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Zerto Virtual Replication provides a business continuity (BC) and disaster recovery (DR) solution in a virtual environment, enabling the replication of mission-critical applications and data as quickly as possible, with minimal data loss. When devising a recovery plan, these two objectives, minimum time to recover and maximum data to recover, are assigned target values: the recovery time objective (RTO) and the recovery point objective (RPO). Zerto Virtual Replication enables a virtual-aware recovery with low values for both the RTO and RPO. In addition, Zerto Virtual Replication enables protecting virtual machines for extended, longer term recovery from an offsite backup.

The Zerto Cloud Manager is used to manage every site running a Zerto Virtual Manager from a single tool. A cloud service provider uses Zerto Cloud Manager to manage all the cloud sites offering disaster recovery:

- To the cloud, DR as a service (DRaaS), replicating from the customer organization to the cloud service provider site.
- In the cloud (ICDR), where the customer organization production is hosted by the cloud service provider and the cloud service provider offers disaster recovery to another site.

The Zerto Cloud Manager (ZCM) enables managing all your sites offering disaster recovery either as a service or completely within the cloud environment, protecting one cloud site and recovering to a second cloud site.

This guide describes how to manage your sites, whether they are using DRaaS or ICDR, with the Zerto Cloud Manager, and how you can protect critical applications using Zerto Virtual Replication.

**Intended Audience**

This guide is for the use of administrators managing disaster recovery.

**Overview of Content in This Guide**

This guide contains the following chapters:

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**Support and Feedback**

Please send suggestions to improve the documentation to Zerto support.
Disaster recovery is the process of preparing for recovery or the continuation of IT processing tasks that support critical business processes in the event of a threat to the IT infrastructure. This section describes Zerto Virtual Replication general concepts that enable replication and recovery in a virtual environment for cloud service providers.

The following topics are described in this section:
- “What is Zerto Virtual Replication?”, below
- “Zerto Virtual Replication Components”, on page 8
- “How a Cloud Service Provider Manages Disaster Recovery”, on page 9
- “Providing a Self-service Portal for Cloud Service Provider Customers”, on page 10
- “Benefits to Cloud Service Providers”, on page 10
- “Zerto Virtual Replication DRaaS Architecture”, on page 11
- “Zerto Virtual Replication ICDR Architecture”, on page 14

What is Zerto Virtual Replication?

Zerto Virtual Replication provides a business continuity (BC) and disaster recovery (DR) solution in a virtual environment, enabling the replication of mission-critical applications and data as quickly as possible, with minimal data loss. When devising a recovery plan, these two objectives, minimum time to recover and maximum data to recover, are assigned target values: the recovery time objective (RTO) and the recovery point objective (RPO). Zerto Virtual Replication enables a virtual-aware recovery with low values for both the RTO and RPO. In addition, Zerto Virtual Replication enables protecting virtual machines for extended, longer term recovery from an offsite backup.

As well as supporting disaster recovery for enterprises that want to protect their mission-critical applications to a recovery site, as described in the Zerto Virtual Manager Administration Guides, using Zerto Virtual Replication enables cloud service providers to offer the following services:

**Disaster Recovery as a Service (DRaaS)** – In a DRaaS scenario, the customer may manage and have complete control over the production data or the Cloud Service Provider (CSP) may provide a partial or complete managed service. In either case, the CSP must ensure the availability of the data and adapt as customer infrastructures change.

**In-Cloud DR (ICDR)** – When customers leverage an ICDR service, the CSP hosts the production and DR sites. The virtual machines (VMs) are typically replicated from one CSP datacenter to another CSP datacenter as a managed service or as managed co-located datacenters. The customers have the ability to interact with their applications as if they were locally hosted.
Zerto Virtual Replication Components

Zerto Virtual Replication comprises the following components:

**Zerto Cloud Manager** (ZCM) - A Windows service that enables managing all VMware sites offering disaster recovery either as a service (DRaaS) or completely within the cloud environment, protecting one site and recovering to a second site (ICDR).

**Zerto Virtual Manager** (ZVM) - A Windows service that manages the replication between the protection and recovery sites. A ZVM that is directly managed by a ZCM must be a VMware vCenter Server or vCloud Director site. DRaaS sites managed by the ZVM can be either VMware vCenter Server or Microsoft SCVMM sites.

**Virtual Replication Appliance** (VRA) - A virtual machine installed on each ESX/ESXi host that hosts virtual machines to be protected or recovered, to manage the replication of data from protected virtual machines to the recovery site.

**Virtual Backup Appliance** (VBA) - A VBA is a Windows service that manages back-ups within Zerto Virtual Replication. The VBA service runs on the same machine as the Zerto Virtual Manager service and is responsible for the repositories where offsite backups are stored. These repositories can be local or on a shared network.

**Zerto User Interface** - Recovery using Zerto Virtual Replication is managed in a browser.

As can be seen in the above diagram, each site has a Zerto Virtual Manager installed, and one Zerto Cloud Manager manages all the sites.
Zerto Self-service Portal (ZSSP) - An out-of-the-box DR portal solution with a fully functioning browser-based service portal to enable cloud service providers to quickly introduce disaster recovery as part of their portal offering.

The following diagram shows the basic architecture for sites with Zerto Virtual Replication deployed. These sites are then managed by the Zerto Cloud Manager.

How a Cloud Service Provider Manages Disaster Recovery

Whether the cloud service provider (CSP) offers Disaster Recovery as a Service (DRaaS) or In-Cloud DR (ICDR), the CSP uses Zerto Cloud Manager to manage all cloud sites offering disaster recovery.

The Zerto Cloud Manager works with the Zerto Virtual Managers installed as part of the Zerto Virtual Replication installation. Before using the Zerto Cloud Manager, make sure that all cloud sites that will be used to either protect virtual machines or recover virtual machines have Zerto Virtual Replication installed.

For both DRaaS and ICDR, initial configuration of Zerto Cloud Manager involves the following tasks at the cloud sites:

1. Log on to Zerto Cloud Manager and define the cloud sites providing disaster recovery capabilities.
2. For each Zerto Virtual Replication installation defined as a cloud site, register the use of Zerto Virtual Replication.
3. Install Zerto Virtual Replication Appliances.
4. Set up vCloud Director, if it is being used.
5. Set up customers as ZORGs, Zerto organizations, including what each ZORG has permission to do. The cloud service provider can restrict the operations available to the organization. For example, the CSP can permit an organization to test the protection of its virtual machines.

6. When the cloud service provider offers DRaaS, it also installs a Zerto Cloud Connector (ZCC) per customer to route traffic between the customer organization network and the cloud replication network, in a secure manner without requiring the cloud vendor to go through complex network and routing setups, ensuring complete separation between the organization networks and the cloud service provider network.

7. Set up service profiles, which are templates for protection.

8. When the cloud service provider offers DRaaS, it instructs DRaaS customer organizations to set up their sites. The customer set-up involves installing Zerto Virtual Replication, Virtual Replication Appliances, and pairing to the cloud service provider.

9. Provide a Self-service Portal for customers to manage their disaster recovery.

Providing a Self-service Portal for Cloud Service Provider Customers

Cloud Service Provider (CSP) customers that need to perform disaster recovery operations such as failing over, without the need to request this from their CSP, can use the Zerto Self-service Portal. The Zerto Self-service Portal is an out-of-the-box disaster recovery portal solution with a fully functioning browser-based service portal that enables cloud service providers to quickly introduce disaster recovery using Zerto Virtual Replication. For example, when the CSP offers DRaaS, CSP customers can use the Zerto Self-service Portal to access the CSP recovery site to perform failover directly, without needing to request this from the CSP.

In Zerto Cloud Manager, the CSP can define the operations available to each customer in the Zerto Self-service Portal. For details, see “Setting Up Access to the Zerto Self-service Portal”, on page 56.

Benefits to Cloud Service Providers

The cloud service provider must be able to support multiple organizations whether the organization site is a VMware vCenter or vCloud Director site, or a Microsoft Hyper-V site. The Zerto Cloud Manager enables consistent management regardless of the type of site, so disaster recovery planning and management is simplified using infrastructure that supports these environments.

Zerto Virtual Replication makes disaster recovery a valuable addition to the services a cloud service provider can offer, either DRaaS or ICDR. Zerto Cloud Manager enables the cloud service provider to manage the service for all its customers. The following are just some of the main benefits.

Hardware Agnostic

Because Zerto Virtual Replication software manages recovery of virtual machines and virtual disks in the hypervisor layer, it does not matter what hardware is used in either the protected or recovery sites; it can be from the same vendor or different vendors. As long as Zerto Virtual Replication supports the storage device, for example, SCSI with vSphere virtual machines, any storage device can be used. With Zerto Virtual Replication the logical storage is separated from the physical storage so that the vendor and type of actual storage hardware do not need to be considered.

Fully Scalable

Zerto Virtual Replication sits in the hypervisor level and enables defining software-only Virtual Replication Appliances (VRAs) on each host to manage the replication of virtual machines on that host. Increasing the number of hosts is handled by defining a new VRA on each new host. There is no need to install additional software to handle additional hosts or virtual machines and no need to consider additional hardware acquisitions.
Multi-tenant Support

Cloud service providers have to build a multi-tenant environment for their many customer environments. Each of these customer environments must be completely separate and secure. Zerto Virtual Replication is designed to be multi-tenant.

Zerto Virtual Replication DRaaS Architecture

The following diagram shows the basic DRaaS architecture. DRaaS organizations can manage their disaster recovery via the Zerto User Interface. The diagram shows two users, both using VMware environments. These organizations can use either VMware vSphere or Microsoft SCVMM to connect to the Cloud Service Provider.
Design Considerations for DRaaS

The organization connects to the cloud service provider via VPN, to a network that has a connection to the internet or to a wider network that enables a connection between the cloud site and the customer site. All the traffic to and from the customer is routed through a Zerto Cloud Connector (ZCC).

A Zerto Cloud Connector is a virtual machine installed on the cloud side, one for each customer replication network. The Zerto Cloud Connector routes traffic between the customer network and the cloud replication network, in a secure manner ensuring complete separation between the customer network and the cloud service provider network. The cloud connector has two Ethernet interfaces, one to the customer’s network and one to the cloud service provider’s network. Within the cloud connector a bidirectional connection is created between the customer and cloud service provider networks. Thus, all network traffic passes through the Zerto Cloud Connector, where the incoming traffic from the customer network is automatically configured to IP addresses in the cloud service provider network.

Using Zerto Cloud Connectors ensure the following:

- None of the customers have direct access to the cloud service provider network and cannot see any part of the cloud service provider network that the cloud service provider does not allow them to see.
- Each customer has no access to the network of another organization.

If the cloud service provider wants to add more security, it can define a static route that will hop to a different cloud network, specifically for use by the Zerto Virtual Manager and VRAs in the cloud site.
**vCD Used by the Cloud Service Provider**

The following diagram shows an example of an organization protecting virtual machines to the cloud service provider vCD:

![Diagram showing vCD used by the cloud service provider](image)

**Note:** vCloud Networking and Security (vCNS) can be used instead of VPN. In this case the VPN component between the External Network and Org vDC Network is replaced by vCNS. Even though vCNS supports NAT, Zerto Virtual Replication does not support NAT.

You can set up the cloud site infrastructure such that the cloud and organization networks are on different subnets or on the same subnet.

**Cloud and Organization Networks on Different Subnets** – If the cloud service provider dedicated network IP addresses and the organization dedicated Org vDC Network IP addresses are on different IP subnets, make two IP addresses available for the Zero Cloud Connector component (IPs 10.4.141.32 and 192.168.2.42 in the above diagram), one IP address available for each network.

**Cloud and Organization Networks on the Same Subnet** – If the cloud service provider dedicated network IP addresses and the organization dedicated Org vDC Network IP addresses are on the same IP subnet, there is no need for the Zero Cloud Connector.

When creating the organization dedicated Org vDC Network, make sure it is connected to the External Network either directly or via a routed connection. The organization dedicated network must enable a connection between the Org vDC Network and the External Network, so that VPN can be used to connect to the outside world. Connect the VPN to the organization dedicated Org vDC network in order to create a connection between the organization site and its own internal Organization vDC in the cloud vCD.

Make sure that the VC Network and the External Network inside vCD on the cloud site have a connection to the internet or to a wider network that will enable a connection between the cloud site and the organization sites.
Zerto Virtual Replication ICDR Architecture

The following diagram shows the basic ICDR architecture. ICDR organizations can manage their disaster recovery via the Zerto Self-service Portal.

The connection between the two cloud sites does not require a Zerto Cloud Connector since the traffic between the two cloud service provider Org vDC Networks belong to the same cloud service provider so separation of networks is not required.
CHAPTER 2: CONFIGURING A ZERTO CLOUD MANAGER

The Zerto Cloud Manager is used by Cloud Service Providers and large enterprises to manage multiple Zerto Virtual Replication sites from a single management tool.

You set up the Zerto Virtual Manager and VRAs via the Zerto Cloud Manager, via the following steps:

1. Log on to Zerto Cloud Manager and define the VMware cloud sites providing disaster recovery capabilities.
2. For each Zerto Virtual Replication installation defined as a cloud site, register the use of Zerto Virtual Replication.
3. Install Zerto Virtual Replication Appliances.
4. Set up vCloud Director, if it is being used and was not set up during the Zerto Virtual Replication installation and also configure Provider vDC settings.
5. Set up customers as ZORGs, Zerto organizations, including what each ZORG has permission to do. The cloud service provider can restrict the operations available to the organization, such as whether the organization can test the recovery of protected virtual machines.
6. When the cloud service provider offers DRaaS, it also installs a Zerto Cloud Connector (ZCC) per customer to route traffic between the customer organization network and the cloud replication vCenter Server network, in a secure manner without requiring the cloud service provider to go through complex network and routing setups, ensuring complete separation between the organization networks and the cloud service provider network.
7. Set up service profiles, which are templates for protection.
8. When the cloud service provider offers DRaaS, it instructs DRaaS customer organizations to set up their sites. The customer set-up involves installing Zerto Virtual Replication, Virtual Replication Appliances, and pairing to the cloud service provider.
9. Provide a Self-service Portal for customers to manage their disaster recovery.
10. Manage roles and permissions for Zerto Virtual Replication users.

These steps are described in this section in the following topics:

- “Logging On to Zerto Cloud Manager”, below
- “Defining and Configuring the Zerto Virtual Replication Cloud Sites”, on page 17
- “Setting Up Zerto Organizations, ZORGs”, on page 29
- “Defining DRaaS Components”, on page 36
- “Creating Service Profiles”, on page 41
- “Defining Role-based Access Control”, on page 43

Setting up the Zerto Self-service Portal as a standalone portal is described in “Setting Up the Zerto Self-service Portal”, on page 56. The Zerto Self-service Portal can also be incorporated by the CSP IT into an existing portal and this is also described in “Setting Up the Zerto Self-service Portal”, on page 56.

Logging On to Zerto Cloud Manager

The Zerto Cloud Manager is run in a browser from any machine connected to the network where the Zerto Cloud Manager was installed.

**Note:** With Active Directory, in order to log on to Zerto Cloud Manager, you must assign read rights for both cn=users and CN=Computers default Active Directory containers for the application account.

**To run the Zerto Cloud Manager:**

1. In a browser, enter the following URL:
   
   ```
   https://zcm_IP:9989
   ```
   
   where zcm_IP is the IP address of the machine where the Zerto Cloud Manager is installed.
2. Log in using the user name and password for the machine where the Zerto Cloud Manager is installed.

**Username** – The user name for the user for the machine where the Zerto Cloud Manager is installed. If the user is part of a domain, you must also specify the domain, with the following format:

domain\username

Only members of the **Administrators** group under a specified domain can login.

**Password** – A valid password for the given user name.

After logging in to the Zerto Cloud Manager you configure the cloud sites that you want to use for disaster recovery.
Defining and Configuring the Zerto Virtual Replication Cloud Sites

The Zerto Cloud Manager is a single point of management for all the cloud sites providing either DRaaS or ICDR. Defining a site in the Zerto Cloud Manager involves defining a connection to a Zerto Virtual Manager.

To add a site:
1. Select the Sites tab.
2. Click ADD.
   The Add Cloud Site dialog is displayed.
3. Specify the IP Address of a VMware vSphere site where a Zerto Virtual Manager is running and the ZVM Port specified during the installation to connect to the Zerto Virtual Manager. The default port is 9080.

   **NOTE:**
   - When the customer’s ZCM is v5.5 and above, and their ZVM is 5.0, communication is via HTTP port **9080**.
   - When the customer’s ZCM and ZVM are both v5.5 and above, communication is via HTTPS port **9669**.

   **NOTE:**
   Zerto Cloud Manager supports CSP VMware vCenter Server and vCloud Director sites only.
4. Click SAVE.
   The Zerto Cloud Manager connects to the site, as long as the Zerto Virtual Manager service is started.
5. Repeat this procedure for all the cloud sites.
After defining sites in Zerto Cloud Manager, you must configure these sites. You can configure the sites using the Zerto User Interface, as described in the Zerto Virtual Manager Administration Guide for your environment, or configure the sites directly in Zerto Cloud Manager.

Configuring a site involves the following:

- “Registering Zerto Virtual Replication Sites”, below
- “Adding a Security Certificate for the Zerto User Interface” on page 21
- “Installing Virtual Replication Appliances on Hosts in Cloud Sites”, on page 22
- “(Optional) Configure vCloud Director”, on page 25
Registering Zerto Virtual Replication Sites

To register Zerto Virtual Replication sites:

1. In the Sites tab, click a site name in the list, or check the check box of a site name in the list and click Edit to display site information.

The Properties and Organization tabs manage the site in Zerto Cloud Manager. The Zerto Virtual Manager tabs – Site Dashboard, VPGs, VMs, Sites, Setup, Offsite Backup, Monitoring, and Reports – manage disaster recovery for the selected site in the Zerto Virtual Manager.

Note: If the Zerto Virtual Manager tabs are being displayed for the first time for this site, they are not displayed and you see a warning that a certificate must be added to set up secure communication.

- Click the Open the ZVM UI link from the warning and if required, add the certificate for the Zerto Virtual Manager. After adding a certificate you can click the Dismiss link so this message is not displayed again.
- For information about adding a certificate, see “Adding a Security Certificate for the Zerto User Interface”, on page 21.

2. In the Zerto Cloud Manager click one of the Zerto Virtual Manager tabs.
The first time you access the Zerto User Interface, the dialog in which you will enter the license key supplied by Zerto is displayed.

**Note:** A CSP with more than one cloud site must enter a license at each cloud site instead of pairing to a licensed cloud site. The license can be the same license used in another cloud site.

3. Enter the license key and click **START**.

   The Zerto Virtual Manager tab, for example, VPGs, is now displayed.

4. Return to the Zerto Cloud Manager Sites tab and click the next site name in the list to display the site tab.
5. Click one of the Zerto Virtual Manager tabs.
6. In the Zerto Virtual Replication License dialog:
   - For an enterprise using the Zerto Cloud Manager (where DRaaS is not being offered) – Pair to the first site you registered.
   - For a cloud service provider using the Zerto Cloud Manager (where DRaaS is being offered) – A cloud service provider with more than one cloud site must enter a license for each cloud site and not pair to a licensed cloud site. The license can be the same license.
7. Repeat steps 4 to 6 for all the remaining sites.

**Adding a Security Certificate for the Zerto User Interface**

Communication between the Zerto Virtual Manager and the user interface uses HTTPS. On the first login to the Zerto User Interface, you must install a security certificate in order to be able to continue working without each login requiring acceptance of the security.

**To install a security certificate for the Zerto User Interface:**
On first access to the Zerto User Interface, if you haven’t installed the security certificate, a security alert is issued.

Note the following:
- To run this procedure run Microsoft Internet Explorer as administrator. The procedure is similar for Google Chrome and for Mozilla Firefox.
- Access the Zerto User Interface using the IP and not the name of the machine where Zerto Virtual Replication is installed.

1. Click View Certificate.
   The Certificate dialog is displayed.
2. Click Install Certificate.
   The Certificate Import wizard dialog is displayed.
3. Follow the wizard: Place all the certificates in the **Trusted Root Certification Authorities store**: Select the Place all certificates in the following store option and browse to select the Trusted Root Certification Authorities store.
4. Continue to the end of the wizard. Click Yes when the Security Warning is displayed.
5. Click OK that the installation was successful.
6. Click OK when prompted and then Yes in the Security Alert dialog to continue.

**Note:** If you click the Dismiss link by mistake, select the Properties tab for the site and click the Open ZVM Interface link to trigger the above procedure.

### Installing Virtual Replication Appliances on Hosts in Cloud Sites

Zerto recommends installing a VRA on every host in every cloud site. If virtual machines protected in the cloud are moved from one host in a cluster to another host in the cluster there is always a VRA to protect the moved virtual machines. If you are protecting a vApp, you must install a VRA on every host in the cluster on both the protected and recovery sites and ensure that DRS is enabled for these clusters.

#### VRA Installation Requirements

To install a VRA you require the following:
- 12.5GB datastore space.
- At least 1GB of reserved memory.
- The ESX/ESXi version must be in accordance with supported ESX/ESXi versions in the Interoperability Matrix, and Ports 22 and 443 must be enabled on the host during the installation.

You must also know the following information to install a VRA:
- If the ESXi version is 5.5 or higher and the VRA should connect to the host with user credentials, or if the ESXi version is lower than 5.5 (4.x or 5.x), the password to access the host root account.
  **Note:** For ESXi versions 5.5 or higher, by default the VRA connects to the host with a vSphere Installation Bundle, VIB. Therefore, it is not necessary to enter the password used to access the host root account.
- The storage the VRA will use and the local network used by the host.
- The network settings to access the peer site; either the default gateway or the IP address, subnet mask, and gateway.
  **Note:** When the gateway is not required, you can specify 0.0.0.0 as the gateway, for example when performing self replication.
- If a static IP is used, which is the Zerto recommendation, instead of DHCP, the IP address, subnet mask, and default gateway to be used by the VRA.
  **Note:** In a non-production environment it is often convenient to use DHCP to allocate an IP to the VRA. In a production environment this is not recommended. For example, if the DHCP server changes the IP allocation on a reboot, the VRA does not handle the change.

