ClearPath MSP
ClearWatch

SOLUTION BRIEF

from ClearPath MSP

CLEARWATCH SOLUTION BRIEF · VEEAM BACKUP & REPLICATION

Veeam Backup & Replication monitoring, machine by machine.

ClearWatch reads each Veeam server read-only, ties every protected machine to its device, and alerts on what a green job can hide.

PUBLISHED NOVEMBER 2026 LENGTH 6 PAGES APPLIES TO VEEAM BACKUP & REPLICATION

EXECUTIVE SUMMARY

Veeam reports jobs. You answer for machines.

Veeam Backup & Replication runs jobs and reports how each one finished. The question an MSP or IT team has to answer is different: is every server and workstation that matters backed up, recently, somewhere it can be restored from, on every Veeam server you look after? A job can report Success while one machine in it got nothing, and a job that never started writes no failure at all.

ClearWatch reads each Veeam server through its REST API with Veeam's read-only Backup Viewer role, matches every protected machine to its ClearWatch device, and draws the server as it is built, tiers included. Every warning carries Veeam's own words, every job's result is dated, and built-in checks alert on backup age, restore points, malware verdicts and repository space.

KEY TAKEAWAYS

- **Machine by machine:** each protected machine is judged by its own newest restore point, not by its job's result.
- **Silence is a failure:** a backup older than its job's cycle plus two hours counts as failed.
- **Read-only:** Backup Viewer is enough, and ClearWatch never starts, retries or deletes anything in Veeam.
- **Built for MSPs:** every Veeam server and client on one board, with a shared server's jobs filed per client.

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WHO THIS IS FOR

MSPs and IT teams running Veeam Backup & Replication, on one server or across many clients.

AT A GLANCE

READ BY	ACCESS	GRANULARITY	MISSED BACKUP
A ClearBridge	**Backup Viewer**	**Per machine**	**Flagged in 26 h**
On the client's network, over Veeam's REST API (port 9419).	Veeam's built-in read-only role. Nothing is written.	Each protected machine matched to its ClearWatch device.	For a nightly job: its own cycle plus two hours.

01 THE CHALLENGE

Green jobs, unprotected machines

Veeam's console answers in jobs, one server at a time. For an MSP with a Veeam server at each client, or a team running several, knowing every machine is protected means opening each console and working out which machines each job really covered. The most dangerous answer is the quiet one: a machine dropped from a job, powered off for a month, or a nightly job that never started.

THE QUESTION	VEEAM CONSOLE ALONE	CLEARWATCH
Is every machine backed up?	Read each job's object list	Every protected machine **matched to its device**
Did last night's backup reach it?	One result for the whole job	Its **own newest restore point**, against its schedule
Why is the job amber?	Open the session and its tasks	Veeam's **own message per machine**, one press away
Is that warning expected?	Remember it every morning	**Accept as normal**, once per machine and message
Is that Success from last night?	Check the date of the last run	Every result **dated**; an old one is never green
Is there a copy offsite?	Read the scale-out setup	Jobs drawn feeding **on-site and offsite** tiers
Is the newest point clean?	Check each machine's events	The **malware verdict** as a check per machine
Ten clients, ten servers?	Ten consoles	**One board**; each client sees only its own

A job that succeeded can still leave a machine behind

If a machine was removed from a job, or stopped producing restore points, the job can keep reporting Success. ClearWatch judges each machine by its own newest restore point, against one cycle of its job's schedule plus two hours (26 hours for a nightly job), so a machine that quietly stopped being backed up shows red.

02 HOW CLEARWATCH CONNECTS

One ClearBridge, one read-only login

A ClearBridge, the ClearWatch agent on a machine inside the client's network, reads the Veeam server's REST API. The backup server is never opened to the internet, and nothing is installed on it.

CLIENT NETWORK
Veeam B&R server
Keeps running its jobs. Its REST API (port 9419) only answers questions.

→

CLIENT NETWORK
ClearBridge
Reads it every 6 hours, signed in as a Backup Viewer, and sends the results out over HTTPS.

→

CLEARWATCH
Backups dashboard
Matches each machine to its device, runs the checks and raises the alerts.

