



# Veeam Backup for AWS v7 Release Notes

This document provides last-minute information on Veeam Backup for AWS v7, including system requirements, installation, as well as relevant information on technical support, documentation, online resources and so on.

The release version of Veeam Backup for AWS v7 is available starting from December 5, 2023.

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# What's New

Veeam Backup for AWS delivers AWS-native backup and disaster recovery that's easy, cost-effective, and secure. Quickly recover from any cloud data loss scenario – whether due to outages, accidental deletion, malware, and more – in minutes. For the list of new features introduced in version 7, see the Veeam Backup & Replication [What's New document](#).

## System Requirements

### Hardware

#### Veeam Backup for AWS Server

t3.medium instance type is a minimum requirement:

- *CPU*: 2 cores (minimum)
- *Memory*: 4 GB (minimum)

For more information about EC2 instance types, see [Amazon EC2 Instance Types](#).

For the latest recommendations on deployment sizing, see section [Sizing and Scalability Guidelines](#) in the Veeam Backup for AWS User Guide.

### Software

Latest versions of Microsoft Edge, Mozilla Firefox or Google Chrome are required to access the Veeam Backup for AWS Web UI from your local machine.

The EC2 instance running Veeam Backup for AWS is deployed with the pre-installed set of software components:

- Ubuntu 22.04 LTS
- ASP.NET Core Runtime 6.0
- PostgreSQL 15
- nginx 1.18
- libpam-google-authenticator 20191231-2
- Veeam Backup for AWS installation packages

## Installing Veeam Backup for AWS

Veeam Backup for AWS is installed in the cloud on an EC2 instance under an AWS account. You can deploy the backup appliance from the Veeam Backup & Replication console.

For a detailed step-by-step installation procedure, see section [Deployment](#) in the Veeam Backup for AWS User Guide.

## Upgrading Veeam Backup for AWS

To upgrade Veeam Backup for AWS to the next version, the backup appliance must be running version 4 or later. The upgrade can be performed only using AWS Plug-in for Veeam Backup & Replication.

To install available security and OS updates, download and install them from the appliance Web UI.

For more information, see section [Updating Veeam Backup for AWS](#) in the Veeam Backup for AWS User Guide.

# Integration with Veeam Backup & Replication

This section provides last-minute information about AWS Plug-in for Veeam Backup & Replication 12.7.0.1255, including system requirements and deployment, as well as relevant information on technical support, documentation, online resources and so on.

AWS Plug-in for Veeam Backup & Replication is available for download starting from December 5, 2023. You can download the plug-in at the [Veeam Backup & Replication: Download](#) page: **Additional Downloads** section, **Cloud Plug-ins** tab.

After you install AWS Plug-in for Veeam Backup & Replication, you must add a Veeam Backup for AWS appliance to the Veeam Backup & Replication infrastructure. For more information, see section [Adding Appliances](#) in the Veeam Backup for AWS User Guide.

## Hardware and Software Requirements

Since AWS Plug-in for Veeam Backup & Replication is installed on a Veeam Backup & Replication server, system requirements for the plug-in are similar to requirements for the Veeam Backup & Replication server. For more information, see the [System Requirements](#) in the Veeam Backup for AWS User Guide.

### Veeam Backup & Replication

AWS Plug-in for Veeam Backup & Replication supports integration with Veeam Backup & Replication version 12.1.

### Veeam Backup for AWS

AWS Plug-in for Veeam Backup & Replication supports integration with Veeam Backup for AWS version 7.

### AWS Services

The Veeam Backup for AWS appliance and worker instances must have outbound internet access to a number of AWS services. For the list of services, see the [Veeam Backup for AWS User Guide](#).

## Licensing

Veeam Backup for AWS is licensed using the Veeam Universal License (VUL) installed on the Veeam Backup & Replication server. For more information on Veeam licensing terms and conditions, see [Veeam End User License Agreement \(EULA\)](#).

Standalone version of Veeam Backup for AWS is available in three editions: free, paid and BYOL.

- Veeam Backup for AWS Free Edition is available exclusively through the AWS Marketplace and allows you to back up 10 workloads for free.
- Veeam Backup for AWS Paid Edition is available exclusively through the AWS Marketplace.
- Veeam Backup for AWS BYOL Edition is available through the AWS Marketplace.

# Known Issues

## General

- Veeam Backup for AWS is available in all AWS regions except *China*.

## Infrastructure

- If you change the backup appliance instance type to a one with less RAM, PostgreSQL used for the local database might not be able to start. To resolve the issue, contact the Veeam Customer Support Team.
- Additional permissions may be required to perform backup and restore operations. For more information, see the [Veeam Backup for AWS User Guide](#).
- In the private deployment mode, initial creation of repositories involving such operations like listing buckets, validation, and folder creation is performed using public endpoints. Once the repository is created, Veeam Backup for AWS switches to using private endpoints exclusively.
- Validation of AWS services availability was included in the worker deployment process. However, in large infrastructures, this might cause SSM service throttling. To resolve the issue, contact the Veeam Customer Support Team in order to disable this check.