**Note:** For the duration of the installation of the VRA, the Zerto Virtual Manager enables SSH in the vCenter Server.

If the peer site VRAs are not on the default gateway, you must set up routing to enable the VRAs on this site to communicate with the peer site VRAs.
To set up routing:
1. In the Zerto Cloud Manager Sites tab, click a site name.
2. In the Zerto Virtual Manager GUI that opens, click the Setup tab.
3. Select MORE > Paired Site Routing.
   The Configure Paired Site Routing dialog is displayed.

4. Click Enable Paired Site Routing.
5. Specify the following and then click SAVE:
   - **Address** – The IP address of the next hop at the local site, the router or gateway address, that is used to access the peer site network.
   - **Subnet Mask** – The subnet mask for the peer site network.
   - **Gateway** – The gateway for the peer site network.

These details are used to access the VRAs on the peer site.

The settings in the Configure Paired Site Routing dialog apply to all VRAs installed after the information is saved. Any existing VRA is not affected and access to these VRAs continues via the default gateway. If the default gateway stops being used, you must reinstall the VRAs that were installed before setting up paired site routing.

To install a Zerto Virtual Replication Appliance (VRA) on a host:
1. In the Zerto Cloud Manager Sites tab, click a site name.
2. In the Zerto Virtual Manager GUI that opens, in the Setup tab, select a host that needs a VRA and click NEW VRA.
   The Configure and Install VRA dialog is displayed. The dialog displayed depends on the ESX/i version:

![Configure and Install VRA dialog](image)

**Note:** If you selected a cluster or multiple hosts, only the first host in the displayed list is installed.

3. Specify the following Host Details:

   **ESXi versions from 5.5**

   **ESXi versions before version 5.5**
**Host** - The host on which the VRA is installed. The drop-down displays the hosts that do not have a VRA installed, with the selected host displayed by default.

From ESXi 5.5, by default, Zerto Virtual Manager uses a vSphere Installation Bundle, VIB, to connect to the host. When using VIB:
- The user does not enter a password.
- Once a day, Zerto Virtual Manager checks that the VRA and host can connect. If the connection fails, Zerto Virtual Manager re-initiates the connection automatically and logs it.

For ESX/i versions earlier than 5.5, when using a password, root access is required. Once a day, Zerto Virtual Manager checks that the password is valid. If the password was changed, an alert is issued, requesting the user enter the new password.

**Use credentials to connect to host** - When unchecked, the Zerto Virtual Manager uses VIB to connect to the host. This field is only relevant for ESXi 5.5 and later.

**Host Root Password** - When the VRA should connect to the host with a password, check **Use credential to connect to host** and enter the root user password used to access the host. When the box on the right side is checked, the password is displayed in plain text. This field is only relevant for ESXi 4.x and 5.x hosts. This field is disabled for ESX 4.x hosts.

**Datastore** - The datastore that the VRA will use for protected virtual machine data on the recovery site, including the journals. You can install more than one VRA on the same datastore.

- **Network**: The network used to access the VRA.
- **VRA RAM**: The amount of memory to allocate to the VRA. The amount determines the maximum buffer size for the VRA for buffering IOs written by the protected virtual machines, before the writes are sent over the network to the recovery VRA. The recovery VRA also buffers the incoming IOs until they are written to the journal. If a buffer becomes full, a Bitmap Sync is performed after space is freed up in the buffer.

<table>
<thead>
<tr>
<th>AMOUNT OF VRA RAM</th>
<th>VRA BUFFER POOL SIZE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1GB</td>
<td>450MB</td>
</tr>
<tr>
<td>2GB</td>
<td>1450MB</td>
</tr>
<tr>
<td>3GB</td>
<td>2300MB</td>
</tr>
<tr>
<td>4GB</td>
<td>3,300MB</td>
</tr>
<tr>
<td>5GB</td>
<td>4,300MB</td>
</tr>
<tr>
<td>6GB</td>
<td>5,300MB</td>
</tr>
<tr>
<td>7GB</td>
<td>6,300MB</td>
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<tr>
<td>8GB</td>
<td>7,300MB</td>
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<tr>
<td>14GB</td>
<td>13,300MB</td>
</tr>
<tr>
<td>15GB</td>
<td>14,300MB</td>
</tr>
<tr>
<td>16GB</td>
<td>15,300MB</td>
</tr>
</tbody>
</table>

The protecting VRA can use 90% of the buffer for IOs to send over the network and the recovery VRA can use 75% of the buffer.

For Example: A protecting VRA defined with 2GB of RAM can buffer approximately 1305MB before the buffer is full and a Bitmap Sync is required.

**Note**: The number of virtual machines that a VRA can support is not dependent on the amount of VRA RAM.

- **VRA Group** - Choose the VRA Group from the dropdown list. To create a new VRA group, type in the name of the new group and click **CREATE**. You can then choose the new group from the dropdown list.
You group VRAs together when VRAs use different networks so they can be grouped by network, for example when the protected and recovery sites are managed by the same vCenter Server and you want to replicate from the branch site to the main site. Within a group the priority assigned to a VPG dictates the bandwidth used and is applicable within a group and not between groups. Thus, a VPG with a high priority is allocated bandwidth before VPGs with lower priorities. VPGs that are on VRAs with different VRA groups, for example, VPG1 on VRA1 in group1 and VPG2 on VRA2 in group2, do not affect each other, as the priority is relevant only within each group.

4. Specify the following VRA Network Details:
   - Configuration: Either have the IP address allocated via a static IP address or a DHCP server. If you select the Static option, which is the recommended option, enter the following:
     - Address: The IP address for the VRA.
     - Subnet Mask: The subnet mask for the network. The default value is 255.255.255.0.
     - Default Gateway: The default gateway for the network.

5. Click INSTALL.
   The VRA installation starts and the status is displayed in the TASKS popup dialog in the status bar and under MONITORING > TASKS.

   The VRA displayed name, and DNS name, is Z-VRA-hostname. If a virtual machine with this name exists, for example when a previous VRA was not deleted, the VRA name has a number appended to it.

   Add a VRA to every host that hosts virtual machines for which you want replication. Zerto recommends installing a VRA on every listed host. An alert is issued after the first VRA is installed in a cluster that tells you to install a VRA on the other hosts in the cluster. The alert is automatically removed when all the hosts in the cluster have VRAs installed.

   Return to the Zerto Cloud Manager Sites tab and click the next site name in the list to display the site tab with nested tabs and install the VRAs for this site. Repeat this procedure for every site in the Zerto Cloud Manager.

   A VRA can manage a maximum of 1500 volumes, whether these are volumes being protected or recovered.

   Note: VRAs are configured and managed by the Zerto Virtual Manager. You cannot take snapshots of VRAs as snapshots cause operational problems for the VRAs.

**(Optional) Configure vCloud Director**

If you did not set up access to vCD for the Zerto Virtual Manager when installing Zerto Virtual Replication, you can set it up from within the Zerto Cloud Manager.

Before setting up Zerto Virtual Replication to work with vCD, you must have an AMQP server installed and configured for Zerto Virtual Replication. Zerto provides an AMQP installation and configuration program.

**To install and configure an AMQP Server for Zerto Virtual Replication:**

1. Run the **ZertoAMQPInstallWizard** executable.
2. When prompted enter the IP or host name of the vCD and the administrator user and password to access this vCD. Note that the value here can be a Public REST API URL if this is configured in vCD.
   The Zerto Virtual Manager connects to the vCD and checks whether an AMQP server is installed.
3. If an AMQP server is not installed, Zerto recommends using RabbitMQ, which in turn requires Erlang/OTP as a prerequisite. Links to the sites to install both Erlang/OTP and RabbitMQ are provided as part of the Zerto AMQP installation. Use these links to install Erlang/OTP and then RabbitMQ before continuing with the Zerto AMQP configuration.

   After installing a version of RabbitMQ later than version 3.3, you must set up a user that Zerto Virtual Replication can use:
   a) On the machine where you installed RabbitMQ, open a command line window, cmd.exe.
   b) Browse to something like:
      C:\Program Files (x86)\RabbitMQ Server\rabbitmq_server-3.4.4\sbin
   c) Create a new user, that Zerto Virtual Replication will use.
      rabbitmqctl.bat add_user <username> <password>
   d) Set permissions for the new user.
      rabbitmqctl.bat set_permissions -p <vhostpath> <username> . * . *
Zerto recommends using the default vhostpath, /.
e) Assign a user tag for the new user.
   rabbitmqctl.bat set_user_tags <username> <tag>

4. If an AMQP server was already installed, change the connection details displayed to those defined in vCD.

5. Specify the following AMQP connection settings:
   - **AMQP Host** – The local IP address that this machine uses to communicate with vCD.
   - **AMQP Port** – The default network port for communication.
   - **Exchange** – The name of the exchange to be configured on the AMQP for use by vCD and Zerto Virtual Replication.
   - **vHost** – Defines this local machine as the AMQP server.
   - **User Name** – The AMQP user account Zerto will use. RabbitMQ prior to version 3.3 installs with a default administrator user: guest. With RabbitMQ versions from version 3.3, specify a user with administrator privileges.
   - **Password** – The password for the user. RabbitMQ prior to version 3.3 installs with a default password of guest.

If you installed the AMQP server as part of the Zerto AMQP installation and configuration, the default settings are displayed. At the end of the Zerto AMQP installation and configuration, vCD is updated with these settings (for example, in vCD 5.5.1, in AMQP Broker Settings under Administration > Extensibility > Settings).

Once an AMQP server is installed and configured, you can set up access to vCD from Zerto Virtual Replication.

**To set up access to vCD:**
1. In the Zerto Cloud Manager Sites tab, select a site in the display that is using vCD.
2. In the ZVM Interface tab, click Open.
   A new browser tab is displayed with the Zerto Virtual Manager Web Client.
3. Log on to the Zerto Virtual Manager Web Client.
4. Click the Site Settings ( ) button and select Site Settings.
   The Site Settings dialog is displayed.

5. Click Cloud Settings.
The Cloud Settings page is displayed.

6. Check Use vCD.
   The fields in the vCD section are enabled.

7. Enter the VMware vCloud Director access details:
   ■ IP Address – The IP address or host name of the machine where vCD runs. When connecting to vCD with multiple
      cells, enter the virtual IP for the network load balancing used by the cells.
   ■ Username – The user name for a vCD administrator.
   ■ Password – A valid password for the given user name.
   ■ AMQP Username – The user name for the AMQP server.
   ■ AMQP Password – A valid password for the given AMQP user name.

8. Click SAVE.

Note: If a proxy server is defined on the machine where the Zerto Virtual Manager is installed, add the Zerto Virtual Manager IP
address to the Internet Explorer exception list.

Configuring Provider vDCs

A Provider vDC is a collection of compute, memory, and storage resources from a vCenter. A Provider vDC provides resources
to organization vDCs.

To configure provider vDCs:

1. In the Zerto Cloud Manager Sites tab, click the site name of a site using vCD.
2. In the Properties tab, click Open ZVM Interface.
   A new browser tab is displayed with the Zerto Virtual Manager Web Client.
3. Log on to the Zerto Virtual Manager Web Client.
4. Click the Site Settings ( ) button.
   The Site Settings dialog is displayed.
5. Click Cloud Settings.
The Cloud Settings page is displayed.

6. Under Datastore Configuration, click Configure to access Provider vDC settings. The Configure Provider vDCs dialog is displayed.

7. Add the provider vDCs that you want to enable to use Zerto Virtual Replication. Only these provider vDCs are visible to the user in Zerto Virtual Replication.

8. Add datastores and, for each datastore added, specify what it can be used for: Recovery Volume, Journal, or Preseed. Only datastores marked as Preseed can be used for preseeded disks. This prevents different ZORGs being exposed to the datastores of other customers using the preseed option.

   If no datastores are configured as journals, all datastores in the provider vDC can serve as journals.

   If at least one datastore, on any provider vDC, is configured as a journal but the recovery provider vDC does not see any journal datastore, all datastores eligible to be recovery datastores on that provider vDC can also serve as journal datastores.

   If at least one datastore is configured as a journal and the recovery provider vDC sees at least one journal datastore, only datastores configured as journals that are visible to that provider vDC can serve as journal datastores.

   Note: Zerto recommends that every listed datastore should be marked as both Journal and Preseed.

9. Select what datastores not specifically added to the list are used for: either they are not used or they are used for recovery volumes only.
Note: If the option **Unlisted datastores are used only for recovery volumes** is selected, it refers to unlisted datastores of all provider vDCs, even those provider vDCs that have not been added to the upper table.

10. Specify the default storage profile to use from the list of defined profiles, or leave blank if the vCD does not have any storage profiles defined.

Profile-Driven Storage allows users to intelligently provision applications, mapping virtual machines to storage levels according to predefined service levels, storage availability, performance requirements, or cost. This mechanism lets users define and label storage tiers to be used by the Storage Distributed Resource Scheduler and Storage VMotion. Virtual machines that run applications that require the highest level of performance are mapped to tier one storage, while less critical applications are mapped to the lower tiers.

You set the storage profile for every virtual machine in a VPG where the recovery site is vCD 5.1 or higher.

11. In the Configure Provider vDCs dialog, click SAVE and then click SAVE in the Site Settings dialog.

Setting Up Zerto Organizations, ZORGs

As a provider of disaster recovery services, the cloud service provider must set up individual customers to manage protection and recovery for these customers. The customers are defined to Zerto Cloud Manager as Zerto organizations, ZORGs.

You set up each ZORG, as described below, and then configure it, regardless of whether the ZORG will use DRaaS or ICDR.

- “Manage ZORG - Defining Settings for a ZORG”, below
- “Defining ZORG Permissions”, on page 32
- “Defining Resources that the Cloud Service Provider Enables the ZORG to Use”, on page 32

When offering DRaaS to a ZORG you need to set up the ZORG for DRaaS:

- “Defining DRaaS Components”, on page 36

To define a ZORG:

1. In the Zerto Cloud Manager row of tabs, click Organizations.
2. Click Add.

The Add ZORG dialog is displayed.

3. Specify the **ZORG Name** and optionally a **CRM ID** to identify the organization in a CRM.

   The ZORG name is used by the customer when accessing the Zerto Self-service Portal. Zerto recommends using a name that is easy for the customer to use.

   **Note:** The ZORG name cannot contain special characters.

4. Click SAVE.
5. Repeat steps 2-4, for all the Zerto organizations, ZORGs.
The following information is displayed in the Organizations tab:

- **ZORG Name**: The name of the organization.
- **CRM ID**: An optional identifier to use to identify the organization in a CRM.
- **Number of Cloud Sites**: The number of cloud sites that the organization uses.
- **Number of Customer Sites**: The number of sites the organization has that use the cloud sites for disaster recovery.

Clicking an organization name in the list, or selecting a row and then clicking **Edit**, displays another row of tabs:

- Manage ZORG,
- vCenter Cloud Resources,
- vCD Cloud Resources,
- Customer Sites,
- VPGs,
- Alerts.
After defining the ZORG, you specify properties for the ZORG:

- “Manage ZORG - Defining Settings for a ZORG”, below
- “Defining ZORG Permissions”, on page 32
- “Defining Resources that the Cloud Service Provider Enables the ZORG to Use”, on page 32
- “Defining DRaaS Components”, on page 36

Manage ZORG - Defining Settings for a ZORG

You can edit the ZORG properties, for example, add a CRM ID if it was not specified when the ZORG was defined, or edit the ZORG name or CRM ID of the ZORG. You can also set the folder to use for preseeded volumes to make the initial synchronization of protected virtual machines in a VPG quicker.

Defining ZORG Properties

To define ZORG Properties:

1. Click a ZORG name link in the Zerto Cloud Manager Organizations tab or select a row in the display and then click Edit. The ZORG details are displayed.

2. In the Properties section, optionally, change the ZORG name or change or add a CRM ID for the ZORG.

3. Specify the folder to use to store preseeded volumes in Preseed Folder Name. A preseed volume is a virtual disk (the VMDK flat file and descriptor) in the recovery site that has been prepared with a copy of the protected data, so that the initial synchronization is much faster since a Delta Sync is used to synchronize any changes written to the protected site after the creation of the preseeded disk. When using a preseeded VMDK, you select the datastore and exact location, folder, and name of the preseeded disk. Zerto Virtual Replication takes ownership of the preseeded disk, moving it from its source folder to the folder used by the VRA. Only disks with the same size as the protected disk can be selected when browsing for a preseeded disk. The datastore where the preseeded disk is placed is also used as the recovery datastore for the replicated data.

   Note: The preseeded disks must be saved in a folder with the exact name specified in this field.

   When the recovery site is a vDC site:
   a) Create a folder in vCD to use for the preseeded disks in the datastore you want to use for the customer.
b) Specify this datastore as a provider datastore for preseeded disks in the Configure provider vDCs dialog, from the Advanced Settings dialog, as described in “Configuring Provider vDCs”, on page 27.

c) Specify the Preseed Folder Name for the ZORG.

4. Click Save.

Defining ZORG Permissions

The Permissions section at the ZORG level displays the permissions assigned to the ZORG. The ZORG is only able to perform actions for which it has permissions. The action applies to all VPGs defined for the ZORG. If a permission is not assigned to the ZORG, the option to perform the action by the ZORG is disabled.

These permissions are the minimum default permissions supplied by Zerto. You can manage an extended set of permissions for specific entities such as ZORGs, VPGs, and sites, as described in “Defining Role-based Access Control”, on page 43.

To define ZORG Permissions:

1. In the Permissions section, define the permissions to apply to all VPGs defined for the ZORG.
   - Manage VPGs – When selected, the organization can create and edit virtual protection groups (VPGs) to protect groups of virtual machines together.
   - Failover Test – When selected, the organization can test the failover of VPGs to verify that the disaster recovery that you have planned is the one being implemented.
   - Live Failover – When selected, the organization can recover the virtual machines in a VPG after an unforeseen disaster.
   - Move – When selected, the organization can migrate the virtual machines in VPGs to a remote site in a planned operation. ZORGS using DRaaS can also create offsite clones of the virtual machines in VPGs.
   - Prevent vApp operations during testing – When vCD resources are specified in the vCD Cloud Resources tab, vApp operations are blocked when a VPG is being tested.

2. Click Save.

Defining ZORG Service Profiles

In the Service Profiles section:

Custom Profile – When selected, the organization can specify general settings for a VPG instead of using one of the provided sets of default properties when a VPG is created or edited. This permission is only relevant if the Manage VPGs permission is checked.

Defining ZORG ZSSP Login Credentials

To define ZORG ZSSP Login Credentials:

When a ZORG has access to the disaster recovery user interface directly via the Zerto Self-service Portal, ZSSP, and not via a cloud service provider portal with the ZSSP embedded within, in the ZSSP Login Credentials section:

1. Specify the username and password that is required to log on to the ZSSP.
   The password is hidden and is displayed as asterisks.

2. Click Save.

Defining Resources that the Cloud Service Provider Enables the ZORG to Use

ZORGs use specified cloud sites. Each site has specific resources and you can select the resources you want to be made available to the specific ZORG as well as rename the information to something meaningful for the ZORG, hiding the internal...
naming conventions of the cloud site. You can also limit the number of virtual machines and amount of storage that the ZORG is able to protect.

**Note:** To enable extended recovery, whereby offsite backups are saved to disk, which at a later date can be restored to the recovery site, you must first define the repository where the backups will be stored, as described in *Zerto Virtual Manager Administration Guide* and then add the repository as a resource.

**To make vCenter Server resources available to the ZORG:**
1. In the Zerto Cloud Manager Organizations tab, click a ZORG Name link or select a row in the display and then click **Edit**.
2. Select the vCenter Cloud Resources tab.
3. Click **ADD**.
   The Add vCenter Cloud Resource dialog is displayed.
4. Select all the resources you want to make available to the ZORG.
   When defining a VPG to be recovered in a cloud site, the recovery host must be a resource pool.
   When defining a VPG with extended recovery, the repository where offsite backups are stored must be selected.
   **Note:** Each resource pool can only be used by one ZORG.
5. Click **ADD**.
The selected resources are displayed.

Note: You cannot define an RDM disk as a vCenter Server resource.

To edit vCenter Server resources:
1. In the vCenter Cloud Resources tab, select a row and click EDIT.
   The Edit Resource dialog is displayed.

   The fields you can edit in this dialog change, depending on the type of resource you select. Update the relevant information:
   - **Alternative Name** - The alternative name for the resource which is displayed to the ZORG when using the Zerto Self-service Portal or when pairing is via a Zerto Cloud Connector. If there is no value in this field, the ZORG sees the value in the Resource Name field.
   - **Max VMs (0 = Unlimited)** - The maximum number of virtual machines that can be protected when using this resource pool.
   - **Max Storage (GB, 0 = Unlimited)** - The maximum amount of storage that can be protected when using this datastore.
2. Click SAVE.
To add and edit vCD resources:
1. In the Zerto Cloud Manager Organizations tab, click a ZORG Name link or select a row in the display and then click Edit.
2. Select the vCD Cloud Resources tab.
3. Click ADD.
   The Add vCD Cloud Resource dialog is displayed.

4. Select the resource you want to make available to the ZORG and the repositories where the offsite backups are stored.  
   **Note:** Each vCD Org can only be used by one ZORG.
5. Click ADD.
   The selected resources are displayed.
6. Select the row in the table and click EDIT.
   The Edit Resource dialog is displayed.

The fields you can edit in this dialog change, depending on the type of resource you select. Update the relevant information:

**Alternative Name** – The alternative name for the resource which is displayed to the ZORG when using the Zerto Self-service Portal or when pairing is via a Zerto Cloud Connector. If there is no value in this field, the ZORG sees the value in the Resource Name field.

**Max VMs (0 = Unlimited)** – The maximum number of virtual machines that can be protected.

**Max Storage (GB, 0 = Unlimited)** – The maximum amount of storage that can be protected.

7. Click Save.
Defining DRaaS Components

In a DRaaS configuration, the organization networks for disaster recovery are extended to the cloud. Zerto Cloud Connectors (ZCC) are installed to ensure that these networks have no touch points with the cloud infrastructure network, providing complete network separation between each organization network and the cloud service provider infrastructure network. All the traffic to and from the organization is routed through the cloud connector, so that the following is implemented:

- None of the organizations have direct access to the cloud service provider network and cannot see any part of the cloud service provider network that the cloud service provider does not allow them to see.
- Each organization has no access to the network of another organization.

