VEEAM ENDPOINT BACKUP FREE 1.5 RELEASE NOTES

This **Release Notes** document provides last-minute information about Veeam Endpoint Backup FREE 1.5, including system requirements, installation and upgrade procedure, as well as relevant information on technical support, documentation, online resources and so on.

The release version of Veeam Endpoint Backup FREE 1.5 is available for download at: https://www.veeam.com/downloads.html starting from March 17, 2016.

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System Requirements

Protected Endpoint

Hardware

CPU: x86 processor architecture.

Memory: 2 GB RAM.

Disk Space: 150 MB for product installation.

Network: 1 Mbps or faster. High latency and reasonably unstable WAN links are supported.

System firmware: BIOS or UEFI.

Drive encryption: Microsoft BitLocker (optional)

OS

Both 64-bit and 32-bit (where applicable) versions of the following operating systems are supported except Server Core installations for server OS:

- Microsoft Windows 7 SP1
- Microsoft Windows 8.x
- Microsoft Windows 10
- Microsoft Windows Server 2008 R2 SP1
- Microsoft Windows Server 2012
- Microsoft Windows Server 2012 R2

Note: Microsoft Windows Server 2016 Technical Preview builds are not supported. The release version of Microsoft Windows Server 2016 will be supported in the next product release.

Software

The following required 3rd party software is included in the setup program and is installed automatically when installing the product:

- Microsoft .NET Framework 4.5.2
- Microsoft SQL Server 2012 Express LocalDB Edition
- Microsoft SQL Server 2012 Management Objects
- Microsoft SQL Server System CLR Types

Backup Target

Backup can be performed to the following disk-based storage:

- Local (internal) storage of the protected endpoint (not recommended).
- Direct attached storage (DAS), such as USB, eSATA or Firewire external drives.
- Network Attached Storage (NAS) able to represent itself as SMB (CIFS) share.
- Veeam Backup & Replication 8.0 Update 2 or later backup repository.

Known Issues

General

- Microsoft Failover Cluster nodes are not supported for Bare Metal Recovery.
- Certain antivirus applications may crash the operating system when file level recovery is initiated. To prevent this from happening, exclude Veeam Endpoint Backup service and application folders from real-time antivirus monitoring

Backup

- Backup job may fail with "*Cannot create a shadow copy of the volumes containing writer's data. VSS asynchronous operation is not completed*" error if file-level recovery is being performed at the same time.
- Backup job cannot wake a computer up from sleep or detect missed backup on mobile devices in Connected Standby power saving mode.
- Backup job cannot wake a computer up from sleep to perform a retry cycle if "Sleep after" power saving scheme timeout is set to less than 10 minutes.
- Encrypted files and folders are skipped during file level backup with the "*Access denied*" error. To work around the issue, use volume-level backup.

Restore

- "Apply disk layout" and "Apply backup layout" disk mapping options affect all existing disk volumes, including those not included in the backup.
- "File is ready for archiving" and "Allow this file to have content indexed in addition to file properties" advanced file and folder attributes are enabled on files recovered with the file level recovery.
- Launching file-level recovery by double clicking a backup file residing in a shared folder location may fail to validate user credentials if this shared folder is also mapped as a network drive.

Veeam Backup & Replication Integration

- Veeam Endpoint Backup files produced by Backup Copy job can only be restored by the user with Restore Operator or Backup Administrator roles.

Setup

- Certain antivirus applications may cause various issues during the product setup. To work around the issue, disable the antivirus for the duration of product's installation.

Installing Veeam Endpoint Backup

To install Veeam Endpoint Backup FREE:

1. Download the latest version of Veeam Endpoint Backup FREE from: www.veeam.com/downloads.html to the computer you want to install the product on.
2. Double-click the downloaded file to start the setup program.
3. Click the Veeam Endpoint Backup tile.
4. Read and accept the terms of Veeam Endpoint Backup License Agreement by selecting the corresponding check box, then click Install to proceed with the installation.
5. Once the product is installed, you will be offered to plug-in an external storage to be used as a backup target. You can skip backup job auto configuration by selecting the corresponding check box.
6. Finally, you will be offered to launch the Recovery Media creation wizard upon existing the setup wizard. If you decide not to do so, you will be able to start this wizard later from the Start menu.
7. To access Veeam Endpoint Backup control panel, click the corresponding icon in the notification area of the system tray.