Jobs and their runs
Each job, its schedule and repository, and its recent runs with each machine's result.

Machines and restore points
Each machine's newest restore point, how many it holds, and its malware verdict.

Storage and protection groups
Repositories and scale-out tiers with free space, and protection group rescans.

02 HOW CLEARWATCH CONNECTS, CONTINUED

Add the server, then confirm the matches

A Veeam server is added from Manage › Integrations with its address, the REST API port (9419 unless changed at install) and the ClearBridge that can reach it 1, which decides the client it belongs to.

The login is an operating-system account on the Veeam server, DOMAIN\user or host\user 2, holding Veeam's built-in **Backup Viewer** role: it reads everything ClearWatch needs and can change nothing. Custom Veeam roles cannot sign in to the REST API.

A new server is read at once, then every 6 hours, or on demand with Read now. The password is sealed and handed only to that ClearBridge. A new address, port or password is changed later with Edit, which reads the server again and keeps every match.

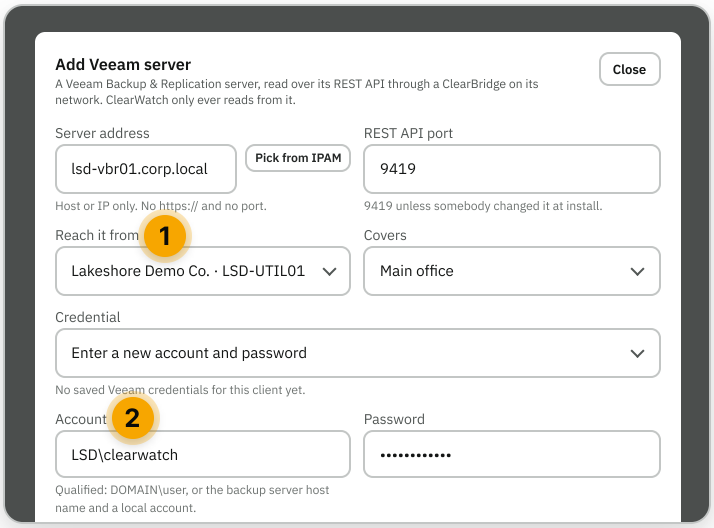


FIGURE 1 Add Veeam server, rebuilt with demo data.