A ZCC is a virtual machine installed on the cloud side, one for each customer organization replication network. The ZCC requires both cloud-facing and customer-facing static IP addresses. Also, for the cloud connector, the IP ranges used for the organization network and cloud service provider infrastructure network cannot be the same. The cloud connector requires the following:

- 4GB disk space
- At least 1GB of reserved memory.
- 1 vCPU.

Zerto recommends using a 10Gbps NIC for each Zerto Cloud Connector, enabling it to handle 10Gbps of traffic.

The ZCC routes traffic between the customer network and the cloud replication network, in a secure manner ensuring complete separation between the customer network and the cloud service provider network. The ZCC has two Ethernet interfaces, one to the customer’s network and one to the cloud service provider’s network. Within the cloud connector a bidirectional connection is created between the customer and cloud service provider networks. Thus, all network traffic passes through the ZCC, where the incoming traffic on the customer network is automatically configured to IP addresses of the cloud service provider network.

If the cloud service provider wants to institute additional security when using a ZCC, it can define a static route that will hop to a different cloud network, specifically for use by the Zerto Virtual Manager and VRAs in the cloud site.

**Note:** If you change the Zerto Virtual Manager and VRAs cloud network, changing the static route settings for a group to the new network only changes the access for new ZCCs with the specified group. Existing ZCCs must be redeployed to use the changed static route.

ZCCs are defined per organization with one ZCC defined for each organization site. Each ZCC requires two ports for each VRA (one port for VRA port 4007 and one port for port 4008) accessed via the ZCC. There is directionality to these ports.

For example, Customer A network has three VRAs and customer B network has two VRAs and the cloud service provider network has four VRAs, then the following ports must be open in the firewall: The cloud service provider’s VRAs need to use six ports to reach customer A’s VRAs, while customer A’s VRAs need eight ports to reach the cloud’s VRAs. The cloud service provider’s VRAs need to use four ports to reach customer B’s VRAs, while customer B’s VRAs need eight ports to reach the cloud’s VRAs.

**Customer A (CA) to Cloud Service Provider (CSP) VRAs via ZCC1:**

- ZCC1_CA:9082, ZCC1_CA:9083 > VRA_CSP_1:4007, VRA_CSP_1:4008
- ZCC1_CA:9084, ZCC1_CA:9085 > VRA_CSP_2:4007, VRA_CSP_2:4008
- ZCC1_CA:9088, ZCC1_CA:9089 > VRA_CSP_4:4007, VRA_CSP_4:4008

**Customer B (CB) to Cloud Service Provider (CSP) VRAs via ZCC2:**

- ZCC2_CB:9082, ZCC2_CB:9083 > VRA_CSP_1:4007, VRA_CSP_1:4008
- ZCC2_CB:9084, ZCC2_CB:9085 > VRA_CSP_2:4007, VRA_CSP_2:4008
- ZCC2_CB:9086, ZCC2_CB:9087 > VRA_CSP_3:4007, VRA_CSP_3:4008
- ZCC2_CB:9088, ZCC2_CB:9089 > VRA_CSP_4:4007, VRA_CSP_4:4008

**Cloud Service Provider (CSP) VRAs to customer VRAs:**

- ZCC1_CSP:9082, ZCC_CA:9083 > VRA_CA_1:4007, VRA_CA_1:4008
- ZCC1_CSP:9084, ZCC_CA:9085 > VRA_CA_2:4007, VRA_CA_2:4008
- ZCC1_CSP:9086, ZCC_CA:9087 > VRA_CA_3:4007, VRA_CA_3:4008
ZCC2_CSP:9082, ZCC_CB:9083 > VRA_CB_1:4007, VRA_CB_1:4008
ZCC2_CSP:9084, ZCC_CB:9085 > VRA_CB_2:4007, VRA_CB_2:4008

Note: If a VRA is uninstalled, connectivity from that VRA to any ZCC is lost. After a VRA is reinstalled on the host, the ports that were used for the connection to the ZCC are not reused and new ports must be opened in the firewall for the cloud site.

To set up static routes:
1. In the Zerto Cloud Manager Sites tab, click the site name of a site that provides DRaaS.
2. Click the Site Settings ( ) button.
   The Site Settings dialog is displayed.
3. Click Cloud Settings.
   The Cloud Settings page is displayed.
4. In the Networking section, click Configure.
   The Manage Static Routes dialog is displayed.
5. Click ADD to define a group. This group will contain a static route to the subnet used by the Zerto Virtual Manager and can be applied to more than one cloud connector.

6. To edit the name of the group, click the pencil next to NEW GROUP1. Enter the name of the group and click SAVE.

7. To define a static route for that group, click Add Static Route.

8. Specify the static route:
   - **Address** – The network address for the static route that you want to route to.
   - **Subnet Mask** – The subnet mask for the network.
   - **Gateway** – The gateway address for the network on the local network of the Zerto Cloud Connector cloud network interface.

9. Click SAVE.
   
   You can add more groups by repeating steps 5-9.
You can define more than one static route for a group. The static routes are displayed under each group.

10. Click SAVE.

You can use the group in the definition of a connector.

If you change the Zerto Virtual Manager and VRA cloud network, changing the static route settings for a group to the new network only changes the access for new ZCCs with the specified group. Existing ZCCs must be redeployed to use the changed static route.

To add a cloud connector for a site:

Note that a cloud connector requires 4GB disk space, at least 1GB of reserved memory, and 1 vCPU.

1. Click a ZORG in the Zerto Cloud Manager Organizations tab or select the row in the display and then click EDIT.
2. Select the Customer Sites tab.
3. Click ADD.

The Install Cloud Connector dialog is displayed.

Specify the following:

- **Site** – The site used by the cloud service provider for the organization.
- **VM Name** – The name to assign to the cloud connector virtual machine.
- **Host** – The recovery ESX/ESXi host for the cloud connector virtual machine. The dropdown displays the hosts which do not have a cloud connector installed.
- **Datastore** – The datastore for the cloud connector virtual machine.
Defining DRaaS Components

Organization Network – The customer network details:
- Network – The name of the customer’s network.
- Address – The IP address used to access the organization network. The customer pairs to this IP address.
- Subnet Mask – The subnet mask for the customer network. The default value is 255.255.255.0.
- Default Gateway – The default gateway for the customer network.

Cloud Network – The cloud service provider local network details:
- Network – The name of the cloud-side network.
- Address – The IP address to access the cloud service provider network that communicates with the cloud connector.
- Subnet Mask – The subnet mask for the cloud service provider network. The default value is 255.255.255.0.
- Static Route Group – The name of the group for which static routes are defined to the Zerto Virtual Manager network and VRA network. If a static route group is not specified, it is assumed that the Zerto Virtual Manager and VRAs are on the same network.

4. Click SAVE.

The cloud connector installation starts and the status is displayed in the table.

Providing a Self-service Portal for Cloud Service Provider Customers

When the CSP offer DRaaS, the Zerto Self-service Portal provides access to the cloud service provider recovery site so that customers of the CSP can perform failover instead of requesting that the cloud service provider perform the failover.

In Zerto Cloud Manager, the CSP can define the operations available to each customer via the Zerto Self-service Portal. For details, see “Setting Up Access to the Zerto Self-service Portal”, on page 56.
Creating Service Profiles

A service profile provides a predefined set of default properties to use when VPGs are defined or edited. Zerto provides a default service profile and the option for the organization to specify their own requirements. The cloud service provider can define service profiles to manage specific service level agreements (SLAs) with its customers.

Cloud service providers can create different service profiles for different situations and can assign one of the service profiles to be the default, to be displayed when a VPG is created.

The Zerto Cloud Manager Service Profiles tab displays the defined service profiles. Zerto Cloud Manager includes a predefined service profile, the System Service Profile.

Note: You specify in the Permissions tab for a ZORG whether or not the ZORG can set its own values for SLA properties when defining a VPG or whether it has to use a predefined service profile. For details, see “Permissions Tab”, on page 93.

To define a service profile:
1. Select the Zerto Cloud Manager Service Profiles tab.
2. Click ADD.
   The Add Service Profile dialog is displayed.
3. Specify the name of the service profile.

4. Select the Recovery Policy. The default is Disaster Recovery.
   If you select Extended Recovery, enabling offsite backup, additional fields are displayed.

5. Select values for the service profile parameters.
   **DR Policy**
   **Target RPO Alert** – The maximum desired time between each automatic checkpoint being written to the journal before an alert is issued. In reality checkpoints are written more frequently.
   **Default Journal History** – The length of time all write commands are saved in the journal. Each protected virtual machine has a dedicated journal volume on the recovery site associated with the replicated virtual machine. This enables journal data to be maintained, even when changing the recovery host for the recovery. When specifying a checkpoint to recover to, the checkpoint must still be in the journal. For example, if the value specified here is 24 hours then recovery can be specified to any checkpoint in the last 24 hours. After the time specified, the mirror virtual disk volumes maintained by the VRA are updated.
   When a VPG is tested, either during a failover test or before committing a Move or Failover operation, a scratch volume is created for each virtual machine being tested, with the same size as the journal for that virtual machine. The size of the scratch volume determines the length of time that you can test for. The larger the volume, the longer the testing can continue, assuming the same rate of change being tested. If the journal history required is small, for example two or three hours, the scratch volume that is created for testing will be small as well, limiting the time available for testing. Thus, when considering the journal history you should also consider the length of time you will want to test the VPG.
   The longer the information is saved in the journal, the more space is required for each journal in the VPG.
   **Journal Size Hard Limit** – The maximum size that the journal can grow, as a percentage of the virtual machine volume size. The minimum is journal size is 8GB.
   **Journal Size Warning Threshold** – The size of the journal that triggers a warning that the journal is nearing its hard limit, as a percentage of the virtual machine volume size.
   **Test Frequency Reminder** – The time recommended between testing the integrity of the VPG. A warning is issued if a test is not done within this time frame.

   **Backup Policy**
   The following fields are only displayed when the recovery policy is for extended recovery (offsite backup).
   **Retention Period** – The length of time to retain the offsite backup file.
   **Scheduled Occurrences** – The offsite backup file creation schedule.

   **Description** – A description of the service profile.

6. Click SAVE.
Defining Role-based Access Control

By default, Zerto Virtual Replication manages permissions that exist in the vCenter Server. When it is installed, Zerto Virtual Replication adds privileges to vSphere and assigns these privileges to the Administrator role, which enables the administrator to perform specific actions in Zerto Virtual Replication. These privileges include:

- **Manage VPG:** Creating, editing, and deleting a VPG, and adding checkpoints to a VPG.
- **Failover Test:** Performing a test failover.
- **Live Failover:** Performing failovers.
- **Move:** Performing VPG moves.
- **Manage cloud connector:** Installing and uninstalled Zerto Cloud Connectors (ZCCs). For details, see “Defining DRaaS Components”, on page 36.
- **Manage Sites:** Editing the site configuration, including site details, pairing and unpairing sites, updating the license, and editing advanced site settings.
- **Manage VRA:** Installing, updating and uninstalling Virtual Replication Appliances.
- **View:** Viewing information about an entity.

You can also set basic permissions for a ZORG, as described in “Defining ZORG Permissions”, on page 32.

If you want to extend these default permissions, you can activate Zerto Virtual Replication role-based access control in the Zerto Cloud Manager. Zerto Virtual Replication enables you to apply permissions to specific authorizable entities, such as ZORGs, VPGs, and sites, that you want to control access to. Privileges define an operation or a set of operations that can be performed, such as managing a VPG or VRA. A role is a set of privileges. Roles can be assigned to individual users or groups of
users. Users and groups of users are defined in the local Active Directory. A permission is composed of an authorizable entity, a user or group, and a role.

**Note:** Once activated, the Zerto Virtual Replication role-based access control replaces the basic permissions. If the Zerto Virtual Replication role-based access control is deactivated, the default Zerto Virtual Replication permissions are re-activated.

You can update the privileges associated with both new roles that you create and the roles supplied with Zerto Virtual Replication. You can manage the permissions assigned to each Zerto Virtual Replication authorizable entity. These permissions are defined in the Zerto Cloud Manager and affect the Zerto Virtual Manager sites defined in the Zerto Cloud Manager.

The following apply to Zerto Virtual Replication role-based access control:

- The Zerto Cloud Manager and all the Zerto Virtual Manager sites defined in the Zerto Cloud Manager are defined in the same Active Directory domain. After you activate role-based access control, you must log in to the Zerto Virtual Manager sites defined in the Zerto Cloud Manager with the Active Directory domain user. If you deactivate role-based access control, when you log in to the Zerto Virtual Manager sites defined in the Zerto Cloud Manager, you must use the vCenter Server user again.
- All privileges are implemented at the Zerto Cloud Manager level. The levels are organized in a tree structure. For details of the levels, refer to “Managing Privileges, Roles, and Authorizable Entities”, on page 48.
- Users managing the Zerto Cloud Manager are a type of super user and Zerto-defined permissions do not limit the functions they can perform.
- A permission assigned to a child entity overrides the permission assigned to its parent entities.
- When users are assigned several permissions, or are members of several groups, they can perform all the functions associated with all those permissions and all those groups.
- Permissions apply both when using the Zerto User Interface and with Zerto APIs.

Enabling and managing role-based access is described in the following topics:

- “Enabling Role-based Permissions”, below
- “Managing Roles”, on page 45
- “Managing Privileges, Roles, and Authorizable Entities”, on page 48

### Enabling Role-based Permissions

In addition to using Zerto Virtual Replication basic permissions, you can enable Zerto Virtual Replication role-based permissions.

**To enable Zerto Virtual Replication role-based permissions:**

1. Make sure that the Zerto Cloud Manager and all the Zerto Virtual Manager sites defined in the Zerto Cloud Manager are defined in the same Active Directory domain.
2. In the Zerto Cloud Manager, select the Permissions tab.
3. Click **Enable Role-based Permissions**. Zerto Virtual Replication role-based permissions are enabled.

4. Once enabled, you must define roles and permissions. Failure to do so will block access to Zerto Virtual Replication, including to the user interface. To define roles and permissions. See **Managing Roles**.

**Managing Roles**

By default, Zerto Virtual Replication contains several roles. You can create new roles, edit the privileges associated with a role, or delete roles.

The following roles are provided by Zerto Virtual Replication:

- **Admin** – Can perform all functions. These include performing a test failover, live failover, or move, managing cloud connectors, VPGs, VRAs, the protected and recovery sites, and viewing information.
- **Builder** – Can manage VPGs and view information.
- **User** – Can perform a test failover, live failover, or move, and view information.
- **Viewer** – Can view information provided by Zerto Virtual Replication.

**Note:** Zerto Virtual Replication extracts user information from the local Active Directory (AD) domain.

See the following topics:

- Creating a New Role
- Editing a Role
- Deleting a Role
Creating a New Role

To create a new role:

1. Select the Permissions tab.

2. Click Manage Roles.
   The Roles dialog is displayed.

3. Click NEW ROLE.
The Add New Role dialog is displayed.

4. Enter the name of the new role and its description.
5. Select the privileges that will be assigned to the role.
6. Click SAVE.

The new role and its description is saved and displayed in the Roles dialog.

Every role includes the View only privilege. If it is not set, it is automatically added to the role when the role is saved.
7. Click CLOSE.

Editing a Role

To edit a role:
1. Select the Permissions tab.
2. Click Manage Roles.
   The Roles dialog is displayed.
3. Select the role to edit and click EDIT.
Defining Role-based Access Control

The Edit Role dialog is displayed.

4. Update the role description or privileges.
   Every role includes the View only privilege. If it is unset, it is automatically added to the role when the role is saved.
5. Click **SAVE**.
   The updated role is saved and displayed in the Roles dialog.
6. Click **CLOSE**.

Deleting a Role

To delete a role:
1. Select the **Permissions** tab.
2. Click **Manage Roles**.
   The Roles dialog is displayed.
3. Select the role to delete and click **DELETE**.
4. In the warning, click **YES**.
   The role is deleted and the **Roles** dialog is displayed again without the role.
5. Click **CLOSE**.

Managing Privileges, Roles, and Authorizable Entities

After Zerto Virtual Replication role-based permissions has been enabled, the **Permissions** tab displays entities within the Zerto Cloud Manager, the users and groups within an entity, and the roles they have been assigned. Zerto recommends that you assign certain privileges to certain entities. The following table shows which privileges can affect specific entities.

<table>
<thead>
<tr>
<th>THESE PRIVILEGES</th>
<th>CAN AFFECT THESE ENTITIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manage sites and Manage VRAs</td>
<td>Zerto Cloud Manager</td>
</tr>
<tr>
<td></td>
<td>One, some, or all sites</td>
</tr>
<tr>
<td>Manage VPGs</td>
<td>Zerto Cloud Manager</td>
</tr>
<tr>
<td>Perform test failovers</td>
<td>One, some, or all ZORGs and the No ZORG entity</td>
</tr>
<tr>
<td>Perform live failovers and moves</td>
<td>All VPGs</td>
</tr>
<tr>
<td>View only</td>
<td>All VPGs</td>
</tr>
</tbody>
</table>
The entities are:

- **Zerto Cloud Manager** - The root of all entities. Permissions assigned to the Zerto Cloud Manager are, by default, assigned to all entities.
- **All sites** - Permissions assigned to the entity All Sites are, by default, assigned to all sites.
- **A specific site** - A particular site with permissions assigned to it.
- **All ZORGs** - Permissions assigned to the entity All ZORGs are, by default, assigned to all ZORGs.
- **A specific ZORG** - A particular ZORG with permissions assigned to it. By default, all of the permissions assigned to this ZORG are assigned to the VPGs that are associated to this ZORG.
- **No ZORG** - This category represents VPGs that are not associated with a ZORG. Permissions assigned to the entity No ZORG are, by default, assigned to all VPGs that are not associated with a ZORG.
- **A specific VPG** - A particular VPG with permissions assigned to it.

The entities are displayed as follows:

Certain functions are site level functions and other functions are VPG level functions, as follows:

### Site Level Functions

- Manage sites
- Pair sites
- Unpair sites

### Manage a VRA

- Create a VRA
- Edit a VRA
- Delete a VRA
- Upgrade a VRA
- Change the recovery VRA of a VM
- Change host password

### VPG Level Functions

- Manage a VPG
  - Create a VPG
  - Edit a VPG
  - Delete a VPG
  - Export a VPG
  - View VPGs
- Test failover a VPG
- Stop a failover test
- Move a VPG
- Failover a VPG
- Back up a VPG
To define user or group permissions:

1. Select the Permissions tab.

2. Click a Zerto Virtual Replication entity to display its users and groups, and the roles assigned to them.

3. To add permissions to a user or group, click ADD PERMISSION.
The Add Permission dialog is displayed.

4. Browse to the available users and groups in the local Active Directory. The Select User/Group dialog is displayed.

5. Select the domain and enter at least two characters in the Search field.
6. Click Enter to display the list of users and groups in the domain that meet your search criteria.
7. Select the user or group to which you want to add permissions and click SELECT.
   The Add Permission dialog is displayed.

8. Select the role to be assigned to the user or group.
   The privileges associated with the role are displayed.

9. Click SAVE.
To edit user or group roles and permissions:

1. Select the Permissions tab and then select the entity that contains the user or group you want to edit.  
   **Note:** You can only edit a permission in the entity to which it was defined, and not on its child entities
2. Select the user or group within the entity whose permissions you want to edit.
3. Click **EDIT**.
4. Select the role to assign to the user or group and click **SAVE**. The updated role of the user or group is displayed.

**To delete a permission from a user or group:**

1. Select the **Permissions** tab and then select the authorizable entity that contains the user or group with a permission you want to delete.

2. Select the user or group within the entity with a permission you want to delete.

3. Click **DELETE**. A warning is displayed that asks you to confirm the delete.

4. Click **YES**. The permission assigned to the user or group is removed.
Customers requiring DRaaS use the following procedure to set up their sites to enable connecting to the cloud service provider offering DRaaS:

1. Install Zerto Virtual Replication on each customer site where there are virtual machines that need protecting. For details about installing Zerto Virtual Replication, refer to the Zerto Virtual Replication Installation Guide.

2. Install VRAs.

For details about installing Zerto Virtual Replication and VRAs, refer to the Zerto Virtual Replication Installation Guide for the customer platform: vSphere or Hyper-V.

The cloud service provider does the following:

1. Defines the customer in Zerto Cloud Manager as a Zerto organization, ZORG, as described in “Setting Up Zerto Organizations, ZORGs”, on page 28.

2. Defines a Zerto Cloud Connector for the ZORG to secure the cloud service provider networks from the customer network and to secure each customer network from other customer networks, as described in “Defining DRaaS Components”, on page 35.

The customer pairs to the cloud service provider, using the IP address used in the definition of the Zerto Cloud Connector.

The customer can manage disaster recovery in one of the following ways:

- Via the Zerto User Interface, described in Zerto Virtual Manager Administration Guide.
- Via the Zerto Self-service Portal, described in “Setting Up the Zerto Self-service Portal”, on page 56.

**Note:** In case of a disaster, when a failover is required, the customer must use the Zerto Self-service Portal to access the cloud service provider recovery site in order to perform the failover, or request that the cloud service provider perform the failover. In either case, the customer needs access to the recovery site to continue operations with the recovered virtual machines.
The following diagram shows the basic architecture when the cloud service provider provides disaster recovery as a service for the customer (DRaaS). In this case the customer uses a VMware vSphere environment but it could also use a Microsoft SCVMM environment.
Cloud service providers (CSPs) that manage IT infrastructure for customers require a way for the customer to interface with their IT environment. In addition, some CSP services required by the customer also require direct customer interaction. This requires that both the CSP and the customer have infrastructure level access. One way of providing this access is via a CSP portal open to the customer.

When the CSP provides Zerto Virtual Replication as one of its services, it can include the Zerto Self-service Portal (ZSSP) in its portal offerings. The ZSSP portal enables customers to manage their recovery based on their SLA with the CSP. If the CSP does not provide a portal for other services, the ZSSP can be used as a standalone portal to enable customers to manage their disaster recovery.

The Zerto Self-service Portal is an out-of-the-box disaster recovery portal solution with a fully functioning browser-based service portal to enable cloud service providers to quickly introduce disaster recovery using Zerto Virtual Replication. The following diagram illustrate the basic architecture when the cloud service provider hosts both the protected and recovered virtual machines on behalf of the customer, using In Cloud Disaster Recovery (ICDR).

