsoft article](#).
- The `/v7/RestorePoints` endpoints do not return any protected data for restore points created by Veeam Backup *for Microsoft 365* earlier than v6 (build 6.0.0.367).
- The `(GET) /v7/RestorePoints/{restorePointId}/protectedUsers` and `(GET) /v7/BackupRepositories/{repositoryId}/UserData` requests return shared mailboxes with the 'User' account type. This issue applies to Microsoft 365 organizations with modern app-only authentication and restore points created by Veeam Backup *for Microsoft 365* build 7.0.0.4388 (patch P20231015) or later.

# Installing Veeam Backup *for Microsoft 365* 7a

If you have participated in the public beta testing program for Veeam Backup *for Microsoft 365* v7, before running the setup be sure to:

- Remove all remote backup proxies.
- Uninstall the pre-release versions of Veeam Backup *for Microsoft 365*, Veeam Explorer *for Microsoft Exchange*, Veeam Explorer *for Microsoft SharePoint* and Veeam Explorer *for Microsoft Teams*.
- Manually remove default repository folders and other files from the target location. Note that version 7a is not compatible with the pre-release repository.
- Manually remove the target folders in object storage:  
<bucket\_name/container\_name>/Veeam/Backup365/. Note that version 7a is not compatible with pre-release object storage.
- Manually remove the content of the local cache folder including the PersistentCache directory and the Repository.xml file. Note that version 7a is not compatible with pre-release object storage cache.
- Delete the content of the C:\ProgramData\Veeam\Backup365 directory.

Download the Veeam Backup *for Microsoft 365* installation package from <https://www.veeam.com/backup-microsoft-office-365-download.html>, open the VeeamBackupMicrosoft365\_7.1.0.1301.iso file and run the Veeam.Setup.exe file.

To install Veeam Backup *for Microsoft 365*, do the following:

1. Run the **Veeam.Setup.exe** file from the downloaded ISO file.
2. Select which component(s) you want to install. The following components can be installed on the same or different servers: management server, user interface console, PowerShell extension module and the REST API plugin.
3. Read and accept the terms of the license agreement.
4. Change the default installation directory if needed.
5. Click **Install** to begin the installation.

# Uninstalling Veeam Backup *for Microsoft 365*

To uninstall Veeam Backup *for Microsoft 365*, do the following:

1. Stop and disable all backup jobs.
2. Close all restore sessions in Veeam Explorer *for Microsoft Exchange*, Veeam Explorer *for Microsoft SharePoint*, Veeam Explorer *for Microsoft OneDrive for Business* and Veeam Explorer *for Microsoft Teams*.
3. Open Veeam Backup *for Microsoft 365*, go to **Backup Infrastructure > Backup Proxies** and remove all remote backup proxies.
4. Open **Control Panel > Programs and Features**.
5. In the programs list, right-click **Veeam Backup for Microsoft 365** and select **Uninstall**.
6. At the **Uninstall** step, select check boxes next to the items that you want to uninstall and click **Remove**. Mind that the Veeam Backup *for Microsoft 365* uninstallation wizard uninstalls Veeam Explorers that are included in the Veeam Backup *for Microsoft 365* installation package if you have only Veeam Backup *for Microsoft 365* on your machine.  
Starting Veeam Backup *for Microsoft 365* build 7.0.0.4388 (patch P20231015), the installation package includes a new component – *EXO V3 PowerShell Module*. The uninstallation wizard does not uninstall this component, and if you want to remove it from your machine, you need to uninstall it manually.

Note that repository data in the target locations will not be affected when uninstalling Veeam Backup *for Microsoft 365*.

# Upgrading Veeam Backup *for Microsoft 365*

Veeam Backup *for Microsoft 365* 7a supports upgrade from the following versions:

- 5.0 (builds 5.0.0.1061, 5.0.0.1063)
- 5a (build 5.0.0.1070)
- 5b (builds 5.0.1.179, 5.0.1.207, 5.0.1.225, 5.0.1.252)
- 5c (builds 5.0.2.22, 5.0.2.42)
- 5d (builds 5.0.3.1033, 5.0.3.1035, 5.0.3.1051, 5.0.3.1060, 5.0.3.1063)
- 6.0 (builds 6.0.0.367, 6.0.0.379, 6.0.0.385, 6.0.0.400)
- 6a (builds 6.1.0.222, 6.1.0.254, 6.1.0.423, 6.1.0.438)
- 7.0 (builds 7.0.0.2911, 7.0.0.2914, 7.0.0.3007, 7.0.0.3604, 7.0.0.3968, 7.0.0.4385, 7.0.0.4388)

**Note:** Upgrade from the beta version of Veeam Backup *for Microsoft 365* version 7 is not supported.

**Important note:** The approximate maintenance window for upgrading installations from version 5x or 6x to version 7a is as follows: 30 minutes for 1 TB Jet-based backup repositories and local cache database used for repositories extended with object storage, and up to 1 hour for Veeam Backup *for Microsoft 365* configuration database. Plan for an appropriate maintenance window when your backup repository that is been upgraded is not available for use.