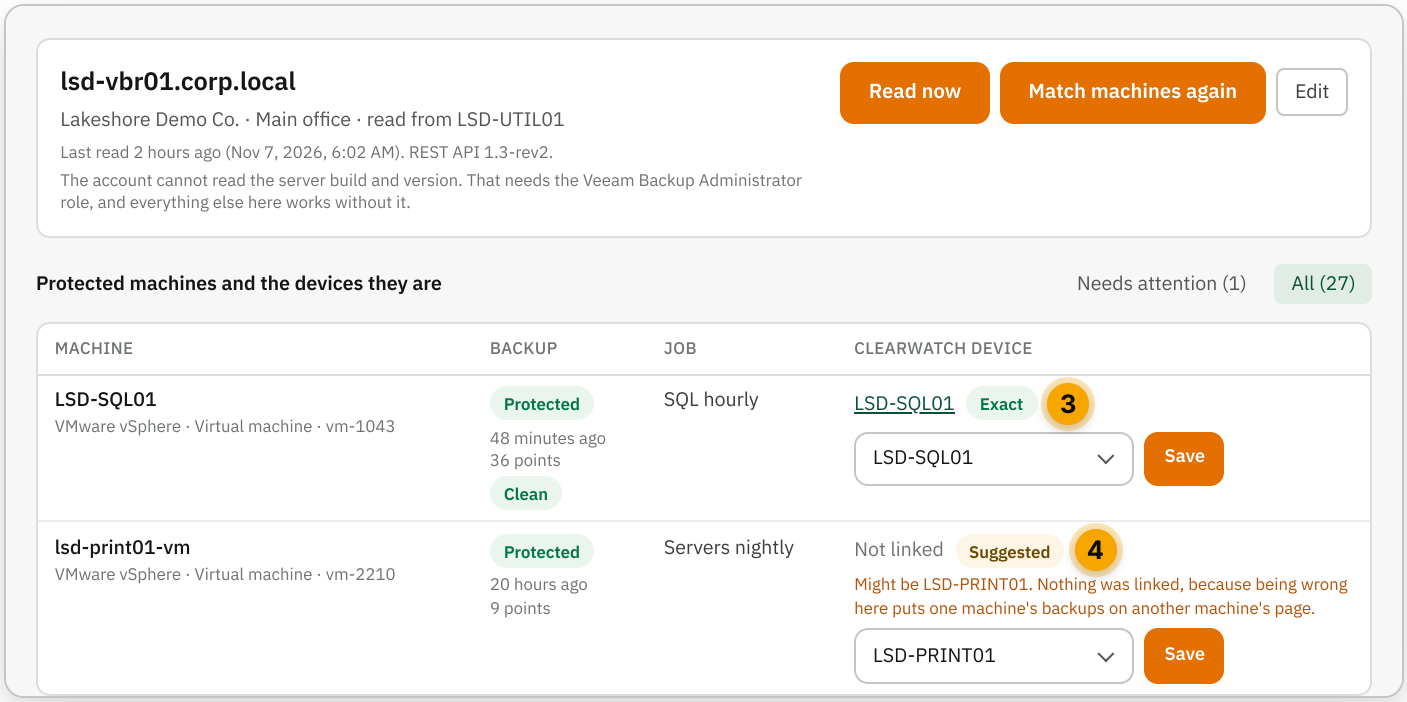


FIGURE 2 The Veeam server's own page: when it was last read, and each protected machine beside the ClearWatch device it is.

Matching goes by identity first: a vCenter MoRef or SMBIOS UUID is exact 3, a guest or host name strong, and both link on their own. A weaker hint is only suggested 4 until a person picks the device and presses Save.

A tie links nothing, a link set by hand is never overwritten, and a machine ClearWatch has never seen becomes an unlicensed Discovered device.

MATCH	COMPARED	RESULT
Exact	vCenter MoRef, or SMBIOS UUID	Links itself
Strong	Guest name, or host name	Links itself
Weak	VMID, vCenter path, or name prefix	Suggested only

03 THE VEEAM SERVER

Drawn as it is built: jobs, repositories, tiers

Each Veeam server has its own section on the Backups dashboard, beside every other backup server, worst first.