When the CSP offer DRaaS, the Zerto Self-service Portal enables the customer to access the cloud service provider recovery site in order to perform the failover instead of requesting that the cloud service provider perform the failover. In Whether the customer instigates the failover or requests that the CSP performs the recovery, the customer needs access to the recovery site to continue operations with the recovered virtual machines.

See the following sections:
- “Setting Up Access to the Zerto Self-service Portal”, on page 58
- “Security”, on page 60
- “Branding the Zerto Self-service Portal”, on page 62
Setting Up Access to the Zerto Self-service Portal

The cloud service provider must perform a number of steps, including the preliminary set-up of the customer in the Zerto Cloud Manager in order to give the customer access to the Zerto Self-service Portal (ZSSP). Each time a customer logs in to the ZSSP, a unique session is allocated with access only to data that is relevant to the customer.

The ZSSP is served by a specific Zerto Virtual Manager. If the customer needs access to a second cloud site, access to the ZSSP must be changed to use the Zerto Virtual Manager of the second site.

Access to the ZSSP can be as a standalone portal or integrated within a portal used by the cloud service provider.

Access the Zerto Self-service Portal as a Standalone Portal

When the Zerto Self-service Portal is accessed directly, the ZORG name, username, and password, specified by the cloud service provider for the ZORG, are required to log on to the Zerto Self-service Portal.

To set up access to the ZSSP as a standalone portal:
1. Using the Zerto Cloud Manager, set up the customers as Zerto Organizations, referred to as ZORGs.
   Each ZORG is defined with its own SLA requirements within Zerto Cloud Manager, as described in “Setting Up Zerto Organizations, ZORGs”, on page 28.
2. Specify a username and password for the ZORG in the Zerto Cloud Manager, as described in “Defining ZORG Permissions”, on page 31.

Running the Zerto Self-service Portal Directly

The ZORG name, username, and password, specified by the cloud service provider for the ZORG, are required to log on to the Zerto Self-service Portal before the ZSSP VPGs tab is displayed. The customer logs on to the ZSSP with the following URL:

https://ZVM_IP:9779

where ZVM_IP is the IP of the Zerto Virtual Manager cloud site.
Access the Zerto Self-service Portal by integrating it in a Cloud Service Provider Portal

When the Zerto Self-service Portal is integrated within a cloud service provider portal, a session URL is used to access the CSP portal. The session URL is the URL text returned within the XML string, as described in step 3 in the following procedure.

To set up access to the ZSSP when integrated in a Cloud Service Provider portal:

When the ZSSP is integrated in the cloud service provider portal, either as separate pages or as an iFrame inside an existing page of the cloud service provider portal, it is assumed that the security governing access to the cloud service provider portal will cover the additional access to the ZSSP pages when the ZSSP is incorporated in the cloud service provider portal.

1. Using the Zerto Cloud Manager, set up the customers as Zerto Organizations, ZORGs.
   Each ZORG is defined with its own SLA requirements within Zerto Cloud Manager, as described in “Setting Up Zerto Organizations, ZORGs”, on page 28.

2. Determine the public address the customer will browse to in order to work with the ZSSP. The address needs to be resolved and directed to the Zerto Virtual Manager used to protect the virtual machines or the proxy server and from there to the Zerto Virtual Manager. For example, if the relevant Zerto Virtual Manager or Proxy IP is 10.0.0.138, you can determine that the public address can be https://www.example.com. However, this site needs to be resolved in the DNS on the customer browsers to 10.0.0.138.

   **Note:** When recovery is implemented or for the customer to test and verify that recovery works as expected, the address used by the customer to access the ZSSP must be changed to enable accessing the recovery site. Also, access to the test virtual machines on the recovery site must be provided.

   For more details about using a proxy server for additional security, see “Security” on page 60.

3. Provide a mechanism so the customer can use the following URL to create the session URL text:

   zorgName=<ZorgName>&hostName=<Site>

   where:

   - **ZVM_IP** - The IP address of the Zerto Virtual Manager where the organization is hosted in the cloud.
   - **ZorgName** - The name of the organization in the Zerto Cloud Manager. The ZorgName value is case sensitive.
   - **Site** - The public address the customer will browse to in order to work with the ZSSP, determined in the previous step, for example https://www.example.com:9779. The ZSSP is accessed using port 9779.

   In addition to the above mandatory parameters, the following parameters are optional:

   - **user** - Controls the user name that will appear in the events and tasks relating to actions performed in the ZSSP. The user name is of the format Portal: <zorgname>/<zorguser> if a user has been provided, or Portal: <zorgname> if not.
   - **logoutRedirectUrl** - Controls the URL the customer will be redirected to after logging out of the ZSSP. This can be used to redirect the user to the cloud service provider portal.

4. Provide a mechanism to take the unique session URL text generated in step 3 and redirect the customer to browse to this URL. For example, implement basic code on the backend, cloud service provider portal application server, or by simple javascript on the page itself.

   To implement the redirection you must incorporate the URL text returned within the XML string into the URL the customer uses to access the CSP portal.

Running the Zerto Self-service Portal When Integrated in a Cloud Service provider Portal

When the Zerto Self-service Portal is integrated in a cloud service provider portal a URL is used to return a session unique URL text which is then used to access the ZSSP. The session URL is similar to the following:

https://public_address:9779/ZvmService/GUI/
index.html?locale=en_US&sessionId=XX3WACRA7WQB7YBA2XVANV6YKWEF65RVUHKDUHSL8XV7DZBTU3YQ

where **public_address** is the address the customer will browse to in order to work with the ZSSP, for example https://www.example.com
Security

The Zerto Self-service Portal is accessed by a URL that is session dependent and the connection is terminated at the end of the session, when the user logs out. The URL cannot be reused. The session also expires after 10 minutes of inactivity.

Note: The default timeout can be changed by contacting Zerto Support.

When the Zerto Self-service Portal is integrated within a cloud service provider portal the access URL is session dependent and unique to each ZORG and requires an SSL connection before it can be created. These combined requirements effectively provide multiple layers of security to ensure customer isolation.

When the Zerto Self-service Portal is accessed directly, the ZORG name, username, and password, specified by the cloud service provider for the ZORG, are required to log on to the Zerto Self-service Portal.

The following diagrams show the user accessing the Zerto Self-service Portal:

Zerto Self-service Portal integrated with the cloud service provider portal and using a reverse proxy:

Where:
1. In the cloud service provider portal, access the BC/DR functionality via a button/iFrame.
2. Internally, using HTTPS, retrieve the ZSSP session, as described in step 3, in “To set up access to the ZSSP when integrated in a Cloud Service Provider portal:”, on page 59.
3. Return the session link text as a custom URL.
4. Browse to the custom URL to access the unique session.
5. Access the unique session using HTTPS and port 9779.
Zerto Self-service Portal integrated with the cloud service provider portal without a reverse proxy:

Where:

1. In the cloud service provider portal, access the BC/DR functionality via a button/iFrame.
2. Internally, using either HTTP or HTTPS, retrieve the ZSSP session:
   
   zorgName=<ZorgName>&hostName=<Site>

   where:
   
   ZVM_IP - The IP address of the Zerto Virtual Manager where the organization is hosted in the cloud.
   ZorgName - The name of the organization in the Zerto Cloud Manager. The ZorgName value is case sensitive.
   Site - The public address the customer will browse to in order to work with the ZSSP, determined in step 2, for example https://www.example.com.

3. Return the session link text as a custom URL.
4. Browse to the custom URL to access the unique session using HTTPS and port 9779.

Zerto Self-service Portal accessed directly, with a reverse proxy:
Where:
1. Pass the link to the reverse proxy server:
   https://ZVM_IP:9779, where ZVM_IP is translated to the IP of the Zerto Virtual Manager cloud site.
2. Zerto Virtual Manager returns the Zerto Self-service Portal login page.

Zerto Self-service Portal accessed directly, without a reverse proxy:

Where:
- Access the ZSSP via the following URL: https://ZVM_IP:9779, where ZVM_IP is the IP of the Zerto Virtual Manager cloud site.

When a reverse proxy is used, a proxy server retrieves resources on behalf of the customer from one or more servers. The customer requests are forwarded by the proxy server to the Zerto Virtual Manager. Using a reverse proxy enables customers to keep the Zerto Virtual Manager secured with internal access only, and exposes only the reverse proxy server, on a preferred port.

Additional security can be implemented as follows:
- By making sure that port 9779 is the only port exposed to the proxy server.
- By setting up NAT redirection of the customer traffic, to protect the Zerto Virtual Manager and network from being exposed to the customer directly.

**Branding the Zerto Self-service Portal**

The Zerto Self-service Portal can be branded by replacing the Zerto logo, both in the login page and the user interface after logging in.

**To change the Zerto Self-service Portal login page logo:**
- Overwrite the `<ZertoInstallFldr>\Zerto\Zerto Virtual Replication\gui\cloudLogoLogin.png` file with the logo of your choice.
  
  Regardless of the size of the new logo, it is scaled to fit a maximum size of 136*45 pixels.

  The `ZertoInstallFldr` is the root folder where Zerto Virtual Replication is installed. For example, `C:\Program Files\Zerto`.

**To change the Zerto Self-service Portal user interface page logo:**
- Overwrite the `<ZertoInstallFldr>\Zerto\Zerto Virtual Replication\gui\cloudLogo.png` file with the logo of your choice.
  
  Regardless of the size of the new logo, it is scaled to fit a maximum size of 110*80 pixels.

  The `ZertoInstallFldr` is the root folder where Zerto Virtual Replication is installed. For example, `C:\Program Files\Zerto`.
Separate documentation for customers that describes how to use the Zerto Self-service Portal is available for branding. It is distributed as Microsoft Word or RTF files.
There are a number of management tasks that you can perform in the Zerto Cloud Manager.

The following topics are described in this section:

- “Setting VMware Permissions”, below
- “Managing All Sites”, on page 64
- “Managing a Specific Site”, on page 67
- “Managing a ZORG”, on page 67
- “Editing Zerto Cloud Manager Definitions”, on page 69
- “Resolving Zerto Cloud Connector Issues”, on page 70

Initial and on-going configuration of Zerto Cloud Manager is described in “Configuring a Zerto Cloud Manager”, on page 15. During day-to-day operations you can add new organizations and manage existing organizations, for example, adding vCenter resources, or changing the permissions for an organization, as well as add new cloud sites and service profiles to the Zerto Cloud Manager.

Zerto Cloud Manager includes access to the Zerto User Interface to manage the Zerto Virtual Manager as described in the Zerto Virtual Manager Administration Guides. Management tasks for Zerto Virtual Manager include the following:

- Protecting virtual machines in VPGs, both to a vCenter Server and to vCloud Director.
- Managing an existing VPG, for example, by adding or removing a virtual machine, editing the VPG definition, pausing protection, adding checkpoints, and running recovery scripts for a VPG.
- Managing VRAs and Zerto Virtual Managers including handling host maintenance.
- Testing the recovery of virtual machines.
- Moving and failing over a VPG.

### Setting VMware Permissions

Zerto Virtual Replication supplies a number of permissions that enable a VMware administrator to perform specific actions. One of these permissions is Manage cloud connector, which enables installing and uninstalling Zerto Cloud Connectors. The permission is assigned to the Administrator role when Zerto Virtual Manager is installed. You can define additional roles and assign some or all permissions to these roles, as necessary. All permissions are implemented at the root level, and thus apply to every object in the vCenter Server.

These permissions are the minimum default permissions supplied by Zerto. For details, refer to “Defining ZORG Permissions”, on page 31. You can manage an extended set of permissions for specific entities such as ZORGs, VPGs, and sites, as described in “Defining Role-based Access Control”, on page 42.

### Managing All Sites

You can monitor the VPGs and alerts for all cloud sites and ZORGs defined in the Zerto Cloud Manager.

See also:

- “Zerto Cloud Manager VPGs”, on page 65
- “Zerto Cloud Manager Alerts”, on page 66
Zerto Cloud Manager VPGs

All VPGs protected or recovered to a cloud site can be monitored from the Zerto Cloud Manager VPGs tab.

By clicking the VPG name link you can also drill down to details of the VPG and perform operations on the VPG such as adding a checkpoint. You can also initiate a Test Failover, Failover, or Move operation.

You can view the current and recent activities of the VPG by looking at the list of running tasks and recent events in the panel on the right side.
Zerto Cloud Manager Alerts

The alerts for all the sites defined to the Zerto Cloud Manager are displayed in the Alerts tab.

<table>
<thead>
<tr>
<th>Alert ID</th>
<th>Entity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZVM0001</td>
<td>ZVM</td>
<td>The Zerto Virtual Manager is not connected to site site-9 (172.20.99.9081).</td>
</tr>
<tr>
<td>ZVM0002</td>
<td>ZVM</td>
<td>The connection between site site-9 and the hypervisor manager pending vCenter connection at 9:00:00 is down.</td>
</tr>
<tr>
<td>VPO010</td>
<td>VPG</td>
<td>VPG Para exceeds configured Mbps of 5 minutes by more than 25%.</td>
</tr>
<tr>
<td>VRA0020</td>
<td>ZVM</td>
<td>VM Client is shut down and cannot be synced.</td>
</tr>
<tr>
<td>VRA0021</td>
<td>ZVM</td>
<td>VM Operations (Site 5) is shut down and cannot be synced.</td>
</tr>
<tr>
<td>VPG0026</td>
<td>VPG</td>
<td>The service profile you use in VPG Para has been changed by your cloud provider.</td>
</tr>
<tr>
<td>ZVM0002</td>
<td>VRA</td>
<td>The Zerto Virtual Manager is not connected to VRA with IP 160.128.0.100:8080 on host 172.20.30.0.4:443.</td>
</tr>
<tr>
<td>ZCM0003</td>
<td>Cloud Connector</td>
<td>An orphaned Zerto Cloud Connector for Site-51_RNet_01 was installed.</td>
</tr>
<tr>
<td>VDC0015</td>
<td>ZVM</td>
<td>Connected to vCloud 172.20.39.23 but failed to connect to AMQP-server for notifications. Last connection error: 'None of the specified endpoints were available'</td>
</tr>
</tbody>
</table>

**Note:** You can click the alerts status indicator in the Zerto Cloud Manager main screen to view the three most recent alerts.

Click See all alerts >> to open the Zerto Cloud Manager Alerts tab.

**Note:** To see alerts for an individual site, click on the site link in the Zerto Cloud Manager Sites tab, then in the Zerto Virtual Manager tabs, click Monitoring > ALERTS.

Warnings are indicated by the orange icon and alerts by the red icon. The information displayed includes the VPG name, the name of the entity that triggered the alert, the date and time the alert was issued, and a description of the alert.

The alert status indicator at the top shows the color for the most severe alert that is currently valid. After the alert has been resolved, the alert is removed from the Alerts tab and the alert status indicator changes, if appropriate, to show the new alert status.

You can filter all the columns with a filter icon. Click the filter icon to enter the value to filter by. The filter icon becomes visible when a filter is applied. Click Clear in the filter field to clear the filter.

You can dismiss alerts by selecting the relevant alerts and clicking Acknowledge. You can choose to display alerts you have acknowledged by checking Display Acknowledged Alerts. The number of alerts displayed in the ALERTS subtab is the number of unacknowledged alerts.

If the description of the alert is truncated, click the alert description.

A tooltip with the complete description is displayed.

Alerts that are not part of the current version are displayed with Unknown in the Alerts ID field.

For a listing of all Zerto Virtual Replication alerts, see Zerto Virtual Replication Guide to Alarms, Alerts and Events.
Managing a Specific Site

In the Sites tab, click a site name to enable monitoring the specific site. You can manage the properties of the site and the organizations associated with the site. The tabs VPGs, VMs, Sites, Setup, Offsite Backup, Monitoring, and Reports are all described in the Zerto Virtual Manager Administration Guides.

See also:
- “Managing a ZORG”, on page 67.
- “Editing Zerto Cloud Manager Definitions”, on page 69

Managing a ZORG

You can monitor the VPGs and alerts for a ZORG defined in Zerto Cloud Manager.

See also:
- “ZORG VPGs”, on page 67
- “ZORG Alerts”, on page 68

ZORG VPGs

All VPGs protected or recovered for a specific ZORG can be monitored from the ZORG VPGs tab.

By clicking the VPG name link you can also drill-down to details of the VPG and perform operations on the VPG such as adding a checkpoint or testing the recovery of the VPG. You can also initiate a Move and Failover operation.
Ongoing Management

ZORG Alerts

The alerts for a specific ZORG are displayed in the ZORG Alerts tab.

Warnings are indicated by an orange icon and alerts by a red icon. The information displayed includes the VPG name, the name of the entity that triggered the alert, the date and time the alert was issued, and a description of the alert.

The alert status indicator in the title bar at the top shows the color of the most severe alert that is currently valid. After the alert has been resolved, the alert is removed from the Alerts tab and the alert status indicator changes, if appropriate, to show the new alert status.

You can filter Alerts by the columns with a filter icon. Click the filter icon to enter a value to filter by. The filter icon becomes visible when a filter is applied. Click Clear in the filter field to clear the filter.

You can dismiss alerts by selecting the relevant alerts and clicking Acknowledge. Even after acknowledging and dismissing alerts, you can choose to display them. Select or clear Display Acknowledged Alerts to display or not display alerts that have been dismissed (acknowledged). Note that the number of alerts displayed in the title bar alerts indicator is the number of unacknowledged alerts.

If the description of the alert is truncated, hover over the alert description to display a tooltip with the complete description.

Alerts from previous versions are displayed with an Unknown link.
You can edit any of the definitions in the Zerto Cloud Manager:

- Directly, for example Zerto organization, ZORG, permissions, in the Manage ZORG tab.

- By selecting the entity to edit and clicking **EDIT**, for example, to edit the alternative name for one of the vCenter Cloud Resources.
Resolving Zerto Cloud Connector Issues

Zerto cloud connectors are installed during configuration in Zerto Cloud Manager, as described in “Defining DRaaS Components”, on page 35. During normal operation there should be no need to manage the cloud connector. However if something happens to the cloud connector or the ESX/ESXi hosting it, you might need to remove or repair it.

**Note:** Cloud connectors are configured and managed by the Zerto Cloud Manager. You cannot take snapshots of cloud connectors as snapshots cause operational problems for the cloud connectors.

The following management options are described in this section:

- “Handling a Ghost Zerto Cloud Connector”, below
- “vMotioning a Zerto Cloud Connector”, on page 71
- “Handling an Orphaned Zerto Cloud Connector”, on page 72

Handling a Ghost Zerto Cloud Connector

When an event occurs, for example the host machine crashes or the cloud connector is accidentally deleted, the cloud connector is displayed as a Ghost Cloud Connector.

You can repair the cloud connector by selecting it and clicking *Redeploy* to reinstall the cloud connector with the original addresses.
The **Redeploy Cloud Connector** dialog is displayed.

![Redeploy Cloud Connector dialog](image)

Some of the original values specified for the cloud connector must be used to redeploy the cloud connector, for example, the site where it will be redeployed. Specify the following values that are enabled:

- **Host** and **VM Name** – Specify the recovery ESX/ESXi host for the cloud connector virtual machine. The dropdown displays the hosts which do not have a cloud connector installed. You can change the host for the cloud connector. After specifying the host, the **VM Name** value is automatically updated to the original name with a number suffix added to make the name unique. After the name is displayed you can change it.

- **Datastore** – The datastore for the cloud connector virtual machine.

- **Organization Network** – The network details used by the customer. All the values from the original definition are fixed except for the network, which you can change:
  - **Network** – The name of the network from the list of available networks.

- **Cloud Network** – The local network details for the cloud service provider. All the values from the original definition are fixed except for the network and static group, which you can change:
  - **Network** – The name of the cloud-side network from the list of available networks.
  - **Static Route Group** – The name of the group for which static routes are defined to the Zerto Virtual Manager network and VRA network. If a static route group is not specified, it is assumed that the Zerto Virtual Manager and VRAs are on the cloud network.

The cloud connector is recreated using the new settings.

**vMotioning a Zerto Cloud Connector**

If a Zerto Cloud Connector has to be vMotioned to another host, for example when performing VMware maintenance on the host, if the new host has a different CPU or CPU architecture, Zerto recommends shutting down the Zerto Cloud Connector before vMotioning it.

The host must have the same access to the networks that are used by the Zerto Cloud Connector, including all appropriate VLAN tagging on the vSwitch or VDS and required trunking at the physical layer.

**Note:** When a Zerto Cloud Connector is powered off, the site paired to this Zerto Cloud Connector will be disconnected. Zerto recommends vMotioning the Zerto Cloud Connector to a similar host to avoid this disconnection.
Handling an Orphaned Zerto Cloud Connector

If a cloud connector is orphaned, for example, when one of the specified networks is invalid or inaccessible, the cloud connector is displayed as an Orphaned Cloud Connector.

You must remove the cloud connector and then add a new one with valid settings to make the necessary connection between the organization network and the cloud network.

**Note:** An orphaned cloud connector means that a connection cannot be made to the cloud connector, often because the configuration is invalid or the ports to access the connector are blocked in the Zerto Virtual Manager.
CHAPTER 6: THE ZERTO CLOUD MANAGER USER INTERFACE

Configuration and management of the disaster recovery across multiple Zerto Virtual Managers is performed in the Zerto Cloud Manager. Zerto Cloud Manager interfaces with the Zerto User Interface and as such most of the tabs and dialogs in the Zerto User Interface can be accessed via the Zerto Cloud Manager. This section describes the Zerto Cloud Manager interface and the major dialogs and tabs in the Zerto User Interface. For full details of all the dialogs and tabs in the Zerto User Interface, and specifically for the dialogs involved with managing a Virtual Protection Group (VPG), including testing and failing over a VPG, refer to the Zerto Virtual Manager Administration Guide for your environment.