Upgrading Veeam Endpoint Backup

Veeam Endpoint Backup FREE 1.5 supports automated in-place upgrade that preserves all products settings. By default, Veeam Endpoint Backup FREE is setup to automatically notify you about new product versions and updates. When a new version or an update becomes generally available, Veeam Endpoint Backup FREE displays a notification in the system tray's notification area.

To perform the upgrade:

1. Click the link in the notification bar to open the **Update** tab.
2. Click **Download** button to start downloading the new product version.
3. Once download has been completed, click **Install** button to launch the setup.
4. Read and accept the terms of Veeam Endpoint Backup License Agreement by selecting the corresponding check box, then click **Update** to proceed.
5. Once update is completed, click **Finish** to close the setup.
6. Use the Windows Start menu to launch **Veeam Endpoint Backup** application.
7. Re-create the Recovery Media at your earliest convenience by clicking the corresponding notification in the Control Panel. If you decide to do this later, you will be able to start the corresponding wizard from the Windows Start menu.

You can also perform the upgrade manually, for example before the new version is published to auto-update servers. To perform the upgrade manually:

1. Download the latest version of Veeam Endpoint Backup FREE from www.veeam.com/downloads.html to the computer where you want to perform an update.
2. Double click the downloaded file, then double click the setup file contained in the archive.
3. Read and accept the terms of Veeam Endpoint Backup License Agreement by selecting the corresponding check box, then click **Update** to proceed.
4. Once update is completed, you will be offered to launch the Recovery Media creation wizard upon existing the update wizard. If you decide to do this later, you will be able to start the corresponding wizard from the Windows Start menu.
5. Click **Finish** to close the setup.
6. To access Veeam Endpoint Backup control panel, click the corresponding icon in the notification area of the system tray.

Uninstalling Veeam Endpoint Backup

1. From the **Start** menu, select **Control Panel > Add or Remove Programs**.
2. In the programs list, select **Veeam Endpoint Backup** and click the **Remove** button.

Licensing

Veeam Endpoint Backup is a free product. You do not need to obtain or install a license to use it.

When you install Veeam Endpoint Backup, you must accept the Veeam End User License Agreement (EULA). To view the license agreement, click the Veeam End User License Agreement link in the setup program, or visit the following link: www.veeam.com/eula.html.

Technical Documentation References

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

- Product web page: https://www.veeam.com/endpoint-backup-free.html
- User guide: helpcenter.veeam.com/endpoint/15/.
- Community forums: forums.veeam.com/veeam-endpoint-backup-f33/

To view the product help, press the **F1** key.

Technical Support

For Veeam Endpoint Backup FREE, we provide best effort support by email only. For more information, refer to the "Free and NFR Licensed Products" section of the Veeam Support Policy.

In case you are experiencing the issue using our product, please submit it for our review directly from the product's user interface. We review every issue submitted, and while you may not get an individual response, we will include the fix for your issue in the following product updates. You can also inquire about the issue you have submitted by posting on Veeam Endpoint Backup Forums.

To submit an issue, you must be running the latest product version.

1. Double-click the Veeam Endpoint Backup icon in the system tray, or right-click it and select **Control Panel**.
2. Select the **Support** tab.
3. Click **Technical Support**.
4. In the email field of the **Report an Issue** window, enter a valid email address. If the email address is not yet registered, click the **Register** link that will appear next to it. We will send a verification email to the specified address. Once received, click the link provided in the email to complete the verification procedure.
5. In the corresponding fields, enter short and detailed descriptions of your problem.
6. Select **I agree that debug logs will be uploaded to Veeam server automatically** checkbox
7. Click **Submit Case**.

As a part of issue submission, Veeam Endpoint Backup will automatically collect debug logs from your computer, and upload them to Veeam server for review by our support engineers.

Hint	Please do not contact Veeam Customer Support directly with any queries regarding the free product.

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. The best way to submit your feedback is by posting it on Veeam Community Forums.

Company Contacts

For the most up to date information about company contacts and offices location, please visit www.veeam.com/contacts.