Consider the following when planning for an upgrade to 7a:

- Backup job settings and global configuration options (including notifications, file exclusions, and so on) will be preserved.
- All backup jobs, including those running on a schedule, will be stopped during the upgrade process.

Before attempting to install Veeam Backup *for Microsoft 365* 7a (build 7.1.0.1301) on a machine with the beta version of v7, do the following:

1. Remove all remote backup proxies.
2. Uninstall the pre-release versions of Veeam Backup *for Microsoft 365*, Veeam Explorer *for Microsoft Exchange*, Veeam Explorer *for Microsoft SharePoint*, and Veeam Explorer *for Microsoft Teams*.
3. Manually remove default repository folders and other files from the target location. Note that version 7a is not compatible with the pre-release repository.
4. Manually remove the target folders in object storage:  
<bucket\_name/container\_name>/Veeam/Backup365/. Note that version 7a is not compatible with pre-release object storage.
5. Manually remove the content of the local cache folder including the `PersistentCache` directory and the `Repository.xml` file. Note that version 7a is not compatible with pre-release object storage cache.
6. Manually delete the content of the `C:\ProgramData\Veeam\Backup365` directory.

To upgrade Veeam Backup *for Microsoft 365* to version 7a, do the following:

1. Download the latest Veeam Backup *for Microsoft 365* installation package from <https://www.veeam.com/backup-microsoft-office-365-download.html> and open the **VeeamBackupMicrosoft365\_7.1.0.1301.iso** file.
2. Run the **Veeam.Setup.exe** file from the downloaded ISO file and follow the wizard steps to install Veeam Backup *for Microsoft 365*.

After upgrading Veeam Backup *for Microsoft 365* version 5x or 6x to version 7a, all backup repositories and backup proxies will be marked as **Out of Date**. You need to upgrade these components manually from the Veeam Backup *for Microsoft 365* console.

If you have the Veeam Backup *for Microsoft 365* REST API component installed on a separate host, you must manually upgrade it on this machine after upgrading Veeam Backup *for Microsoft 365* to version 7a. For more information, see the [Upgrading REST API on Separate Machine](#) section of the Veeam Backup *for Microsoft 365* User Guide.



# Licensing

Veeam Backup *for Microsoft 365* is licensed per Microsoft 365 user in all organizations.

After you install Veeam Backup *for Microsoft 365* and its components, you will have a Community Edition mode that allows you to process up to 10 user accounts in all organizations including 1 TB of Microsoft SharePoint data and up to 10 teams. Such mode suggests using the *Community* license, which is not limited in time, nor implies any limitations in terms of program functionality.

Monitoring Veeam Backup *for Microsoft 365* infrastructure and data protection operations with Veeam ONE v12, requires a new Veeam Backup *for Microsoft 365* license file with the *M365Suite* package value. To download the license file manually, go to [my.veeam.com](https://my.veeam.com).

To install your paid, fully functional product license, do the following:

1. Start the program and open the main menu (the upper left of the console).
2. In the main menu, click **License**.
3. In the **License Information** window, click **Install** and specify the path to your license file.

For more information on licenses and how to retrieve them, see the FAQ. To renew your contract, please contact Veeam at: [renewals@veeam.com](mailto:renewals@veeam.com).

# Technical Documentation References

If you have any questions about Veeam Backup *for Microsoft 365*, you may use the following resources:

- Product web page: <https://www.veeam.com/backup-microsoft-office-365.html>
- User guides: <https://www.veeam.com/documentation-guides-datasheets.html>
- Veeam R&D Forums: <https://forums.veeam.com/>

To view the product help, press the **F1** key or select **Help and Support > Online help** from the main menu.

# 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 our technical 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 and Support > Support information** from the main menu, and follow the wizard to export the relevant set of log files.

To submit your support ticket or obtain additional information please visit

<https://www.veeam.com/support.html>.

## TIP:

**BEFORE CONTACTING TECHNICAL SUPPORT, CONSIDER SEARCHING FOR A RESOLUTION ON VEEAM R&D FORUMS AT <https://forums.veeam.com/>.**

# Contacting Veeam Software

At Veeam Software we pay close attention to the feedback 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 <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 offices locations, please visit [www.veeam.com/contacts](http://www.veeam.com/contacts).