The following dialogs are described in this section:

- “Add Cloud Site Dialog”, below
- “Add New Role Dialog”, on page 74
- “Add Permission Dialog”, on page 75
- “Add Service Profile Dialog”, on page 75
- “Add Static Route Dialog”, on page 77
- “Add ZORG Dialog”, on page 78
- “Alerts Tab”, on page 78
- “Cloud Settings Dialog”, on page 79
- “Configure & Install VRA Dialog”, on page 80
- “Configure Paired Site Routing Dialog”, on page 81
- “Configure Provider vDCs Dialog”, on page 82
- “Configure vCD Dialog”, on page 83
- “Customer Sites Tab”, on page 84
- “Edit Permission Dialog”, on page 85
- “Edit Resource Dialog”, on page 86
- “Edit Role Dialog”, on page 86
- “Edit VRA Dialog”, on page 87
- “Install Cloud Connector Dialog”, on page 88
- “Manage Static Routes Dialog”, on page 89
- “Manage ZORG Tab”, on page 90
- “Organizations Tab”, on page 91
- “Outbound Protection Over Time Report”, on page 92
- “Permissions Tab”, on page 93
- “Protection Over Time by ZORG Report”, on page 94
- “Recovery Reports”, on page 95
- “Redeploy Cloud Connector Dialog”, on page 96
- “Resource Report”, on page 96
- “Roles Dialog”, on page 100
- “Select User/Group Dialog”, on page 101
- “Service Profiles Tab”, on page 101
- “Sites Tab”, on page 103
- “Usage Report”, on page 104
- “vCD Cloud Resources Tab”, on page 104
- “vCenter Cloud Resources Tab”, on page 105
- “VMs Tab in the Zerto Virtual Manager”, on page 106
- “VPG Performance Report”, on page 107
- “VPGs Tab in the Zerto Virtual Manager”, on page 107
- “VPGs Tab in the Zerto Cloud Manager”, on page 110
- “VRAs Tab in the Zerto Virtual Manager”, on page 111
The Zerto Cloud Manager is a single point of management for all the cloud sites providing either DRaaS or ICDR. You set up the sites to manage in the Zerto Cloud Manager by adding connections to the Zerto Virtual Managers running on the sites.

**IP Address** – The IP address of a cloud site where a Zerto Virtual Manager is running.

**Port** – The port specified during the installation to connect to the Zerto Virtual Manager.

---

Enables adding new roles and assigning the roles the appropriate Zerto-related privileges.

**Role Name** – The name of the new role.

**Description** – The description of the new role.

**Role Privileges** – The privileges that can be assigned to the role. Every role includes the View only privilege. If it is not set, it is automatically added to the role when the role is saved.
Add Permission Dialog

Enables adding permissions to a user or group.

**User/Group** - The name of the user or group to be assigned permissions.

**Role** - The role to be assigned to the user or group.

**Role Privileges** - The privileges associated with the selected role.

Add Service Profile Dialog

Enables adding a service profile.

**Name**

**Recovery Policy**

**DR Policy**

- **Target RPC Rent**
- **Default Journal History**
- **Journal Size Limit**
- **Journal Size Warning Threshold**
- **Test Frequency Reminder**

**Description**
If you select Extended Recovery, enabling offsite backup, the following version of the Add Service Profile dialog is displayed.

![Add Service Profile Dialog]

A service profile provides a predefined set of properties to use when VPGs are defined or edited. Zerto provides a default service profile and the option to specify customized requirements. You can define service profiles to manage specific service level agreements (SLAs) with customers.

**Name** – A name assigned to the service profile.

**Recovery Policy** – The type of recovery allowed, either disaster recovery or extended recovery to include offsite backup. The default is Disaster Recovery. If you select Extended Recovery, enabling offsite backup, Backup Policy fields are displayed.

**DR Policy**

- **Target RPO** – The maximum desired time between each automatic checkpoint being written to the journal before an alert is issued. In reality checkpoints are written more frequently.
- **Default Journal History** – The time for which all write commands are saved in the journal. Each protected virtual machine has a dedicated journal volume on the recovery site associated with the replicated virtual machine. This enables journal data to be maintained, even when changing the recovery host for the recovery. When specifying a checkpoint to recover to, the checkpoint must still be in the journal. For example, if the value specified here is 24 hours then recovery can be specified to any checkpoint up to 24 hours. After the time specified, the mirror virtual disk volumes maintained by the VRA are updated.

When a VPG is tested, either during a failover test or before committing a Move or Failover operation, a scratch volume is created for each virtual machine being tested, with the same size as the journal for that virtual machine. The size of the scratch volume determines the length of time that you can test for. The larger the volume, the longer the testing can continue, assuming the same rate of change being tested. If the journal history required is small, for example two or three hours, the scratch volume that is created for testing will be small as well, limiting the time available for testing. Thus, when considering the journal history you should also consider the length of time you will want to test the VPG. The longer the information is saved in the journal, the more space is required for each journal in the VPG.

- **Journal Size Hard Limit** – The maximum size that the journal can grow, as a percentage of the virtual machine volume size. The minimum is journal size is 8GB.
- **Journal Size Warning Threshold** – The size of the journal that triggers a warning that the journal is nearing its hard limit, as a percentage of the virtual machine volume size.
- **Test Frequency Reminder** – The time recommended between testing the integrity of the VPG. A warning is issued if a test is not done within this time frame.

**Backup Policy**

- **Retention Period** – The length of time to retain the offsite backup file.
- **Scheduled Occurrences** – The offsite backup file creation schedule.
Add Static Route Dialog

Add a static route for a specified group, defined in “Manage Static Routes Dialog”, on page 89, when the Zerto Cloud Connector and cloud site Zerto Virtual Manager are on different networks.

Address – The network address for the static route that you want to route to.

Subnet Mask – The subnet mask for the network.

Gateway – The gateway address for the network on the local network of the Zerto Cloud Connector cloud network interface.

Note: If you change the Zerto Virtual Manager and VRAs cloud network, changing the static route settings for a group to the new network, only changes the access for new Zerto Cloud Connectors with the specified group. Existing Zerto Cloud Connectors must be redeployed to use the changed static route.

Also see: “Manage Static Routes Dialog”, on page 89.
Add ZORG Dialog

You set up each organization that uses either DRaaS or ICDR and attach the organization to the relevant site.

- **ZORG Name**: The name to identify the organization.
- **CRM ID**: An optional identifier to identify the organization in a CRM.

**Alerts Tab**

Each Zerto Virtual Replication alert is associated with an event. These events can trigger vCenter Server alarms. Thus, when a Zerto Virtual Replication alert is fired, a corresponding event is also fired. This event can trigger a vCenter Server alarm.

**Acknowledge button** - Dismiss selected alerts.

**Reset button** - Undismiss selected alerts that were previously dismissed.

The following information is displayed for each alert:

- **Alert status indicator** - The color indicates the alert status:
  - Orange - A warning alert.
  - Red - An error alert.

- **Dismissed** - Whether the alert has been dismissed or not.

- **Alert ID** - The alert identifier, which can be clicked to provide more details.

- **Entity** - The type of alert.

- **Site Name** - The site where the alert occurred.

- **VPGs** - The name of any VPGs affected by the alert.
ZORGs – The Zerto organizations affected by the alert.

Timestamp – The date and time of the alert.

Description – A description of the alert.

**Cloud Settings Dialog**

Enter the VMware vCloud Director access details.

**IP Address** – The IP address or host name of the machine where vCD runs. When connecting to vCD with multiple cells, enter the virtual IP for the network load balancing used by the cells.

**Username** – The user name for an administrator to vCD.

**Password** – A valid password for the given user name.

**AMQP Username** – The user name for the AMQP server.

**AMQP Password** – A valid password for the given AMQP user name.

**Manage Static Routes** – Click *Configure* to display the dialog in which you can define static route details.

**Provider vDC Settings** – Click *Configure* to display the dialog in which you can define provider vDC settings and their datastore configuration.
Configure & Install VRA Dialog

The Configure and Install VRA dialog is displayed. The dialog displayed depends on the ESX/i version:

![Configure and Install VRA dialog](image)

**ESXi versions from 5.5**

**Host** - The host on which the VRA is installed. The drop-down menu displays the hosts managed by the hypervisor management center that do not have a VRA installed, with the selected host displayed by default.

From ESXi 5.5, by default, Zerto Virtual Manager uses a vSphere Installation Bundle, VIB, to connect to the host. When using VIB:

- The user does not enter a password.
- Once a day, Zerto Virtual Manager checks that the VRA and host can connect. If the connection fails, Zerto Virtual Manager re-initiates the connection automatically and logs it.

For ESX/i versions earlier than 5.5, when using a password, root access is required. Once a day, Zerto Virtual Manager checks that the password is valid. If the password was changed, an alert is issued, requesting the user enter the new password.

**Use credentials to connect to host** - When unchecked, the Zerto Virtual Manager uses VIB to connect to the host. This field is only relevant for ESXi 5.5 and later.

**Host Root Password** - When the VRA should connect to the host with a password, check Use credential to connect to host and enter the root user password used to access the host. When the box on the right side is checked, the password is displayed in plain text. This field is only relevant for ESXi 4.x and 5.x hosts. This field is disabled for ESX 4.x hosts.

**Datastore** - The datastore that the VRA will use for mirror virtual machines and for its journal. You can install more than one VRA on the same datastore.

**Network** - The network used to access the VRA.

**VRA RAM** - The amount of memory to allocate to the VRA. The amount determines the maximum buffer size for the VRA for buffering I/Os written by the protected virtual machines, before the writes are sent over the network to the recovery VRA. The recovery VRA also buffers the incoming I/Os until they are written to the journal.

<table>
<thead>
<tr>
<th>Amount of VRA RAM</th>
<th>VRA Buffer Pool Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>1GB</td>
<td>450MB</td>
</tr>
<tr>
<td>2GB</td>
<td>1450MB</td>
</tr>
<tr>
<td>3GB</td>
<td>2300MB</td>
</tr>
<tr>
<td>3GB</td>
<td>2300MB</td>
</tr>
</tbody>
</table>
The protecting VRA can use 90% of the buffer for IOs to send over the network and the recovery VRA can use 75% of the buffer. That is, for example, a protecting VRA defined with 2GB of RAM can buffer approximately 1305MB before the buffer is full and a Bitmap Sync is required.

**VRA Group** – Choose the VRA Group from the dropdown list. If you want to create a new VRA group, type in the name of the new group and click CREATE. You can then choose the new group from the dropdown list.

Specify the following VRA Network Details:

**Configuration** – Either have the IP address allocated via a static IP address or a DHCP server. If you select the Static option, which is the recommended option, enter the following:

- **Address** – The IP address for the VRA.
- **Subnet Mask** – The subnet mask for the network. The default value is 255.255.255.0.
- **Default Gateway** – The default gateway for the network.

## Configure Paired Site Routing Dialog

The IP address, subnet mask and gateway to access the peer site VRAs when the access to the peer site VRAs is not via the same network as the peer site Zerto Virtual Manager.

- **Address** – The IP address of the next hop at the local site, the router or gateway address, that is used to access the peer site network.
- **Subnet Mask** – The subnet mask for the peer site network.
- **Gateway** – The gateway for the peer site network.

These access details are used to access the VRAs on the peer site.
Configure Provider vDCs Dialog

Set up access to provider vDCs and their datastore configuration.

**Provider vDCs:** Add button: Add the provider vDCs that you want to enable to use Zerto Virtual Replication. Only these provider vDCs are visible to the user in Zerto Virtual Replication.

**Provider vDCs:** Remove button: Remove a selected provider vDC.

**Provider Datastore**
- **Unlisted datastores are not used by Zerto Virtual Replication:** Unlisted datastores cannot be used.
- **Unlisted datastores are used only for recovery volumes:** Unlisted datastores of all provider vDCs, even those provider vDCs that have not been added to the list of Provider vDCs can be used as recovery datastores.

**Provider datastore:** Add button – Add datastores.

**Provider datastore:** Remove button – Remove a selected datastore.

**Datastore:** The name of the added datastore.

**Recovery Volume:** Check if the datastore can be used as a recovery datastore.

**Journal:** Check if the datastore can be used for the journal. If no datastores are configured as journals, all datastores in the provider vDC can serve as journals. If at least one datastore, on any provider vDC, is configured as a journal but the recovery provider vDC does not see any journal datastore, all datastores eligible to be recovery datastores on that provider vDC, can also serve as journal datastores. If at least one datastore is configured as a journal and the recovery provider vDC sees at least one journal datastore, only datastores configured as journal, that are visible to that provider vDC can serve as journal datastores.

**Preseed:** Check if the datastore can be used for preseeded disks. Only datastores marked as preseeded can be used, preventing different organizations being exposed to datastores of other customers using the preseed option.

**Default Storage Profile:** The default storage profile to use from the list of defined profiles, or leave blank if the vCD does not have any storage profiles defined. Profile-Driven Storage allows you to intelligently provision applications, mapping virtual machines to storage levels according to predefined service levels, storage availability, performance requirements or cost. This mechanism lets users define and label storage tiers to be used by Storage Distributed Resource Scheduler and Storage...
vMotion. Virtual machines that run applications that require the highest level of performance are mapped to tier one storage, while less critical applications are mapped to the lower tiers. You set the storage profile for every virtual machine in a VPG where the recovery site is vCD 5.1.

**Configure vCD Dialog**

Set up access to vCD for the Zerto Virtual Manager.

**Note:** Before setting up Zerto Virtual Replication to work with vCD, you must have an AMQP server installed. Zerto provides an AMQP installation kit if you do not have one installed for vCD, available as a download from the Zerto Support Portal, from the downloads page. Run `ZertoAMQPInstallWizard.exe` from the kit and when prompted enter the IP or host name of the vCD and the administrator user and password to access this vCD. The Zerto Virtual Manager connects to the vCD and checks whether an AMQP server is installed. If an AMQP server is not installed, Zerto recommends using RabbitMQ, which in turn requires Erlang/OTP. Links to the sites to install both Erlang/OTP and RabbitMQ are provided as part of the Zerto AMQP installation. Use these links to install Erlang/OTP and then RabbitMQ, then you can continue with the Zerto AMQP installation. If an AMQP server was already installed, change the connection details displayed to those defined in vCD. If you installed the AMQP server as part of the Zerto AMQP installation, the default settings for these installations are displayed, with a user and password of `guest`. At the end of the Zerto AMQP installation, vCD is updated with these settings, in **AMQP Broker Settings** under **Administration > Blocking Tasks > Settings**.

- **Use vCD** – When checked, the fields to configure vCD settings are enabled.
- **IP Address** – The IP address or host name of the machine where vCD runs. When connecting to vCD with multiple cells, enter the virtual IP for the network load balancing used by the cells.
- **Username** – The user name for a vCD administrator.
- **Password** – A valid password for the given user name.
- **AMQP Username** – The user name for the AMQP server.
- **AMQP Password** – A valid password for the given AMQP user name.
Customer Sites Tab

Displays the ZORG Zerto Cloud Connector details.

In a DRaaS configuration, the organization networks for disaster recovery are extended to the cloud. The Zerto Cloud Connectors are installed to ensure that these networks have no touch points with the cloud infrastructure network, providing complete network separation between each organization network and the cloud service provider infrastructure network. All the traffic to and from the organization is routed through the cloud connector, so that the following is implemented:

- None of the organizations have direct access to the cloud service provider network and cannot see any part of the cloud service provider network that the cloud service provider does not allow them to see.
- Each organization has no access to the network of another organization.

A Zerto Cloud Connector is a virtual machine installed on the cloud side, one for each customer organization replication network. The Zerto Cloud Connector requires both cloud-facing and customer-facing static IP addresses. Also, for the cloud connector, the IP ranges used for the organization network and cloud service provider infrastructure network cannot be the same. The cloud connector requires the following:

- 4GB disk space
- At least 1GB of reserved memory.
- 1 vCPU.

The Zerto Cloud Connector routes traffic between the customer network and the cloud replication network, in a secure manner ensuring complete separation between the customer network and the cloud service provider network. The Zerto Cloud Connector has two Ethernet interfaces, one to the customer’s network and one to the cloud service provider’s network. Within the cloud connector a bidirectional connection is created between the customer and cloud service provider networks. Thus, all network traffic passes through the Zerto Cloud Connector, where the incoming traffic on the customer network is automatically configured to IP addresses of the cloud service provider network.

If the cloud service provider wants to institute additional security, considering both Zerto Cloud Connector interfaces as part of the organization network, he can define a static route that will hop to a different cloud network, specifically for use by the Zerto Virtual Manager and VRAs in the cloud site. If you change the Zerto Virtual Manager and VRAs cloud network, changing the static route settings for a group to the new network, changes the access for all Zerto Cloud Connectors with the specified group.

Static routes are defined in the Add Static Route Dialog.
Zerto Cloud Connectors are defined per organization with one Zerto Cloud Connector defined for each organization site. Each Zerto Cloud Connector requires two ports for each VRA (one port for VRA port 4007 and one port for port 4008) accessed via the Zerto Cloud Connector. There is directionality to these ports.

Cloud Site - The cloud site for which the Zerto Cloud Connector is required.

Connector VM Name - The name of the cloud connector in the vCenter Server. The name has the format:

   Z-Connector-nnnnnn

Organization Network - The details about the connection to the ZORG network.

Cloud Network - The details about the connection to the cloud network, including the static route group, if one is specified.

Host Name - The name of the host where the cloud connector virtual machine is installed.

Datastore - The name of the datastore used by the cloud connector virtual machine.

Status - The status of the cloud connector.

Filtering Information

You can filter the list by clicking the filter icon in a column and entering a value to filter by. The filter icon becomes visible when a filter is applied. Click Clear in the filter field to clear the filter.

Edit Permission Dialog

![Edit Permission Dialog]

Enables editing the permissions of a user or group.

User/Group - The user or group whose permissions are to be edited.

Role - The role to be assigned to the user or group.

Role Privileges - The privileges associated with the selected role.
Edit Resource Dialog

This dialog is specific for the type of resource selected to be edited. For example, editing a datastore enables changing the name of the datastore that is displayed to the customer and specifying the maximum amount of storage that can be recovered with this datastore. Editing a network enables changing the network name that is displayed to the customer. Editing a resource pool enables changing the resource pool name that is displayed to the customer and specifying the maximum number of virtual machines that can be protected to the resource pool.

![Edit Resource Dialog Screenshot](image)

Cloud Site – The name of the cloud site that owns the resource.

For a vCenter cloud resource:
- Resource Type – The type of resource: Datastore, Network, or Resource Pool.
- Resource Name – The cloud name for the resource.
- Alternative Name – The name the organization sees for the resource.

For a vCD cloud resource:
- vCD Organization – The vCD organization name.
- Org vDC – The organization vDC.

Max VMs – The maximum number of virtual machines that can be protected for the ZORG.

Max Storage – The maximum amount of storage that can be protected for the ZORG.

Edit Role Dialog

Enables editing the description of a role and to change the privileges assigned to this role.

![Edit Role Dialog Screenshot](image)
Description – The description of the role.

Role Privileges - The privileges that can be assigned to the role. Every role includes the View only privilege. If it is unset, it is automatically added to the role when the role is saved.

**Edit VRA Dialog**

To change the network settings for a VRA, for example when the gateway to the VRA is changed.

*Host* - The IP of the host on which the VRA is installed.

For ESXi 5.5 and later hosts, by default, Zerto Virtual Manager uses a vSphere Installation Bundle, VIB, to connect to the host. When using VIB:

- The user does not enter a password.
- Once a day, Zerto Virtual Manager checks that the VRA and host can connect. If the connection fails, Zerto Virtual Manager re-initiates the connection automatically and notes this in the log.

When using a password, root access is required if the Zerto host component is down and needs an automatic restart. Once a day, Zerto Virtual Manager checks that the password is valid. If the password was changed, an alert is triggered, requesting the user enter the new password.

  **Use credentials to connect to host** - When unchecked, the Zerto Virtual Manager uses VIB to connect to the host. This field is only relevant for ESXi 5.5 and later.

  **Host Root Password** - When the VRA should connect to the host with a password, check Use credential to connect to host and enter the root user password used to access the host. When the box on the right side is checked, the password is displayed in plain text. This field is only relevant for ESXi 4.x and 5.x hosts. This field is disabled for ESX 4.x hosts.

*VRA Group* - The free text to identify the group to which a VRA belongs. If you create a group and then change the name when editing the VRA so that there is no VRA in the site that belongs to the originally specified group, the group is automatically deleted from the system.

To create a new group, enter the new group name over the text New group and click CREATE.

*Configuration* – Either have the IP address allocated via a static IP address or a DHCP server. If the VRA was originally installed with a static IP, you cannot change this to DHCP. If the VRA was originally installed to use a DHCP server, you can change this to use a static IP. Zerto always recommends using a static IP.

*Address* – The static IP address for the VRA to communicate with the Zerto Virtual Manager.

*Subnet Mask* – The subnet mask for the network. The default value is 255.255.255.0.

*Default Gateway* – The default mask for the network.
Install Cloud Connector Dialog

A Zerto Cloud Connector is a virtual machine installed on the cloud side, one for each customer organization replication network. The Zerto Cloud Connector routes traffic between the customer network and the cloud replication network, in a secure manner without requiring the cloud service provider to go through complex network and routing setups, ensuring complete separation between the customer network and the cloud service provider network. The Zerto Cloud Connector has two Ethernet interfaces, one to the customer’s network and one to the cloud service provider’s network. Within the cloud connector a bidirectional connection is created between the customer and cloud service provider networks. Thus, all network traffic passes through the Zerto Cloud Connector, where the incoming traffic on the customer network is automatically configured to IP addresses of the cloud service provider network.

**Site** – The site used by the cloud service provider for the organization.

**VM Name** – The name to assign to the cloud connector.

**Host** – The recovery ESX/ESXi host for the cloud connector virtual machine. The dropdown displays the hosts which do not have a cloud connector installed.

**Datstore** – The datastore for the cloud connector virtual machine.

**Organization Network** – The network details used by the customer:
- **Network** – The name of the network from the list of available networks.
- **Address** – The IP address to access the organization network. The customer pairs to this IP address.
- **Subnet Mask** – The subnet mask for the network. The default value is 255.255.255.0.
- **Default Gateway** – The default gateway for the network.

**Cloud Network** – The local network details for the cloud service provider:
- **Network** – The name of the cloud-side network from the list of available networks.
- **Address** – The IP address to access the network used by the cloud service provider to communicate with the cloud connector.
- **Subnet Mask** – The subnet mask for the network. The default value is 255.255.255.0.
- **Static Route Group** – The name of the group for which static routes are defined to the Zerto Virtual Manager network and VRA network. If a static route group is not specified, it is assumed that the Zerto Virtual Manager and VRAs are on the cloud network.
Manage Static Routes Dialog

When providing DR as a Service, the cloud service provider needs to ensure complete separation between the organization network and the cloud service provider network. The cloud service provider needs to be able to route traffic between an organization network and the cloud replication network in a secure manner without going through complex network and routing setups.