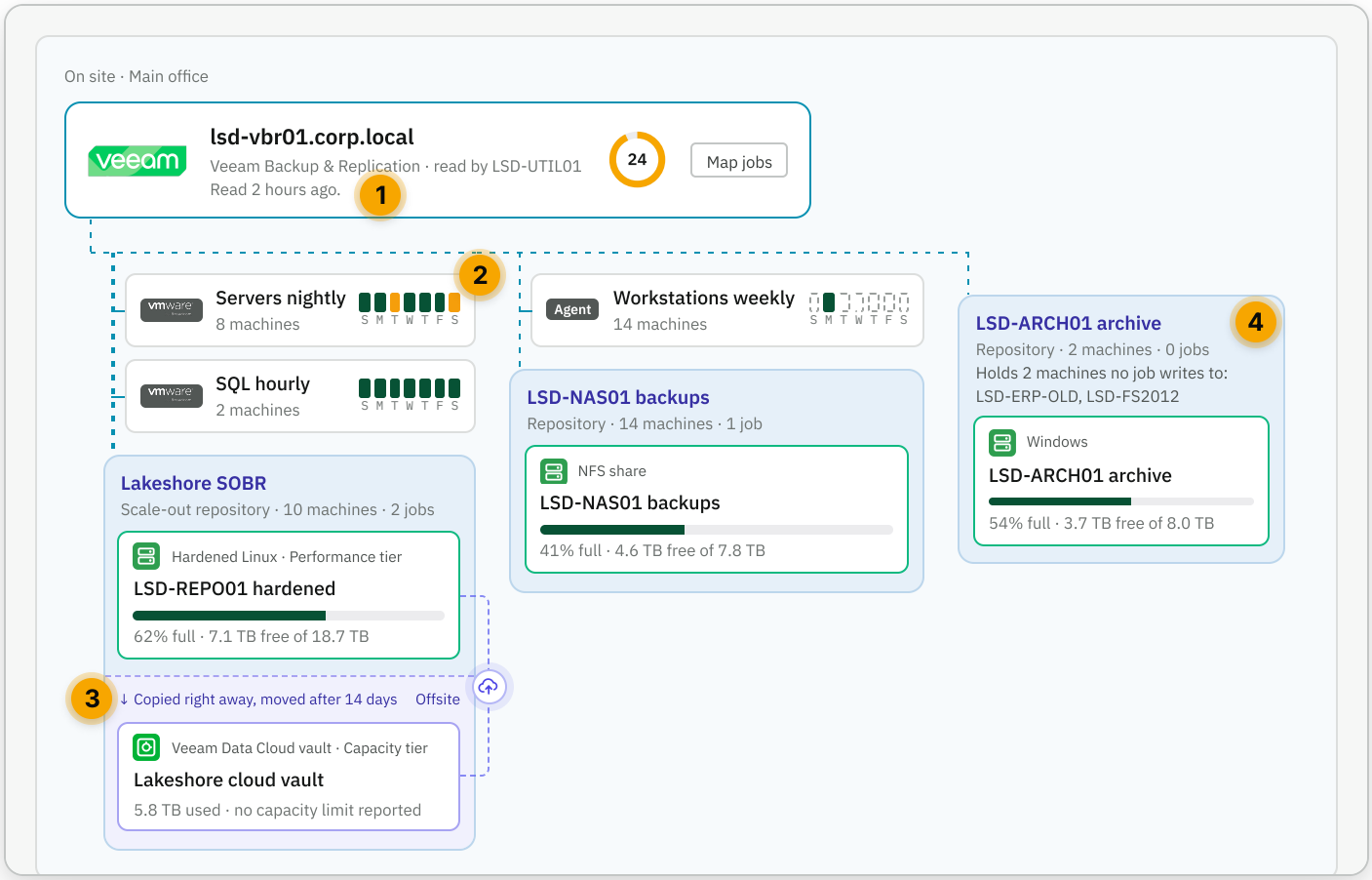


FIGURE 3 A Veeam Backup & Replication server on the Backups dashboard, drawn as it is built, with an offload to its cloud vault running.

The card shows when the server was last read 1 and a ring counting the machines it protects. Each job's seven-day strip 2 comes from its real runs: green success, amber warning, red failed, an outline for a day with no run.

Repositories are placed by type, and a scale-out repository is split at the site line with its tiering on the arrow 3 ; an unknown type never counts as offsite. A machine no job writes to anymore is drawn in the vault holding its backups 4 .

The server's own page

Each Veeam server also has its own page: its machines and their devices, its jobs, and its repositories and tiering.

A job's result is its last finished run, so a running job keeps yesterday's answer and the board says when it is from. Past 36 hours it reads amber with its age, never green 5 ; a weekly or monthly job gets its own Old after 6 .

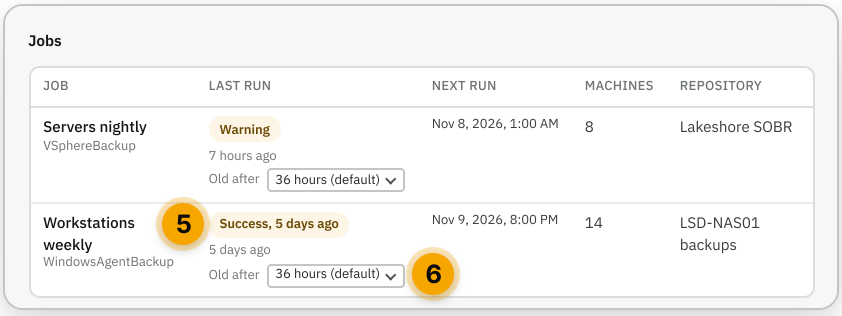


FIGURE 4 Jobs on the server's own page, a weekly job still at the default.

04 JOBS AND MACHINES

Veeam's own words, machine by machine

Any job or machine that is not green opens the reason with one press.