## Backup

- EC2 backup: the **disableApiStop** instance attribute is not supported within the backup metadata.
- Backup of EC2 instances with arm64 architecture containing [product codes](#) (deployed using any product AMIs) is not supported.
- RDS backup: replication of RDS databases with custom parameters (such as TDE, Timezone and so on) within an option group is not supported.
- When you enable image-level backups creating in the RDS backup policy settings, cost estimation of creating and storing in backup repositories is not calculated.
- If some RDS instances processed by the policy are unavailable, Veeam Backup for AWS might stop removing temporary security groups created during the image-level backup operation. To resolve the issue, make sure all the protected RDS instances are in the **Available** status.

## Restore

- When performing RDS instance restore, the following error may occur "Failed to perform restore. Error: Unable to create the resource. Verify that you have permission to create service linked role. Otherwise wait and try again later." This happens when you have never created an RDS instance in the specified account and the required service-linked role is missing. To work around the issue, create an RDS instance in the target account or create the [service-linked role](#).
- Restoring from RDS image-level backups to a region that has not been scanned by the backup appliance is not supported. To resolve this, create a new backup policy and select the required region in the policy settings. Once the region is rescanned, the policy can be removed.
- To restore files to the original location for Windows servers, PowerShell 5.0 must be installed on the servers.
- When restoring files to the source EC2 instance running Windows OS, original file attributes are not restored. The restored files and folders will inherit attributes from their parent folders.
- The search results in file-level recovery are limited to 250 results. If you have not found what you need, please narrow down your search.

## Veeam Backup & Replication Integration

- It is not recommended that you add several Veeam Backup for AWS appliances from the same AWS account. This may cause unexpected behavior.
- The AWS account that will be used to deploy Veeam Backup for AWS must be subscribed to Veeam Backup for [AWS FREE Trial & BYOL Edition on AWS Marketplace](#).

- After you register an existing Veeam Backup for AWS appliance, AWS Plug-in for Veeam Backup & Replication synchronizes backup policy sessions for the last 48 hours. AWS Plug-in for Veeam Backup & Replication also synchronizes all restore sessions performed on the latest version of the appliance. That is, if the appliance was updated, sessions performed before the update are not synchronized.
- If access keys of an IAM user are not specified for an S3 standard backup repository, encrypted backups stored in the repository will be displayed as non-encrypted ones (there will be no key on a backup icon).
- If access keys of an IAM user are not specified for an S3 standard backup repository, you will be able to perform only entire EC2 instance restore. All other features described in the Data Recovery section will be disabled.
- From the Veeam Backup & Replication console, you can only delete archive repositories from the Veeam Backup & Replication infrastructure. To perform other management operations, use the backup appliance Web UI.
- If Veeam Backup for AWS is operating in private deployment, it is not possible to create a repository from the Veeam Backup & Replication console. To add a new repository, create the repository using the appliance Web UI, and then rescan the repositories from the console using the Edit Appliance wizard.
- From archive backups, you can only restore entire EC2 instances to Amazon EC2.
- If you change the repository encryption settings, for example, change password encryption to KMS key encryption, or vice versa, you need to update the repository settings before the next run of the policy where this repository is specified. To do that, complete either the Edit Repository wizard or the Edit Appliance wizard in the Veeam Backup & Replication console.
- Enterprise Manager does not support management of policies created in Veeam Backup for AWS.
- Restore to an AWS Outpost is available only from the Veeam Backup for AWS Web UI.
- Volume-level restore to the original location is not supported from the Veeam Backup & Replication console.
- File-level restore to the original location is not supported from the Veeam Backup & Replication console.
- File-level restore using cloud-native snapshots is not supported from the Veeam Backup & Replication console.
- You cannot remove backups and snapshots created by Veeam backup for AWS using the Veeam Backup & Replication console.
- If the SSL certificate installed on the backup appliance is changed or expired, go through the steps of the Edit Appliance wizard in the Veeam Backup & Replication console. Under certain circumstances, applying of the changes may fail. In the latter case, contact the Veeam Customer Support Team.
- If the credentials of the Veeam Backup for AWS user were changed on the backup appliance side, go through the steps of the Edit Appliance wizard in the Veeam Backup & Replication console. Under certain circumstances, applying of the changes may fail. To work around the issue, update the user credentials manually in the Credentials Manager.
- When a backup appliance has been managed by a Veeam Backup & Replication server for an extended period, restoring the configuration to the appliance may fail. To resolve the issue, either deploy a new backup appliance to restore the configuration, or contact the Veeam Customer Support Team.

## Technical Documentation References

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

- [Product web page](#)
- [Veeam Backup for AWS documentation](#)
- [Veeam R&D forums](#)

## Technical Support

We offer email and phone technical support for customers on maintenance and during the official evaluation period. For 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 **Support Information** > **Download Logs** from the configuration menu, click the **Download Logs** button, and follow the wizard to export the relevant set of log files.

To submit your support ticket or obtain additional information please visit the [Veeam Customer Support Portal](#).

# Contacting Veeam Software

At Veeam Software, we pay close attention to comments from our customers – we 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](#) and share their feedback directly with the Product Management 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 [www.veeam.com/support.html](http://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 location, please visit the [Veeam Contacts Webpage](#).