The cloud service provider can define a Zerto Cloud Connector per organization site, that has two Ethernet interfaces, one to the organization’s network and one to the cloud service provider’s network. If the cloud service provider wants to add additional security, considering both cloud connector interfaces as part of the organization network, the cloud service provider can define a static route that will hop to a different cloud network, specifically for use by the Zerto Virtual Manager and VRAs in the cloud site.

**ADD** – Click this field to add an entity and to define the static route it will use. Once you click ADD, the dialog changes:

![Add Static Route Dialog](image)

**NEW GROUP** – Defines a group that will use a static route to the subnet used by the Zerto Virtual Manager. Enter the name of the organization that will use this static route.

**Add Static Route** – Opens the Add Static Route Dialog.
Manage ZORG Tab

Displays the organization details in editable format.

**ZORG Name** - The name of the organization.

**CRM ID** - The optional identifier that identifies the organization in a CRM.

**Preseed Folder Name** - The name of the folder containing the preseeded volumes. A preseed volume is a virtual disk (the VMDK flat file and header file) in the recovery site that has been prepared with a copy of the protected data, so that the initial synchronization is much faster since a Delta Sync is used to synchronize any changes written to the recovery site after the creation of the preseeded disk. When using a preseeded VMDK, you select the datastore and exact location, folder, and name of the preseeded disk. Zerto Virtual Replication takes ownership of the preseeded disk, moving it from its source folder to the folder used by the VRA. Only disks with the same size as the protected disk can be selected when browsing for a preseeded disk. The datastore where the preseeded disk is placed is also used as the recovery datastore for the replicated data.

**Manage VPGs** - When selected, the organization can create and edit virtual protection groups (VPGs) to protect groups of virtual machines together.

**Failover Test** - When selected, the organization can test the failover of VPGs to verify that the disaster recovery that you have planned is the one being implemented.

**Live Failover** - When selected, the organization can recover the virtual machines in a VPG after an unforeseen disaster.

**Move** - When selected, the organization can migrate the virtual machines in VPGs to a remote site in a planned operation. ZORGS using DRaaS can also create offsite clones of the virtual machines in VPGs.

**Prevent vApp operations during testing** - When vCD resources are specified in the vCD Cloud Resources tab, vApp operations are blocked when a VPG is being tested.

**Custom Profile** - When selected, the organization can specify general settings for a VPG instead of using one of the provided sets of default properties when a VPG is created or edited. This permission is only relevant if the Manage VPGs permission is selected.

**ZORG ZSSP Login Credentials** - username and password required to log on to the ZSSP.
Displays the Zerto organizations, ZORGs, managed by the Zerto Cloud Manager.

**ZORG Name** - The name of the organization.

**CRM ID** - An optional identifier that identifies the organization in a CRM.

**Number of Cloud Sites** - The number of cloud sites that the organization uses.

**Number of Customer Sites** - The number of sites the organization has that use cloud sites for disaster recovery.

Clicking an organization name in the list, or selecting a row and then clicking *Edit*, displays another row of tabs:

Outbound Protection Over Time Report

Information about how much data is actually being protected against the amount configured for any of the sites can be displayed in the Outbound Protection Over Time report under the REPORTS tab.

The data displayed can be up to 30 minutes old, since the Zerto Virtual Manager collects the relevant data every 30 minutes.

You can filter the information by the following:

**From** and **To** – The dates for which you want information.

**Recovery Site** – Select the site for which you want information or select all sites. If all sites are selected, All is displayed. The dropdown list displays all sites paired with the local site.

Click APPLY to apply the selected filtering and produce the report.

Click RESET to reset the display to the default values.
Permissions Tab

Enables adding, editing, or deleting permissions for Zerto entities and to manage roles for these entities.
Protection Over Time by ZORG Report

Information about the virtual machines and the amount of data on the recovery site can be displayed in the Protection Over Time by Site report under the REPORTS tab. When the report is displayed for the first time, information is shown per 30 minute intervals.

The data displayed can be up to 30 minutes old, since the Zerto Virtual Manager collects the relevant data every 30 minutes.

You can filter the information by the following:

- **From** and **To** – Select the dates for which you want information.

- **Protected Site** – Select the sites for which you want information. The list displays all sites paired with the local site.

- **Resolution** – Select the resolution for the report: daily, weekly, monthly, or All.

Click **APPLY** to apply the selected filtering and produce the report.

Click **RESET** to reset the display to the default values.

**Note:** By default, the Protection Over Time By Site report is only available for the last 90 days.
Recovery Reports

Information about recovery operations — failover tests, moves, and failovers — can be displayed in Recovery Reports under the REPORTS tab. The information includes the protected and recovery sites involved, when the recovery operation was started, the time it took to bring up the machines in the recovery site, the RTO, and whether the operation succeeded or not, and any notes added during a failover test.

You can filter the tests by the following:

**From** and **To** - The dates for which you want information. Only operations performed between these dates are displayed.

**VPG** - Select the VPGs for which you want information. The number of VPGs you selected is displayed. If you select All, the total number of VPGs is shown.

**Type** - Select the recovery operations for which you want information: Failover, Move, Failover Test. If more than one operation is selected, the number of recovery operations you selected is displayed.

**Status** - Select the statuses for which you want information: Success, Failed. If more than one status is selected, the number of statuses you selected is displayed.

Click **APPLY** to apply the selected filtering.

Click **RESET** to reset the display to the default values.

Click **EXPORT** and choose PDF or ZIP to generate a report.

The report displays information by VPG and then by virtual machine within the VPG. The VPG information includes who initiated the operation, the type of operation, the start and end time of the operation, the recovery host, storage, network, any boot order information, etc. The information for each machine includes the steps taken during the operation, such as creating a machine and scratch volumes for testing, when each process began and ended, and whether the operation succeeded or not.

**Note:** When FOT is in still in progress, the **end time** in the Recovery Report appears as **NA**.

The Recovery operation start time and Recovery operation end time values are shown in UTC according to the Zerto Virtual Manager clock in the recovery site. The **Point in time** value takes the checkpoint UTC time, which was created in protected site, and converts it to the recovery site time zone.

**Branding the Recovery Report**

A branded logo can be placed in the report in the top left corner by adding the logo as a .png file to the

<ZertoInstallFldr>\Zerto\Zerto Virtual Replication\gui\ folder with the name provider_logo.png.

The folder ZertoInstallFldr is the root folder where Zerto Virtual Replication in the recovery site is installed. For example, C:\Program Files\Zerto.
Redeploy a ghost cloud connector. Some of the original values specified for the cloud connector must be used to redeploy the cloud connector, for example, the site where it will be redeployed. Specify the following values that are enabled:

**Host** and **VM Name** – Specify the recovery ESX/ESXi host for the cloud connector virtual machine. The dropdown displays the hosts which do not have a cloud connector installed. You can change the host for the cloud connector. After specifying the host, the VM Name value is automatically updated to the original name with a number suffix added to make the name unique. After the name is displayed you can change it.

**Datastore** – The datastore for the cloud connector virtual machine.

**Organization Network** – The network details used by the customer. All the values from the original definition are fixed except for the network, which you can change:

- **Network** – The name of the network from the list of available networks.

**Cloud Network** – The local network details for the cloud service provider. All the values from the original definition are fixed except for the network and static group, which you can change:

- **Network** – The name of the cloud-side network from the list of available networks.
- **Static Route Group** – The name of the group for which static routes are defined to the Zerto Virtual Manager network and VRA network. If a static route group is not specified, it is assumed that the Zerto Virtual Manager and VRAs are on the cloud network.

### Resource Report

Information about the resources used by the virtual machines being recovered to a particular site is displayed in the Resources report under the **REPORTS** tab. The information is collected at fixed times that are defined in the **Reports** tab of the **Site Settings** dialog in the recovery site. Information for the report is saved for 90 days when the sampling period is hourly and for one year when the sampling period is daily.

The report collects the resource information for the virtual machines being recovered to the site where the report is run. If no virtual machines are recovered to the site where the report is run, the report is empty.

You can filter the information by the following:

**From** and **To**: The dates for which you want information.

Click **EXPORT** to generate the report, which is produced as an Excel file.
The information presented in this report is divided into three tabs:

**Details Tab**: Shows information for each protected virtual machine.

**Performance Tab**: Shows bandwidth and throughput information for each virtual machine in a table and in a graph.

**Target Host Tab**: Shows information per host in the recovery site.

### Using a REST API to Generate a Report

Zerto Virtual Replication exposes a REST API to produce resource data. The report is generated by passing a URL. For details about the ResourcesReport API (and all other Zerto Virtual Replication REST APIs), see the *Zerto Virtual Replication RESTful API Reference Guide*.

### Details Tab

The Details tab includes the names and IDs of the virtual machines being protected and, for each virtual machine, the timestamp for the information, where it is protected, the CPU used, the memory used by the host and the guest, the storage used, and other information.

### Interpreting the Details Tab

The Details tab provides a breakdown of every protected virtual machine, identified by its internal identifier and name in the hypervisor manager. The report also includes the name of the VPG that is protecting the virtual machine and information such as the protected and recovery sites, the protected and recovery vCD Org, cluster, etc.

The Timestamp column displays the time when the last sample, as defined in the Reports tab of the Site Settings dialog, was taken.

The VPG Type column is one of:

- VC2VC – vCenter to vCenter replication
- VC2VCD – vCenter to vCloud Director replication
- VCD2VCD – vCloud Director to vCloud Director replication
- VCD2VC – vCloud Director to vCenter replication

The ZORG column defines organizations set up in the Zerto Cloud Manager that use a cloud service provider for recovery.

The Bandwidth (Bps) and Throughput (Bps) columns display the average between two consecutive samples. With daily samples, these figures represent the average daily bandwidth and throughput. For hourly samples, the timestamp represents an average between the sample at the timestamp and the previous sample. A value of -1 means that the system failed to calculate the value, which can happen for several reasons, for example:

- Sites were disconnected when the sample was collected. Although the protected site measures the throughput and bandwidth, the recovery site logs the results.
- The bandwidth or throughput values at the time of the sample was lower than the bandwidth or throughput value in the previous sample. This can happen, for example, if the protected site VRA is rebooted since the sample values are not stored persistently by the VRA.
- If valueInLastSample does not exist, since currentValue is the first sample for the virtual machine, the data is not calculated.

Bandwidth is calculated as: \( \frac{\text{currentValue} - \text{valueInLastSample}}{\text{elapsedTtime}} \)

For example:

<table>
<thead>
<tr>
<th>TIME</th>
<th>ACTION/DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>2:29:59.999</td>
<td>A virtual machine is placed in a VPG</td>
</tr>
<tr>
<td>2:30</td>
<td>A sample is generated. The total transmitted bytes is zero since the virtual machine was just placed in the VPG</td>
</tr>
</tbody>
</table>
## Report output fields

The following describes the fields in the **Details** tab.

<table>
<thead>
<tr>
<th>PARAMETER</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active Guest Memory (MB)</td>
<td>The active memory of the virtual machine.</td>
</tr>
<tr>
<td>Bandwidth (Bps)</td>
<td>The average bandwidth used between two consecutive samples, in bytes per second.</td>
</tr>
<tr>
<td>Consumed Host Memory (MB)</td>
<td>The amount of host memory consumed by the virtual machine.</td>
</tr>
<tr>
<td>CPU Limit (MHz)</td>
<td>The maximum MHz available for the CPUs in the virtual machine.</td>
</tr>
<tr>
<td>CPU Reserved (MHz)</td>
<td>The MHz reserved for use by the CPUs in the virtual machine.</td>
</tr>
<tr>
<td>CPU Used (MHz)</td>
<td>The MHz used by the CPUs in the virtual machine.</td>
</tr>
<tr>
<td>CrmId</td>
<td>The CRM identifier specified in Zerto Cloud Manager for an organization that uses a cloud service provider for recovery.</td>
</tr>
<tr>
<td>Memory (MB)</td>
<td>The virtual machine defined memory.</td>
</tr>
<tr>
<td>Memory Limit (MB)</td>
<td>The upper limit for this virtual machine's memory allocation.</td>
</tr>
<tr>
<td>Memory Reserved (MB)</td>
<td>The guaranteed memory allocation for this virtual machine.</td>
</tr>
<tr>
<td>Number Of vCPUs</td>
<td>The number of CPUs for the virtual machine.</td>
</tr>
<tr>
<td>Number Of Volumes</td>
<td>The number of volumes attached to the virtual machine.</td>
</tr>
<tr>
<td>Recovery Journal Provisioned Storage (GB)</td>
<td>The amount of provisioned journal storage for the virtual machine. The provisioned journal size reported can fluctuate considerably when new volumes are added or removed.</td>
</tr>
<tr>
<td>Recovery Journal Used Storage (GB)</td>
<td>The amount of journal storage used by the virtual machine.</td>
</tr>
<tr>
<td>Recovery Volumes Provisioned Storage (GB)</td>
<td>The amount of provisioned storage for the virtual machine in the target site. This value is the sum of volumes’ provisioned size.</td>
</tr>
<tr>
<td>Recovery Volumes Used Storage (GB)</td>
<td>The amount of storage used by the virtual machine in the target site.</td>
</tr>
<tr>
<td>Service Profile</td>
<td>The service profile used by the VPG.</td>
</tr>
<tr>
<td>Source Cluster</td>
<td>The source cluster name hosting the virtual machine.</td>
</tr>
<tr>
<td>Source Host</td>
<td>The source host name hosting the virtual machine.</td>
</tr>
<tr>
<td>Source Organization VDC</td>
<td>The name of the source vDC organization.</td>
</tr>
<tr>
<td>Source Resource Pool</td>
<td>The source resource pool name hosting the virtual machine.</td>
</tr>
<tr>
<td>Source Site</td>
<td>The source protected site name, defined in the Zerto User Interface.</td>
</tr>
<tr>
<td>Source vCD Organization</td>
<td>The name of the source vCD organization.</td>
</tr>
<tr>
<td>Source Volumes Provisioned Storage (GB)</td>
<td>The amount of provisioned storage for the virtual machine in the source site. This value is the sum of volumes’ provisioned size.</td>
</tr>
<tr>
<td>Source Volumes Used Storage (GB)</td>
<td>The amount of storage used by the virtual machine in the source site.      This value is the sum of the volumes’ used size.</td>
</tr>
<tr>
<td>Source VRA Name</td>
<td>The name of the source VRA used to send data to the recovery site.</td>
</tr>
<tr>
<td>Target Cluster</td>
<td>The target cluster name hosting the virtual machine.</td>
</tr>
</tbody>
</table>
The Performance tab shows bandwidth and throughput information for each virtual machine per sampling period in a table and in a graph. The Performance tab enables the user to view the total bandwidth and throughput per sampling period.

The graph allows the user to view performance trends over time per VM.

For full explanation of the bandwidth and throughput information, refer to the “Details Tab”, on page 97.

You can filter information by date and VM name.

The following describes the fields in the **Performance** tab:

<table>
<thead>
<tr>
<th>PARAMETER</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target Datastores</td>
<td>The target storage used by the virtual machine if it is recovered.</td>
</tr>
<tr>
<td>Target Host</td>
<td>The target host name hosting the virtual machine when it is recovered.</td>
</tr>
<tr>
<td>Target Organization vDC</td>
<td>The name of the target vDC organization.</td>
</tr>
<tr>
<td>Target Resource Pool</td>
<td>The target resource pool name where the virtual machine will be recovered.</td>
</tr>
<tr>
<td>Target Site</td>
<td>The target site name, defined in the Zerto User Interface.</td>
</tr>
<tr>
<td>Target Storage Policy</td>
<td>The target vCD storage policy used.</td>
</tr>
<tr>
<td>Target vCD Organization</td>
<td>The name of the target vCD organization.</td>
</tr>
<tr>
<td>Target VRA Name</td>
<td>The name of the VRA managing the recovery.</td>
</tr>
<tr>
<td>Throughput (Bps)</td>
<td>The average throughput of the VM used between two consecutive samples, in bytes per second.</td>
</tr>
</tbody>
</table>
| Timestamp            | The date and time the resource information was collected. The value can be converted to an understandable date using code similar to the following:  
                      | var date = new Date(jsonDate);                                               |
                      | or code similar to the Perl code example, jsonDateToString($), described in Zerto Virtual Replication RESTful API Reference Guide. |
| VM Hardware Version  | The VMware hardware version.                                               |
| VM Id                | The internal virtual machine identifier.                                   |
| VM Name              | The name of the virtual machine.                                           |
| VPG Name             | The name of the VPG.                                                       |
| VPG Type             | The VPG type:                                                              |
|                      | **VCVpg** – VMware vCenter Server                                          |
|                      | **VCvApp** – Deprecated                                                    |
|                      | **VCDvApp** – VMware vCloud Director vApp                                  |
|                      | **PublicCloud** – Amazon WebServices or Microsoft Azure                    |
|                      | **HyperV** – Microsoft SCVMM                                               |
| ZORG                 | The name assigned to an organization using a cloud service provider for recovery. The name is created in the Zerto Cloud Manager. For details, see the Zerto Cloud Manager Administration Guide. |
The Zerto Cloud Manager User Interface

The Target Host tab shows information per host in the recovery site. This enables the user to perform capacity planning on the recovery host. You can filter information by time and by host.

The following describes the fields in the Target Host tab.

<table>
<thead>
<tr>
<th>PARAMETERS</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active Guest Memory (MB)</td>
<td>The active memory of the virtual machine.</td>
</tr>
<tr>
<td>CPU Used (MHz)</td>
<td>The MHz used by the CPUs in the virtual machine.</td>
</tr>
<tr>
<td>Host</td>
<td>The Target Host’s IP address or DNS name.</td>
</tr>
<tr>
<td>Total Bandwidth</td>
<td>The total bandwidth of all VMs replicating to the host during the measured period.</td>
</tr>
<tr>
<td>Total Throughput</td>
<td>The total throughput of all VMs replication to the host during the measured period.</td>
</tr>
<tr>
<td>vCPUs</td>
<td>The number of CPUs for the virtual machine.</td>
</tr>
<tr>
<td>VMs</td>
<td>The number of VMs protected.</td>
</tr>
<tr>
<td>Volumes</td>
<td>The number of volumes attached to the virtual machine.</td>
</tr>
</tbody>
</table>

Roles Dialog

Enables adding new roles and editing or deleting existing roles.
Select User/Group Dialog

Enables the selection of users and groups for the Active Directory domain and at least two characters of the user or group name that exists in the Active Directory.

After entering the search criteria, click Enter to display the results of the search to enable selecting a user or group.

Service Profiles Tab

Defines a set of default properties to use when VPGs are defined or edited.
The first column contains a star in the row of the default service profile.

**Profile Name** – A name used to identify the service profile.

**Recovery Policy** – Disaster Recovery enables replication and recovery; Extended Recovery enables, in addition, scheduling, creating, and restoring offsite backups of VPGs.

**Target RPO** – The maximum desired time between each automatic checkpoint being written to the journal before an alert is issued. In reality checkpoints are written more frequently.

**Journal History** – The time for which all write commands are saved in the journal. Each protected virtual machine has a dedicated journal volume on the recovery site associated with the replicated virtual machine. This enables journal data to be maintained, even when changing the recovery host for the recovery. When specifying a checkpoint to recover to, the checkpoint must still be in the journal. For example, if the value specified here is 24 hours then recovery can be specified to any checkpoint up to 24 hours. After the time specified, the mirror virtual disk volumes maintained by the VRA are updated.

When a VPG is tested, either during a failover test or before committing a Move or Failover operation, a scratch volume is created for each virtual machine being tested, with the same size as the journal for that virtual machine. The size of the scratch volume determines the length of time that you can test for. The larger the volume, the longer the testing can continue, assuming the same rate of change being tested. If the journal history required is small, for example two or three hours, the scratch volume that is created for testing will be small as well, limiting the time available for testing. Thus, when considering the journal history you should also consider the length of time you will want to test the VPG.

The longer journal history is saved, more space is required for each journal in the VPG to store the information saved.

**Journal Size Hard Limit** – The maximum size that the journal can grow, as a percentage of the virtual machine volume size rounded up to the first equal-or-higher value in the following list, all in GBs: 10, 15, 20, 25, 30, 35, 40, 45, 50, 75, 100, 150, 200, 250, 300, 400, 500, 750, 1000. Thus, a value of 12%, when the virtual machine has 100GB being protected, means 12GB for the journal, which is then rounded up to 15GB. The minimum is journal size is 10GB. Each journal is defined as thin-provisioned and cannot be thick-provisioned, even when a SAN disk, which is natively thin-provisioned, is used.

**Journal Size Warning Threshold** – The size of the journal that triggers a warning that the journal has neared its hard limit, as a percentage of the virtual machine volume size.

**Test Frequency Reminder** – The time recommended between testing the integrity of the VPG. A warning is issued if a test is not done within this time frame.

**Description** – A description of the service profile.

**Retention Period** – If backups are created, the length of time they are saved.

**Backup Schedule** – Specifies the backup schedule, if there is one.
The Zerto Cloud Manager User Interface

Sites Tab

Enables adding sites and editing or deleting existing sites.

**Connection Status** - Whether the site is connected or not. If the site is disconnected, check the status of the Zerto Virtual Manager service.

*Note:* If the site identifier was changed, the Connection Status shows the following: “Site identifier was changed. Please remove the site and then reconnect to it.”

**Site Name** - The name of the site, specified when installing the Zerto Virtual Manager, or after installation by editing the site configuration in the Zerto User Interface.

**Host Name** - The IP address of the machine where the Zerto Virtual Manager service runs.

**Port** - The port specified during installation to be used to access the Zerto Virtual Manager.

**Type** - Whether the Zerto Virtual Manager communicates with vCloud Director or only a vCenter Server.

**# of ZORGs** - The number of Zerto organizations, ZORGs, that will recover to this site.

**ZM Interface** - Whether it is possible to open the Zerto User Interface.
Information about usage can be displayed in the *Monthly Usage* report under the *REPORTS* tab. The Monthly Usage Report can only be viewed with a cloud license.

The information is organized by organization and within each organization by site, then virtual protection group (VPG) and then by the virtual machines in each VPG.

This report is mostly used by cloud service providers.

You can filter the information by the following:

**Year:** The year of interest.

**Month:** Select the month to review.

For each month, the usage report displays the number of virtual machines protected during the month and the average number per day in the month. For example, if fifteen virtual machines are protected in a few VPGs starting on the 28th of the month in a thirty day month, the total days will be 30 (two days multiplied by fifteen machines) and the VM Count will be 1 (Total days divided by the number of days in the month).