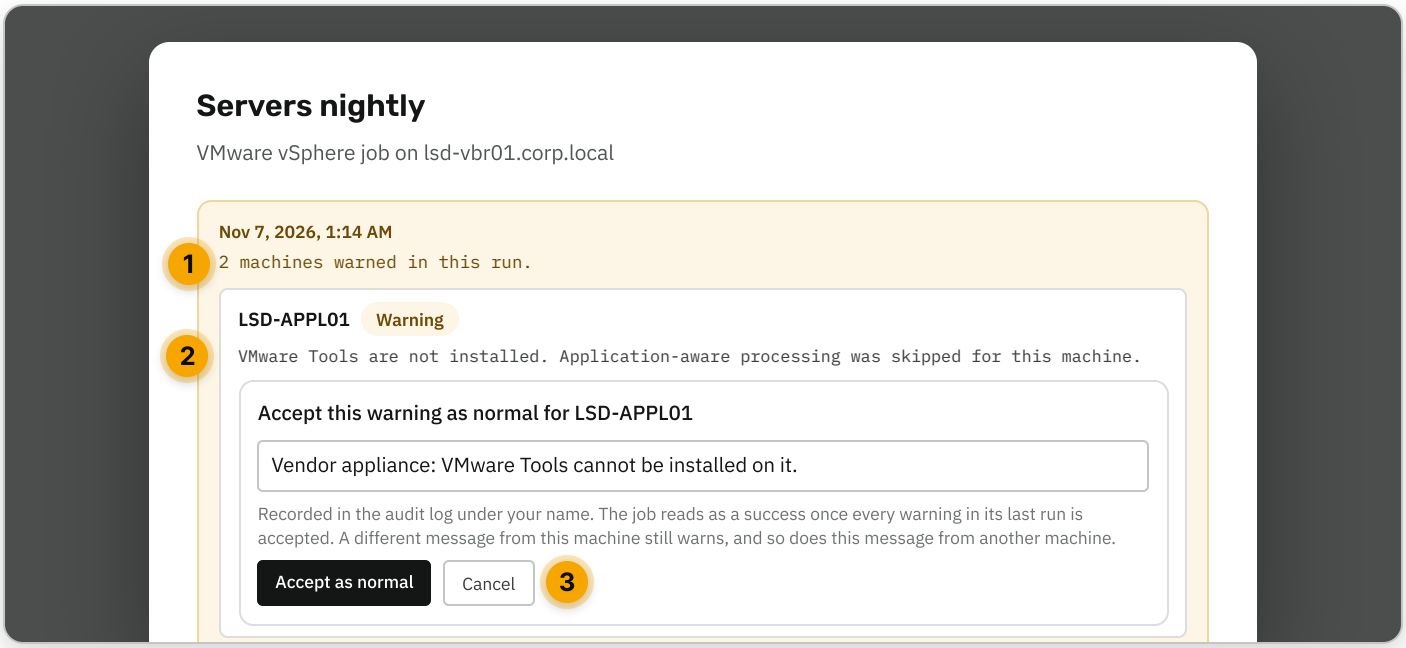


FIGURE 5 Why Servers nightly is Warning, with Accept as normal open for one machine.

The run and each machine

The last run's result as Veeam wrote it 1 , each machine that warned or failed in its own words 2 , then this week's earlier runs, so a repeat stands out.

Accept as normal

An expected warning is accepted for one machine and that exact message, with a note 3 . It does not expire, and the job then reads Success. A failure can never be accepted; a changed message warns again.

Exclude, or keep in a vault

A retired machine is excluded with a written reason, audit-logged. It is hidden, not deleted, stays on the protection report, and returns if a new backup appears. Its backups can be filed in the vault that keeps them.

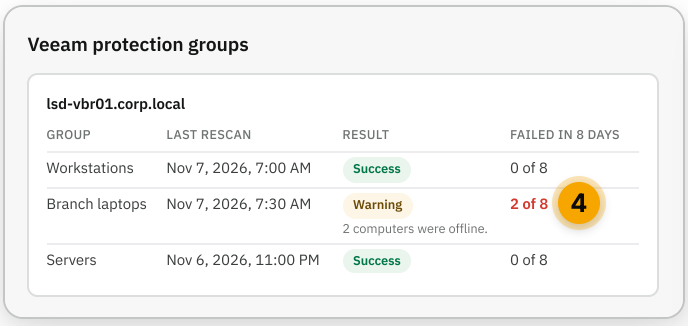


FIGURE 6 Agent protection groups and their rescans.

