

# Veeam Management Agent Not Reporting Veeam Backup Services

We have had several reports recently of Backup Servers failing to deploy the Veeam service provider management agent through the console. Even after the management agent had been installed manually, the server would show up under the discovered computers in the Veeam Service Provider Console (VSPC) but would not detect that Veeam Backup and Replication was running. If you run into a similar issue these steps may resolve the problem.

Check that the Veeam Management Agent logs (C:\ProgramData\Veeam\Veeam Availability Console\Log) have error messages similar to the following:

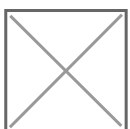
```
“ BackupServerDiscovery: System.Management.ManagementException: Access denied
BackupServerDiscovery: Backup Service (VeeamBackupSvc) is running, but
select query from WMI returned NULL
```

First, try reinstalling WMI on the backup server by running command prompt as Administrator and running the following command followed by rebooting the system: **“C:\Program Files\Veeam\Backup and Replication\Backup\Veeam.Backup.WmiServer.exe” /install**

The next step is to make a note of the accounts used by the Veeam Management Agent and Veeam Backup Services.



Next, open the Veeam Backup and Replication console and go to the Users and Roles menu.



If the Veeam Management Agent Service is running using the Local System account, verify that account still has access. The ‘BUILTIN\Administrators’ group should give that account permission by default.



However, if these roles have been modified, or if MFA has been enabled, an exception will need to be made for the 'NT AUTHORITY\SYSTEM' service account (or other account used by the Veeam Management Agent service). Click add and add the user as well as check the box for "This is a service account (disables multi-factor authentication)."



After making this change the Veeam Management Agent should now be able to report Veeam Backup and Replication details to the VSPC successfully.

---

Revision #1

Created 2025-05-07 15:28:27 UTC by Miles Menninga

Updated 2025-05-07 15:28:44 UTC by Miles Menninga