Click **EXPORT** to a CSV or ZIP file to generate the report.

The ZIP file option saves the report as a zipped CSV file in a zipped file called UsageReport.zip.

---

**vCD Cloud Resources Tab**

Displays the vCD resources available to the organization in editable format.

**Note:** If a site has vCD configured for the Zerto Virtual Manager, the underlying vCenter resources for that site cannot be used.

ZORG uses specified cloud sites. If the cloud site uses vCD you can select the cloud site to be used for recovery and for each vCD cloud site you can limit the number of virtual machines and storage that the organization is able to protect.

**Cloud Site** – A link to open the details of the cloud site.

**vCD Organization** – The vCD organization name.

**Org vDC**– The organization vDC.
Max VMs – The maximum number of virtual machines the organization can recover.

Max Storage – The maximum amount of storage the organization can recover.

vCenter Cloud Resources Tab

Displays the vCenter resources available to the ZORG in editable format. Organizations use specified cloud sites. Each site has specific resources and you can select the resources you want to be made available to the specific organization as well as rename the information to something useful to the organization, hiding the internal naming conventions of the cloud site. You can also limit the number of virtual machines and storage that the organization is able to protect.

Cloud Site – A link to open the details of the cloud site.

Resource Type – The type of resource: Datastore, Network, or Resource Pool. You must have a resource pool in the list of resources, since all recovery of VPGs, when the recovery site is defined in Zerto Cloud Manager, is to a resource pool.

Note: If DRS is disabled for the site, later on all resource pools are removed by VMware and the recovery of affected VPGs to this site is halted until new resource pools are defined and assigned to Zerto organizations in Zerto Cloud Manager and then to all the VPGs.

Resource Name – The cloud name for the resource.

Alternative Name – The name the organization sees for the resource.

Max VMs - The maximum number of virtual machines the organization can recover to the specified resource pool.

Max Storage – The maximum amount of storage the organization can recover to the specified datastore.
VMs Tab in the Zerto Virtual Manager

GENERAL View

The following information is displayed in the GENERAL view:

Alert status indicator: The color indicates the status of the VPG:
- Green: The VPG is being replicated, including syncing the VPG between the sites.
- Orange: The VPG is being replicated but there are problems, such as an RPO value larger than the Target RPO Alert value specified for the VPG.
- Red: The VPG is not being replicated, for example, because communication with the remote site is down.

VM Name: The name of the virtual machine. The name is a link.

VPG Name: The name of the VPG. The name is a link: Click the VPG name to drill-down to more specific details about the VPG that are displayed in a dynamic tab.

Direction: The direction of the replication, from this site to the remote site or from the remote site to this site.

Peer Site: The name of the site with which this site is paired: the site where the VPG is protected or will be recovered to.

Priority: The priority of the VPG.

Protection Status: The current status of the virtual machine, such as Meeting SLA. Where appropriate, the percentage of the operation completed, such as syncing, is displayed.

State: The current substatus of the VPG, such as Delta syncing. Where appropriate, the percentage of the operation completed, such as syncing, is displayed.

Actual RPO: The time since the last checkpoint was written to the journal. This should be less than the Target RPO Alert value specified for the VPG.

Operation: The operation, such as Move, that is currently being performed.

PERFORMANCE View

The following information is displayed in the PERFORMANCE view:

IO – The IO per second between all the applications running on the virtual machine and the VRA that sends a copy to the remote site for replication.

Throughput: The MB per second for all the applications running on the virtual machines being protected. There can be a high IO rate with lots of small writes resulting in a small throughput as well as a small IO with a large throughput. Thus, both the IOPS and Throughput values together provide a more accurate indication of performance.

Network: The amount of WAN traffic.

Provisioned Storage - The provisioned storage for the virtual machine in the recovery site.

Note: For virtual machines in a VMware environment, this value is the sum of the values that are used in the vCenter Server and displayed in the vSphere Web client or Client console per virtual machine in the Virtual Machines tab for the root vCenter Server node. Each value is the sum of both the hard disk and memory. Thus, a virtual machine with 1GB hard disk and 4GB memory will show 5GB provisioned storage.

Used Storage – The storage used by the virtual machine in the recovery site.

Note: For virtual machines in a VMware environment, this value is the sum of the values that are used in the vCenter Server and displayed in the vSphere Web client or Client console per virtual machine in the Virtual Machines tab for the root vCenter Server node.
BACKUP View

The following information is displayed in the BACKUP view:

Alert status indicator: The color indicates the status of the VPG. Hovering over the alert displays a popup of all active alerts with descriptions:

- **Green**: The VPG is being replicated, including syncing the VPG between the sites.
- **Orange**: The VPG is being replicated but there are problems, such as an RPO value larger than the Target RPO Alert value specified for the VPG.
- **Red**: The VPG is not being replicated, for example, because communication with the remote site is down.

Move the cursor over the Alert status indicator to display details of the alert.

VPG Name (#VMs): The name of the VPG. The name is a link: Click the VPG name to drill-down to more specific details about the VPG that are displayed in a dynamic tab.

Retention Policy: Whether the VPG is protected against a disaster only with the ability to recover to a point in time up to 30 days before the disaster, or protection is extended to include offsite backups of the virtual machines, going back for a maximum of one year.

Backup Status: The status of the backup.

Backup Repository: The name of the repository where the jobs are stored.

Restore Point Range: The restore points for the backup jobs out of the total backup jobs run for the VPG.

Backup Scheduling: The schedule for offsite backups.

VPG Performance Report

Performance graphs for all VPGs or for an individual VPG can be seen in the VPG Performance report under the REPORTS tab. These graphs show more detailed resolution than the corresponding graphs in the DASHBOARD tab.

You can specify the VPGs whose performance should be displayed. When you request information about multiple VPGs, each VPG is shown in a different color, with a key at the top of the report that maps each color to the VPG it represents.

Position the cursor on a graph line to see exact information about that point.

Click APPLY to apply the selected filtering and produce the report.

Click RESET to reset the display to the default values.

VPGs Tab in the Zerto Virtual Manager

List View - GENERAL

The following information is displayed in the GENERAL view:

Alert status indicator: The color indicates the status of the VPG. Hovering over the alert displays a popup of all active alerts with descriptions:
Green: The VPG is being replicated, including syncing the VPG between the sites.

Orange: The VPG is being replicated but there are problems, such as an RPO value larger than the Target RPO Alert value specified for the VPG.

Red: The VPG is not being replicated, for example, because communication with the remote site is down.

Move the cursor over the Alert status indicator to display details of the alert.

VPG Name (#VMs): The name of the VPG. The name is a link: Click the VPG name to drill-down to more specific details about the VPG that are displayed in a dynamic tab. The number of VMs protected in the VPG is displayed in parentheses.

Direction: The direction of the replication, from this site to the remote site or from the remote site to this site.

Peer Site: The name of the site with which this site is paired: the site where the VPG is protected or will be recovered to.

Priority: The priority of the VPG.

Protection Status: The current status of the VPG, such as Meeting SLA. Where appropriate, the percentage of the operation completed, such as syncing, is displayed.

State: The current substatus of the VPG, such as Delta syncing. Where appropriate, the percentage of the operation completed, such as syncing, is displayed.

Actual RPO: The time since the last checkpoint was written to the journal. This should be less than the Target RPO Alert value specified for the VPG.

Operation: The operation, such as Move, that is currently being performed.

List View - PERFORMANCE

The following information is displayed in the PERFORMANCE view:

IO - The IO per second between all the applications running on the virtual machines in the VPG and the VRA that sends a copy to the remote site for replication.

Throughput: The MB per second for all the applications running on the virtual machines being protected. There can be a high IO rate with lots of small writes resulting in a small throughput as well as a small IO with a large throughput. Thus, both the IOPS and Throughput values together provide a more accurate indication of performance.

Network: The amount of WAN traffic.

Provisioned Storage (not shown by default) - The provisioned storage for all the virtual machines in the VPG. This value is the sum of the values that are used in the vSphere Client console per virtual machine in the Virtual Machines tab for the root vCenter Server node. Each value is the sum of both the hard disk and memory. Thus, a virtual machine with 1GB hard disk and 4GB memory will show 5GB provisioned storage.

Used Storage – The storage used by all of the virtual machines in the VPG. This value is the sum of the values that are used in the vSphere Client console per virtual machine in the Virtual Machines tab for the root vCenter Server node.

List View - BACKUP

Throughput: The MB per second for all the applications running on the virtual machines being protected. There can be a high IO rate with lots of small writes resulting in a small throughput as well as a small IO with a large throughput. Thus, both the IOPS and Throughput values together provide a more accurate indication of performance.

Network: The amount of WAN traffic.
Grid View
In the grid view each VPG is displayed as a card.

The default view is of all the VPG cards, un-grouped and sorted by VPG name.

The cards displayed can be filtered by clicking the filter button ( ). The default filters are Direction and Protection Status. You can click the ADD button to open the filters drop-down, and select additional filters. Active filters are displayed with a yellow background.

Each card contains the following:

**Alert status indicator**: The color indicates the status of the VPG. Hovering over the alert displays a popup of all active alerts with descriptions:
- **Green**: The VPG is being replicated, including syncing the VPG between the sites.
- **Orange**: The VPG is being replicated but there are problems, such as an RPO value larger than the Target RPO Alert value specified for the VPG.
- **Red**: The VPG is not being replicated, for example, because communication with the remote site is down.

Move the cursor over the Alert status indicator to display details of the alert.

**VPG Name (#VMs)**: The name of the VPG. The name is a link: Click the VPG name to drill-down to more specific details about the VPG that are displayed in a dynamic tab. The number of VMs protected in the VPG is displayed in parentheses.

**Direction**: The direction of the replication, from this site to the remote site or from the remote site to this site.

**Peer Site**: The name of the site with which this site is paired: the site where the VPG is protected or will be recovered to.

**State**: The current substatus of the VPG, such as Delta syncing. Where appropriate, the percentage of the operation completed, such as syncing, is displayed.

**Actual RPO**: The time since the last checkpoint was written to the journal. This should be less than the Target RPO Alert value specified for the VPG.

**Operation**: The operation, such as Move, that is currently being performed.

### Saving Details of Virtual Protection Groups to File

You can save details of every VPG displayed in the VPGs tab to a CSV file, which can be opened using programs such as Microsoft Excel.

In the VPGs tab, click **EXPORT** and specify where to save the VPG details.
Lists details of VPGs from all sites defined in the Zerto Cloud Manager.

When you right-click anywhere in this display, a menu is displayed in which you can choose Edit Columns. After you select it, the Edit Columns dialog is displayed, in which you can specify what columns to display in the list. You can also drag-and-drop column headers to rearrange the order of the columns. A thick vertical bar shows where a column can be dragged and dropped. You can also reset the display to the default display by clicking Reset Columns.

You can filter the display by clicking the filter icon in a column heading. Depending on the contents of the column, you can either choose filter values from the dropdown list that is displayed, or you can enter a value in the text box that is displayed. For example, you can filter the values in the Protection Status column by choosing Initializing, Meeting SLA, or Not Meeting SLA, or a combination of these values. You can filter the values in the name column by entering a value in the text box. The filter icon becomes visible when a filter is applied. Click Clear in the filter field to clear the filter.

**Alert status indicator** – The color indicates the alert status of the VPG:
- **Green** – The VPG is being replicated, including syncing the VPG between sites.
- **Orange** – The VPG is being replicated but there are problems, such as an RPO value larger than the Target RPO Alert value specified for the VPG.
- **Red** – The VPG is not being replicated, for example, because communication with the remote site is down.

**Direction** – The direction of the replication, from this site to the remote site or from the remote site to this site.

**Peer Site** – The name of the site with which this site is paired: the site where the VPG is currently located or will be recovered to. After the name, there is an icon that represents the type of site.

**ZORG** – The name given to an organization in Zerto Cloud Manager.

**Name** – The name of the VPG. The name is a link: Click on the VPG name to drill-down to more specific details about the VPG that is displayed in a dynamic tab.

**Protection Status** – The current status of the VPG, such as Initializing or Meeting SLA. Where appropriate, the percentage of the operation completed, such as syncing, is displayed.

**Priority** – The priority specified for the VPG.

**# VMs** – The number of VMs in the VPG.
Provisioned Storage – The provisioned storage for all virtual machines in the VPG.

Note: For virtual machines in a VMware environment, this value is the sum of the values that are used in the vCenter Server and displayed in the vSphere Web client or Client console per virtual machine in the Virtual Machines tab for the root vCenter Server node. Each value is the sum of both the hard disk and memory. Thus, a virtual machine with 1GB hard disk and 4GB memory will show 5GB provisioned storage.

Used Storage – The storage used by all of the virtual machines in the VPG. This value is the sum of the values that are used in the vCenter Server and displayed in the vSphere Client console per virtual machine in the Virtual Machines tab for the root vCenter Server node.

Note: For virtual machines in a VMware environment, this value is the sum of the values that are used in the vCenter Server and displayed in the vSphere Web client or Client console per virtual machine in the Virtual Machines tab for the root vCenter Server node.

IO – The IO per second between all the applications running on the virtual machines in the VPG and the VRA that sends a copy to the remote site for replication.

Throughput – The MBs for all the applications running on the virtual machines being protected. There can be a high IO rate with lots of small writes resulting in a small throughput as well as a small IO with a large throughput. Thus, both the IOPS and Throughput values together provide a more accurate indication of performance.

Network – The amount of WAN traffic.

Actual RPO – The time since the last checkpoint was written to the journal. This should be less than the Target RPO Alert value specified for the VPG.

Last Test – The date and time of the last failover test performed on this VPG.

Retention Policy – Whether the VPG is protected against a disaster only with the ability to recover to a point in time up to 30 days before the disaster, or extended to include offsite backups of the virtual machines, going back to a maximum of one year.

Backup Status – The status of the backup.

Backup Repository – The name of the repository where the job is stored.

Restore Point Range – The restore points for the backup jobs out of the total backup jobs run for the VPG.

Backup Scheduling – The schedule for the offsite backup.

VRAs Tab in the Zerto Virtual Manager

You can filter information in columns via the filter icon next to each column title. You can also sort the list by each column.

General View

In this view, the number of installed VRAs is displayed in the VRAs tab. The following information is displayed in this view:

Cluster – The cluster name, if relevant.

Host Address – The host IP address for the VRA. If the host is part of a cluster, the cluster name is displayed with the hosts under the cluster.

Host Version – The host version.

Alert Status – The status of alerts in the VRA virtual machine.

VRA Name – The name of the VRA virtual machine.

VRA Status – The VRA status. For example, Installed or Ghost VRA.

VRA Version – Either Latest if the version installed is the most current version or Outdated if it can be upgraded. A tooltip displays the actual version.

VRA Address – The IP address of the VRA virtual machine.
# VPGs – The number of VPGs with a virtual machine for which the VRA either manages the protection or the recovery of the data.

# VMs – The number of virtual machines managed by the VRA.

**SETTINGS View**

The following information is displayed in the SETTINGS view:

**VRA Group** – The group of VRAs to which this VRA belongs. When VRAs use different networks, they can be grouped by network.

**VRA RAM** – The amount of memory allocated to the VRA to buffer data before it is sent to the recovery site or at the recovery site before it is written to the journal.

**Datastore** – The datastore used by the VRA.

**Datastore Cluster** – The datastore cluster used by the VRA, if relevant.

**WORKLOAD PROTECTION View**

The following information is displayed in the WORKLOAD PROTECTION view:

**# VPGs:** The number of VPGs with a virtual machine for which the VRA is used either for protection or recovery.

**# VMs:** The number of virtual machines for which the VRA is used either for protection or recovery.

**# of Protected VPGs:** The number of VPGs with a virtual machine for which the VRA manages the protection of their data.

**# of Protected VMs:** The number of virtual machines for which the VRA manages the protection of their data.

**# of Protected Volumes:** The number of volumes for which the VRA manages the protection of their data.

**# of Recovery VPGs:** The number of VPGs with a virtual machine for which the VRA manages the recovery of the data.

**# of Recovery VMs:** The number of virtual machines for which the VRA manages the recovery of the data.

**# of Recovery Volumes:** The number of volumes for which the VRA manages the recovery of the data.

**Additional Fields**

There are additional fields that you can display that are listed when you select *Show/Hide Columns* from the dropdown list shown by clicking the configuration icon (🔗):