Veeam Agent protection groups are read from their rescans, so Backup Viewer is enough: each group's newest finished rescan, its result in Veeam's words, and how many failed in eight days 4 .

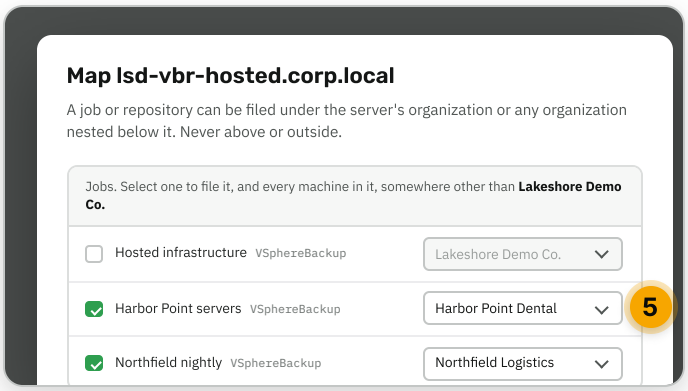


FIGURE 7 Map jobs on a Veeam server shared by several clients.

For an MSP, Map jobs files a shared server's jobs and repositories under its clients 5 , and each client sees only its own. It is recorded in the audit log.

05 CHECKS AND ALERTS

What raises an alert, out of the box

Two built-in monitors. Every level is a default you can change, for everyone or for one device.

CHECK	WARNING	FAILED
Backup health on each protected machine		
Backup state	A warning, or unreadable	Failed, or stale: older than its job's cycle plus 2 hours
Hours since last backup	26 hours	50 hours
Restore points held	Below 3	Below 1
Malware verdict on the newest restore point	Suspicious or informative	Infected
Backup restorable	Result unreadable	No restore point in the policy window, verification failed, or newest point older than 8 days
Backup server health on the Veeam server's own device		
Backup repository free space (%)	15%	5%, one reading per repository
Backup jobs that last failed	1 job	3 jobs

A machine's Backup card names the job and server protecting it, its newest restore point, the points held and the malware verdict on the newest 1 . Alerts follow your notification policies.

The built-in **Backup server** template bundles Backup services (Veeam), which watches VeeamBackupSvc and VeeamTransportSvc, with disk space, Backup server health and Backup restorable. It ships switched off, ready to apply.

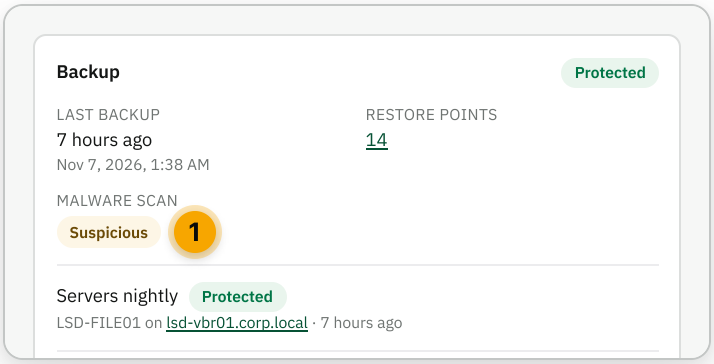


FIGURE 8 The Backup card on a machine's page.

06 GOOD TO KNOW

Requirements

- A ClearBridge that reaches the REST API, port 9419 by default.
- An OS account with Veeam's built-in Backup Viewer role (custom roles cannot sign in).
- For malware verdicts, Veeam's malware detection and a recent Veeam version.
- Backup management, granted on purpose, to accept, exclude, map jobs or set Old after.

Limits

- Plug-in jobs (such as SAP HANA) are not in Veeam's REST API, so not shown.
- 250 machines read per scan by default (up to 1,000); the rest keep their last values.
- Veeam B&R directly, not Veeam Service Provider Console.
- Read-only: never starts, retries or deletes anything.

See every Veeam machine on one board.

Start a free trial, or ask us to connect your first Veeam server with you.

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