**Cluster** – The cluster with the host used by the VRA.

**VC Network** – The network used by the VRA.

**# Volumes** – The number of volumes for which the VRA manages the protection or recovery of data.
<table>
<thead>
<tr>
<th><strong>Access Key (AWS)</strong></th>
<th>An alphanumeric text string that uniquely identifies the AWS account owner. No two accounts can have the same AWS Access Key.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Amazon Web Services (AWS)</strong></td>
<td>A collection of remote computing services, also called web services, that make up a cloud computing platform by Amazon.com. The most central and well-known of these services are Amazon EC2 and Amazon S3. The service is advertised as providing a large computing capacity (potentially many servers) much faster and cheaper than building a physical server farm.</td>
</tr>
<tr>
<td><strong>Asynch Replication</strong></td>
<td>See Replication, Asynchronous.</td>
</tr>
<tr>
<td><strong>Backup</strong></td>
<td>See Extended Recovery.</td>
</tr>
<tr>
<td><strong>Bare Metal</strong></td>
<td>A computer system or network in which a virtual machine is installed directly on hardware rather than within the host operating system (OS).</td>
</tr>
</tbody>
</table>
| **Bitmap Sync** | A change tracking mechanism of the protected machines during a disconnected state when Zerto Virtual Replication starts to maintain a smart bitmap in memory to track and record changed storage areas. Since the bitmap is kept in memory, Zerto Virtual Replication does not require any LUN or volume per VPG at the source side. The bitmap is small and scales dynamically, containing references to the areas of the source disk that have changed but not the actual I/O. The bitmap is stored locally on the VRA within the available resources. For example, when a VRA goes down and is then rebooted. When required, Zerto Virtual Replication starts to maintain a smart bitmap in memory, to track and record storage areas that change. When the issue that caused the bitmap sync is resolved, the bitmap is used to check updates to the source disks and send any updates to the recovery site. A bitmap sync occurs during the following conditions:  
  - Synchronization after WAN failure or when the load over the WAN is too great for the WAN to handle, in which case the VPGs with the lower priorities will be the first to enter a Bitmap Sync.  
  - When there is storage congestion at the recovery site, for example when the VRA at the recovery site cannot handle all the writes received from the protected site in a timely fashion.  
  - When the VRA at the recovery site goes down and is then rebooted. During the synchronization, new checkpoints are not added to the journal but recovery operations are still possible. If a disaster occurs requiring a failover during a bitmap synchronization, you can recover to the last checkpoint written to the journal. **Note:** For the synchronization to work, the protected virtual machines must be powered on. The VRA requires an active IO stack to access the virtual machine data to be synchronized across the sites. If the virtual machine is not powered on, there is no IO stack to use to access the source data to replicate to the target recovery disks. |
<p>| <strong>Bucket (AWS)</strong> | Amazon buckets are like a container for your files. You can name your buckets the way you like but it should be unique across the Amazon system. |
| <strong>Business Continuity &amp; Disaster Recovery (BC/DR)</strong> | An organization’s ability to recover from a disaster and/or unexpected event and resume or continue operations. A disaster recovery, DR, plan is a subset of a Business Continuity plan. Organizations should have a business continuity, BC, plan in place that outlines the logistics and business operations. The key metrics to be measured in a disaster recovery environment are the Recovery Point Objective (RPO) and Recovery Time Objective (RTO). |
| <strong>Business Continuity Management (BCM)</strong> | Holistic management process that identifies potential threats to an organization and the impacts to business operations that those threats, if realized, might cause, and which provides a framework for building organizational resilience with the capability for an effective response that safeguards the interests of its key stakeholders, reputation, brand and value-creating activities. (ISO 22313, formerly BS 25999-1). |</p>
<table>
<thead>
<tr>
<th><strong>Glossary</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Business Continuity Plan</strong></td>
<td>Contains the instructions, procedures and guidelines that are developed and maintained in readiness for use during and after any potentially disruptive event in order to enable the organization to continue to deliver its critical activities at an acceptable, predefined level.</td>
</tr>
<tr>
<td><strong>Business Impact Analysis (BIA)</strong></td>
<td>The process of analyzing business functions and processes and the effects that a business disruption might have upon them.</td>
</tr>
<tr>
<td><strong>Checkpoint</strong></td>
<td>Zerto Virtual Replication ensures crash consistency by writing checkpoints to the journal every few seconds. These checkpoints ensure write order fidelity and crash-consistency to each checkpoint. During recovery you pick one of these crash-consistent checkpoints and recover to this point. Additionally, checkpoints can be manually added by the administrator, with a description of the checkpoint. For example, when an event is going to take place that might result in the need to perform a recovery, you can pinpoint when this event occurs as a checkpoint in each journal.</td>
</tr>
<tr>
<td><strong>Cloud Service Provider (CSP)</strong></td>
<td>A service provider that offers customers storage or software services available via a private (private cloud) or public network (cloud). Usually, it means the storage and software is available for access via the Internet. Typically Infrastructure as a Service (IaaS), Software as a Service (SaaS), or Platform as a Service (PaaS) – are offered to their customers. Zerto enables them to offer Disaster Recovery As A Service (DRaaS) and In-Cloud DR (ICDR), too.</td>
</tr>
<tr>
<td><strong>Crisis Management Plan</strong></td>
<td>Provides the overall coordination of the organization’s response to a crisis (which is a critical event that needs to be handled appropriately to prevent a damaging impact to the organization’s profitability, reputation or ability to operate).</td>
</tr>
<tr>
<td><strong>Data Deduplication</strong></td>
<td>A specialized data compression technique for eliminating duplicate copies of repeating data.</td>
</tr>
<tr>
<td><strong>Delta Sync(^1)</strong></td>
<td>The Delta Sync uses a checksum comparison to minimize the use of network resources. A Delta Sync is used when the protected virtual machine disks and the recovery disks should already be synchronized, except for a possible few changes to the protected disks, for example, when the target recovery disk is defined as a preseeded (not available in the cloud) disk or after a VRA upgrade, or for reverse protection after a move or failover. During the synchronization, new checkpoints are not added to the journal but recovery operations are still possible. If a disaster occurs requiring a failover during a delta synchronization, you can recover to the last checkpoint written to the journal. It is <strong>not possible</strong> to perform a move during a delta sync. <strong>Note:</strong> For the synchronization to work, the protected virtual machines must be powered on. The VRA requires an active IO stack to access the virtual machine data to be synchronized across the sites. If the virtual machine is not powered on, there is no IO stack to use to access the source data to replicate to the target recovery disks.</td>
</tr>
<tr>
<td><strong>Disaster</strong></td>
<td>The occurrence of one or more events which, either separately or cumulatively, activate disaster recovery.</td>
</tr>
<tr>
<td><strong>Disaster Recovery</strong></td>
<td>The ability to restart operations after an interruption to the business according to a plan that ensures an orderly and timely restoration.</td>
</tr>
<tr>
<td><strong>Disaster Recovery Plan</strong></td>
<td>The disaster recovery, DR, plan is a component of the Business Continuity plan that details the process and procedures to recover the organization’s resources to continue business operations. The Technology DR plan focuses on the IT disaster recovery. Also see Business Continuity Plan.</td>
</tr>
<tr>
<td><strong>Disaster Recovery As A Service (DRaaS)</strong></td>
<td>A disaster recovery solution that incorporates a service provider to replace or augment the organization’s data protection implementation. In a DRaaS scenario, the customer may manage and have complete control over the production data. The Cloud Service Provider (CSP) may provide a partial or completely managed service. In either case, the CSP must ensure the availability of the data and adapt as the customers infrastructure changes. An advantage of this model is the CSP has dedicated resources skilled in DR operations.</td>
</tr>
<tr>
<td><strong>DRS (vSphere)</strong></td>
<td>Enables balancing computing workloads with available resources in a VMware vCenter cluster.</td>
</tr>
<tr>
<td><strong>Emergency Management</strong></td>
<td>Covers the immediate response to a situation or set of circumstances that present a clear and present threat to the safety of personnel or other assets of the organization.</td>
</tr>
<tr>
<td><strong>Glossary</strong></td>
<td><strong>Description</strong></td>
</tr>
<tr>
<td>----------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>Estimated Recovery Time (ERT)</td>
<td>This is the estimated timings based on full resource provision available during a live invocation. This time typically sits between the Net Recovery Time and the Recovery Time Achieved (RTA) time.</td>
</tr>
<tr>
<td>ESX/ESXi (vSphere)</td>
<td><em>Bare-metal</em> hypervisor from VMware, meaning it installs directly on top of the physical server and partitions it into multiple virtual machines that can run simultaneously, sharing the physical resources of the underlying server. ESXi is the most recent version.</td>
</tr>
<tr>
<td>Extended Recovery</td>
<td>Extended DR includes the ability to configure both disaster recovery and offsite backups for the protected virtual machines in the VPG, according to a user-defined data retention policy.</td>
</tr>
<tr>
<td>High Availability (VMHA)</td>
<td>VMware high availability decreases downtime and improves reliability with business continuity by enabling another ESX/ESXi host to start up virtual machines that were running on another ESX/ESXi host that went down. High availability is automatically disabled by Zerto Virtual Replication while updating recovered virtual machines in the recovery site from the VRA journal. After the promotion of the data from the journal to the virtual machine completes, high availability is automatically re-enabled. The HA configuration can include admission control to prevent virtual machines being started if they violate availability constraints. If this is the case, then a failover, test failover or migration of the virtual machines in a VPG to the cluster with this configuration will fail, if the availability constraints are violated when the virtual machines are recovered.</td>
</tr>
<tr>
<td>Hyper-V</td>
<td>A hybrid hypervisor, which is installed in the operating system. However, during installation it redesigns the operating system architecture and becomes just like a next layer on the physical hardware.</td>
</tr>
<tr>
<td>Hypervisor</td>
<td>The host for multiple VMs in a virtualized environment. vSphere, ESX/ESXi, is the VMware brand hypervisor. The hypervisor is the virtualization architecture layer that allows multiple operating systems, termed guests, to run concurrently on a host computer.</td>
</tr>
<tr>
<td>Hypervisor Manager</td>
<td>The tool used to manage the host. For example VMware vCenter Server and Microsoft SCVMM.</td>
</tr>
<tr>
<td>I/O (Input/Output)</td>
<td>Describes any operation, program, or device that transfers data to or from a computer. Typical I/O devices are printers, hard disks, keyboards, and mouses. In fact, some devices are basically input-only devices (keyboards and mouses); others are primarily output-only devices (printers); and others provide both input and output of data (hard disks, diskettes, writable CD-ROMs). In computer architecture, the combination of the CPU and main memory (memory that the CPU can read and write to directly, with individual instructions) is considered the brain of a computer, and from that point of view any transfer of information from or to that combination, for example to or from a disk drive, is considered I/O.</td>
</tr>
<tr>
<td>In-Cloud DR (ICDR)</td>
<td>A disaster recovery solution that incorporates a service provider to replace or augment the organization’s data protection implementation. When customers leverage an ICDR service, the CSP hosts the production and DR sites. The virtual machines (VMs) are typically replicated from one CSP datacenter to another CSP datacenter as a managed service or as managed co-located datacenters. The customers have the ability to interact with their applications as if they were locally hosted.</td>
</tr>
<tr>
<td>Initial Sync</td>
<td>Synchronization performed after creating the VPG to ensure that the protected disks and recovery disks are the same. Recovery operations cannot occur until after the initial synchronization has completed. Adding a virtual machine to a VPG is equivalent to creating a new VPG and an initial synchronization is performed. In this case, any checkpoints in the journal become unusable and only new checkpoints added after the initial synchronization completes can be used in a recovery. The data in the journal however remains and is promoted to the recovered virtual machine as part of a recovery procedure. <strong>Note:</strong> For the synchronization to work, the protected virtual machines must be powered on. The VRA requires an active IO stack to access the virtual machine data to be synchronized across the sites. If the virtual machine is not powered on, there is no IO stack to use to access the source data to replicate to the target recovery disks.</td>
</tr>
<tr>
<td>iSCSI</td>
<td>An Internet Protocol (IP)-based storage networking standard for linking data storage facilities. By carrying SCSI commands over IP networks, iSCSI is used to facilitate data transfers over intranets and to manage storage over long distances.</td>
</tr>
</tbody>
</table>
### Journal
Every write to a protected virtual machine is intercepted by Zerto Virtual Replication and a copy of the write is sent, asynchronously, to the recovery site, while the write continues to be processed on the protected site. On the recovery site the write is written to a journal managed by the Virtual Replication Appliance. Each protected virtual machine has its own journal. Each journal can expand to a size specified in the VPG definition and automatically shrinks when the expanded size is not needed.

### LUN
Disk drives are the foundation of data storage, but operating systems cannot use physical disk storage directly. The platters, heads, tracks and sectors of a physical disk drive must be translated into a logical space, which an OS sees as a linear address space comprised of fixed-size blocks. This translation creates a logical entity that allows operating systems to read/write files. Storage networks must also partition their physical disks into logical entities so that host servers can access storage area network (SAN) storage. Each logical portion is called a logical unit number (LUN). A LUN is a logical entity that converts raw physical disk space into logical storage space, which a host server’s OS can access and use. Any computer user recognizes the logical drive letter that has been carved out of their disk drive. For example, a computer may boot from the C: drive and access file data from a different D: drive. LUNs do the same basic job.

### Level of Business Continuity
The reduced level of service that has been agreed if there is an interruption to business operations.

### Managed Service Provider (MSP)
See Cloud Service Provider (CSP).

### Maximum Tolerable Data Loss
The maximum tolerable data loss an organization can endure without compromising its business objectives.

### Maximum Tolerable Outage (MTO)
The maximum time after which an outage will compromise the ability of the organization to achieve its business objectives.

### Maximum Tolerable Period of Disruption
The duration after which an organization’s viability will be irrevocably threatened if product and service delivery cannot be resumed.

### NAS
A network-attached storage (NAS) device is a server that is dedicated to nothing more than file sharing. NAS does not provide any of the activities that a server in a server-centric system typically provides, such as e-mail, authentication or file management. NAS allows more hard disk storage space to be added to a network that already utilizes servers without shutting them down for maintenance and upgrades. With a NAS device, storage is not an integral part of the server. Instead, in this storage-centric design, the server still handles all of the processing of data but a NAS device delivers the data to the user. A NAS device does not need to be located within the server but can exist anywhere in a LAN and can be made up of multiple networked NAS devices.

### Net Recovery Time
The net time achieved in recovering one or more VPGs after a disaster.

### Offsite Backup
See Extended Recovery.

### Operational Level Agreement (OLA)
The agreement between the service management and the Service Provision Partners. It defines the responsibilities for support and delivery of the services provided.

### Pair
Zerto Virtual Replication can be installed at one or more sites and each of these sites can connect to any of the other sites enabling enterprises to protect virtual machines across multiple vCenters or within the same vCenter. Two sites connected to each other are considered paired. Also see Replication to Self.

### Preseed
A virtual disk (a .vmdk flat file and descriptor or a .vhdx file) in the recovery site that has been prepared with a copy of the protected data. Using this option is recommended particularly for large disks so that the initial synchronization is much faster. When not using a preseeded disk the initial synchronization phase has to copy the whole disk over the WAN. Zerto Virtual Replication takes ownership of the preseeded disk, moving it from its source folder to the folder used by the VRA.

### Quiesce
Pausing or altering the state of running processes on a computer, particularly those that might modify information stored on disk during a backup, in order to guarantee a consistent and usable backup. Critical applications, such as databases have quiescent mechanisms that Zerto Virtual Replication can use to get application consistent checkpoints.
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<td><strong>RBAC</strong></td>
<td>Role-based Access control, available in the Zerto Cloud Manager via the Permissions tab.</td>
</tr>
<tr>
<td><strong>RDM (vSphere)</strong></td>
<td>RDM is a mapping file in a separate VMFS volume that acts as a proxy for a raw physical storage device. The RDM allows a virtual machine to directly access and use the storage device. The RDM contains metadata for managing and redirecting disk access to the physical device. The file gives you some of the advantages of direct access to a physical device while keeping some advantages of a virtual disk in VMFS. As a result, it merges VMFS manageability with raw device access. Zerto Virtual Replication supports both physical and virtual mode RDMs.</td>
</tr>
<tr>
<td><strong>Recovery Point Objective (RPO)</strong></td>
<td>The maximum amount of data that may be lost when the activity or service is restored after an interruption. Expressed as a length of time before the interruption.</td>
</tr>
<tr>
<td><strong>Recovery Time Achieved (RTA)</strong></td>
<td>The actual times achieved during a DR test.</td>
</tr>
<tr>
<td><strong>Recovery Time Objective (RTO)</strong></td>
<td>Related to downtime. The metric refers to the amount of time it takes to recover from a data loss event and how long it takes to return to service. The metric is an indication of the amount of time the system’s data is unavailable or inaccessible, thus preventing normal service.</td>
</tr>
<tr>
<td><strong>Replication, Asynchronous</strong></td>
<td>Technique for replicating data between databases or file systems where the system being replicated does not wait for the data to have been recorded on the duplicate system before proceeding. Asynchronous Replication has the advantage of speed, at the increased risk of data loss during due to communication or duplicate system failure.</td>
</tr>
<tr>
<td><strong>Replication to Self</strong></td>
<td>When a single vCenter is used, for example with remote branch offices, when replicating from one datacenter to another datacenter, both managed by the same vCenter Server, you have to enable replication to the same vCenter Server and pairing is not required.</td>
</tr>
<tr>
<td><strong>Resource</strong></td>
<td>The elements (such as staff, site, data, IT systems) that are required to deliver an activity or service.</td>
</tr>
<tr>
<td><strong>Resource Recovery Plan</strong></td>
<td>Contains the instructions, procedures and guidelines to recover one or more resources and return conditions to a level of operation that is acceptable to the organization. Recovery Plans include detailed recovery procedures for IT equipment and infrastructure.</td>
</tr>
<tr>
<td><strong>Rolling Back</strong></td>
<td>Rolling back to an initial status, for example, after canceling a cloning operation on the VPG.</td>
</tr>
<tr>
<td><strong>RPO</strong></td>
<td>See Recovery Point Objective (RPO).</td>
</tr>
<tr>
<td><strong>RTO</strong></td>
<td>See Recovery Time Objective (RTO).</td>
</tr>
<tr>
<td><strong>SAN</strong></td>
<td>A storage area network (SAN) is any high-performance network whose primary purpose is to enable storage devices to communicate with computer systems and with each other. A storage device is a machine that contains nothing but a disk or disks for storing data. A SAN’s architecture works in a way that makes all storage devices available to all servers on a LAN or WAN. As more storage devices are added to a SAN, they too will be accessible from any server in the larger network. In this case, the server merely acts as a pathway between the end user and the stored data. Because stored data does not reside directly on any of a network’s servers, server power is utilized for business applications, and network capacity is released to the end user.</td>
</tr>
<tr>
<td><strong>SCSI</strong></td>
<td>Acronym for Small Computer System Interface. SCSI is a parallel interface standard used by many servers for attaching peripheral devices to computers. SCSI interfaces provide for faster data transmission rates (up to 80 megabytes per second) than standard serial and parallel ports. In addition, you can attach many devices to a single SCSI port, so that SCSI is really an I/O bus rather than simply an interface.</td>
</tr>
<tr>
<td><strong>SCVMM</strong></td>
<td>A Microsoft management solution for the virtualized datacenter, enabling you to configure and manage your virtualization host, networking, and storage resources in order to create and deploy virtual machines and services to private clouds that you have created.</td>
</tr>
<tr>
<td><strong>Secret Access Key (AWS)</strong></td>
<td>A password. The Secret Access Key with the Access Key forms a secure information set that confirms the user’s identity.</td>
</tr>
<tr>
<td><strong>Security Group</strong></td>
<td>A virtual firewall that controls the traffic for one or more instances.</td>
</tr>
<tr>
<td>Glossary</td>
<td>Definition</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>Service Continuity Plan</td>
<td>The continuity plan that acts as an umbrella document for a service, referencing other plans as required and providing service-specific emergency management and recovery plans.</td>
</tr>
<tr>
<td>Service Level Agreement (SLA)</td>
<td>The agreement between the customer and service provider which defines the service that is to be delivered to the customer.</td>
</tr>
<tr>
<td>Service Profile</td>
<td>A predefined set of default properties to use when VPGs are defined or edited. Zerto provides a default service profile and the option for the organization to specify their own requirements. The cloud service provider can define service profiles to manage specific service level agreements (SLAs) with its customers.</td>
</tr>
<tr>
<td>Service Test Plan</td>
<td>Detailed plan defining the activities required to test the recovery of an individual IT service to meet business requirements documented in the RTO and RPO.</td>
</tr>
<tr>
<td>Shadow VRA</td>
<td>During normal operation, a VRA might require more disks than a single virtual machine can support. If this situation arises, the VRA creates new shadow VRA virtual machines, used by the VRA to maintain additional disks. These virtual machines must not be removed. A VRA can manage a maximum of 1500 volumes, whether these are volumes being protected or recovered.</td>
</tr>
<tr>
<td>Snapshots</td>
<td>A snapshot is a block device which presents an exact copy of a logical volume, frozen at some point in time. Typically this would be used when some batch processing, a backup for instance, needs to be performed on the logical volume, but you don’t want to halt a live system that is changing the data. Zerto does NOT use a snapshot mechanism, but is constantly replicating data writes.</td>
</tr>
<tr>
<td>Storage Account (Azure)</td>
<td>Storage accounts re like a container for your files. You can name your storage account the way you like but it should be unique across the Azure system.</td>
</tr>
<tr>
<td>Subnet</td>
<td>A logical, visible subdivision of an IP network.[1] The practice of dividing a network into two or more networks is called subnetting.</td>
</tr>
</tbody>
</table>
| Subscription (Azure) | The description uses information derived from the following site: [https://blogs.msdn.microsoft.com/arunrakwal/2012/04/09/create-windows-azure-subscription/](https://blogs.msdn.microsoft.com/arunrakwal/2012/04/09/create-windows-azure-subscription/) An Azure subscription grants access to Azure services and Platform Management Portal. A subscription has two aspects:  
- The Windows Azure account, through which resource usage is reported and services are billed.  
- The subscription itself, which governs access to and use of the Azure services that are subscribed to. |
| System Center Virtual Machine Manager | See SCVMM. |
| Virtual Machine (VM) | A virtual machine (VM) is an environment, usually a program or operating system, which does not physically exist but is created within another environment. In this context, a VM is called a guest while the environment it runs within is called a host. |
| Virtual Network (VNet) (Azure) | A virtual network dedicated to an Azure subscription. |
| Virtual Private Cloud (VPC) (AWS) | An on demand configurable pool of shared computing resources allocated within a public cloud environment, providing a certain level of isolation between the different organizations (denoted as users hereafter) using the resources. The isolation between one VPC user and all other users of the same cloud (other VPC users as well as other public cloud users) is achieved normally through allocation of a Private IP Subnet and a virtual communication construct (such as a VLAN or a set of encrypted communication channels) per user. |
| Virtual Protection Group | See VPG. |
| Virtual Replication Appliance | See VRA. |
| VMDK, Virtual Machine Disk | Virtual Machines created with VMware products typically use virtual disks. The virtual disks, stored as files on the host computer or remote storage device, appear to the guest operating systems as standard disk drives. |
### Glossary

**Volume Delta Sync**
Synchronization when only delta changes for a volume needs synchronizing, for example, when a virtual machine is added to a VPG using a preseeded disk.

During the synchronization, new checkpoints are not added to the journal. Also, recovery operations are not possible during a **Volume Delta Sync**.

For the synchronization to work, the protected virtual machines must be powered on. The VRA requires an active IO stack to access the virtual machine data to be synchronized across the sites. If the virtual machine is not powered on, there is no IO stack to use to access the source data to replicate to the target recovery disks.

**Volume Full Sync**
Synchronization when a full synchronization is required on a single volume.

During the synchronization, new checkpoints are not added to the journal. Also, recovery operations are not possible during a **Volume Full Sync**.

*Note:* For the synchronization to work, the protected virtual machines must be powered on. The VRA requires an active IO stack to access the virtual machine data to be synchronized across the sites. If the virtual machine is not powered on, there is no IO stack to use to access the source data to replicate to the target recovery disks.

**Volume Initial Sync**
Synchronization when a full synchronization is required on a single volume, for example, when changing the target datastore or adding a virtual machine to the VPG without using a preseeded (not available in the cloud) disk.

During the synchronization, new checkpoints are not added to the journal. Also, recovery operations are not possible during a **Volume Initial Sync**.

For the synchronization to work, the protected virtual machines must be powered on. The VRA requires an active IO stack to access the virtual machine data to be synchronized across the sites. If the virtual machine is not powered on, there is no IO stack to use to access the source data to replicate to the target recovery disks.

**VPG**
Virtual machines are protected in virtual protection groups. A virtual protection groups (VPG) is a group of virtual machines that you want to group together for replication purposes. For example, the virtual machines that comprise an application like Microsoft Exchange, where one virtual machine is used for the software, one for the database and a third for the Web Server, require that all three virtual machines are replicated to maintain data integrity.

**VRA**
A virtual machine installed on each hypervisor hosting virtual machines to be protected or recovered, that manages the replication of protected virtual machine writes across sites. A VRA must be installed on every hypervisor that hosts virtual machines that require protecting in the protected site and on every hypervisor that will host the replicated virtual machines in the recovery site.

**vSphere**
VMware's server virtualization platform for building a cloud infrastructure.

**Zerto Cloud Connector (ZCC)**
A virtual machine installed on the cloud side, one for each customer organization replication network. The Zerto Cloud Connector requires both cloud-facing and customer-facing static IP addresses. The ZCC routes traffic between the customer network and the cloud replication network, in a secure manner ensuring complete separation between the customer network and the cloud service provider network. The ZCC has two Ethernet interfaces, one to the customer’s network and one to the cloud service provider’s network. Within the cloud connector a bidirectional connection is created between the customer and cloud service provider networks. Thus, all network traffic passes through the ZCC, where the incoming traffic on the customer network is automatically configured to IP addresses of the cloud service provider network.

**Zerto Cloud Manager (ZCM)**
A Windows service, which enables managing all the cloud sites offering disaster recovery using a single interface. The ZCM manages the DR either as a service (DRaaS) or completely within the cloud environment, protecting on one cloud site and recovering to a second site (ICDR).

**Zerto User Interface**
Recovery using Zerto Virtual Replication is managed via a user interface: in a browser via the Zerto Virtual Manager Web Client, or in either the vSphere Web Client or vSphere Client console in the Zerto tab.
### Zerto Self-service Portal (ZSSP)

An out-of-the-box DR portal solution with a fully functioning browser-based service portal to enable cloud service providers to quickly introduce disaster recovery as part of their portal offering.

### Zerto Virtual Backup Appliance (VBA)

A Zerto Virtual Replication service that manages the offsite backup.

### Zerto Virtual Manager (ZVM)

A Windows service, which manages everything required for the replication between the protection and recovery sites, except for the actual replication of data. The ZVM interacts with the vCenter Server to get the inventory of VMs, disks, networks, hosts, etc. The ZVM also monitors changes in the VMware environment and responds accordingly. For example, a vMotion operation of a protected VM from one host to another is intercepted by the ZVM so the Zerto User Interface is updated accordingly.

### ZORG, Zerto Organization

Cloud customers are defined to Zerto Cloud Manager as Zerto organizations, ZORGs. A ZORG is defined with the cloud resources it can use, the permissions that it has to perform operations, such as testing a failover or defining a VPG.

---

1. Synchronization after a recovery starts after the promotion of data from the journal to the virtual machine disks ends. Thus, synchronization of virtual machines can start at different times, dependent on when the promotion for the virtual machine ends. All synchronizations are done in parallel, whether a delta sync or full sync, etc.
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ZVM, see Zerto Virtual Manager

ABOUT ZERTO

Zerto is committed to keeping enterprise and cloud IT running 24/7 by providing scalable business continuity software solutions. Through the Zerto Cloud Continuity Platform, organizations seamlessly move and protect virtualized workloads between public, private and hybrid clouds. The company’s flagship product, Zerto Virtual Replication, is the standard for protection of applications in cloud and virtualized datacenters.

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