Zerto’s Alarms, Alerts and Events
All Environments
Version 7.0
# TABLE OF CONTENTS

## CHAPTER 1: ZERTO ALERTS
- Monitoring Alerts ................................................................. 4
- Amazon Web Services (AWS) Alerts ........................................ 5
- Long Term Retention Alerts .................................................... 5
- Licensing Alerts ................................................................. 7
- Storage Alerts ..................................................................... 12
- vCloud Director Alerts .......................................................... 14
- VPG Alerts ......................................................................... 19
- VRA Alerts ......................................................................... 39
- Zerto Cloud Appliance Alerts .................................................. 54
- Zerto Cloud Connector Alerts ................................................... 55
- Zerto Cloud Manager Alerts ...................................................... 57
- Zerto Virtual Manager Alerts .................................................... 57
- File Level Restore Alerts ....................................................... 67

## CHAPTER 2: ZERTO ALARMS IN VMWARE VSphere
- Alarms and Alerts .................................................................. 69
- Customized Alarms After an Upgrade ....................................... 69
- Alarms in VMware vSphere .................................................... 69

## CHAPTER 3: ZERTO EVENTS
- Monitoring Events ................................................................ 76
- Events .................................................................................. 76
CHAPTER 1: ZERTO ALERTS

When a problem is identified by Zerto, an alert is issued.

The following topics are described in this:

- “Monitoring Alerts”, below
- “Amazon Web Services (AWS) Alerts”, on page 5
- “Long Term Retention Alerts”, on page 5
- “Licensing Alerts”, on page 7
- “Storage Alerts”, on page 12
- “vCloud Director Alerts”, on page 14
- “VPG Alerts”, on page 19
- “VRA Alerts”, on page 39
- “Zerto Cloud Appliance Alerts”, on page 54
- “Zerto Cloud Connector Alerts”, on page 55
- “Zerto Cloud Manager Alerts”, on page 57
- “Zerto Virtual Manager Alerts”, on page 57
- “File Level Restore Alerts”, on page 67

Monitoring Alerts

All alerts issued by Zerto are displayed in the Zerto User Interface. An alert status indicator is displayed in the top left of the display and specific details of all issued alerts are displayed in the ALERTS tab under the top MONITORING tab.

The information displayed in the ALERTS tab includes the VPG name, entity name that triggered the alert, the date and time the alert was issued and a description of the alert.

Alert Status

The alert status indicator in the bottom left shows the number of alerts and 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.

Warnings are indicated by the orange icon and alerts by the red icon.
Working With the Alert Tab

You can dismiss alerts by selecting the relevant alerts and clicking the ACKNOWLEDGE button. 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 to display a tooltip with the complete description.

Alerts from previous versions are displayed with an Unknown link.

Click EXPORT to save the alerts as a Microsoft Excel worksheet.

The Zerto alerts are grouped into categories where the first three characters of the alert identifies the category:

- **AWS**: Alerts relating to the recovery site being Amazon Web Services (AWS).
- **BCK**: Alerts relating to Long Term Retention and VBA issues.
- **LIC**: Alerts relating to licensing issues.
- **STR**: Alerts relating to storage issues.
- **VCD**: Alerts relating to issues with vCloud Director.
- **VPG**: Alerts relating to the VPGs and the virtual machines being protected.
- **VRA**: Alerts relating to VRA issues.
- **ZCA**: Alerts relating to the recovery site being a cloud.
- **ZCC**: Alerts relating to Zerto Cloud Connectors used by cloud service providers.
- **ZCM**: Alerts relating to the Zerto Cloud Manager.
- **ZVM**: Alerts relating to the Zerto Virtual Manager.

Amazon Web Services (AWS) Alerts

AWS alerts are triggered when there is a problem with the AWS recovery site.

**AWS0001**

**AWS0001**

Alert Name Storage removed
Alert Category Public Cloud
Severity Error

**Message Displayed** The Zerto storage cannot be found. Re-install the Zerto Cloud Appliance (ZCA).

**Description** The storage used for the replicated data managed by the VRA in ZCA is not found.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The data replicated from the protected site is saved in a ZCA storage which cannot be found.</td>
<td>Reinstall the Zerto Cloud Appliance (ZCA).</td>
</tr>
</tbody>
</table>

Long Term Retention Alerts

Long Term Retention alerts are triggered when there is a problem with the Zerto Virtual Backup Appliance (VBA).

**BCK0001**

**BCK0002**

Amazon Web Services (AWS) Alerts
Zerto's Guide to Alarms, Alerts and Events - All Platforms - Version 7.0

Zerto Alerts

BCK0005
BCK0006
BCK0007

**BCK0001**
Alert Name Long Term Retention fails
Alert Category Long Term Retention
Severity Warning
Message Displayed The scheduled Retention process on VPG `{vpg_name}` has failed for the last 3 days.
Description The VPG is defined with Long Term Retention but Retention processes have failed for the last 3 days, including attempted retries.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>No room on the disk where the repository is defined.</td>
<td>Check the amount of space on the disk where the repository is located.</td>
</tr>
<tr>
<td>Access permissions to the repository have changed and the Retention process no longer has permission to write to the repository.</td>
<td>Check the authorization required to access the repository.</td>
</tr>
<tr>
<td>Network problems.</td>
<td>Check the network is working properly.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server BackupFailsConstantlyWarning

**BCK0002**
Alert Name Long Term Retention fails
Alert Category Long Term Retention
Severity Error
Message Displayed The scheduled Retention process on VPG `{vpg_name}` has failed for the last 7 days.
Description The VPG is defined with Long Term Retention but Retention processes have failed for the last 7 days, including attempted retries.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>No room on the disk where the repository is defined.</td>
<td>Check the amount of space on the disk where the repository is located.</td>
</tr>
<tr>
<td>Access permissions to the repository have changed and the Retention process no longer has permission to write to the repository.</td>
<td>Check the authorization required to access the repository.</td>
</tr>
<tr>
<td>Network problems.</td>
<td>Check the network is working properly.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server BackupFailsConstantlyError
**BCK0005**

**Alert Name** Long Term Retention repository disconnected.
**Alert Category** Long Term Retention
**Severity** Error/Warning
**Message Displayed** Repository `{repository_name}` is disconnected. Your Retention processes for VPGs: `{vpg_names}` are at risk.
**Description** The repository is not accessible by the VBA. If the repository stored Retention processes then an error alert is issued, otherwise, a warning is issued.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network problems.</td>
<td>Check the network is working properly.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server `BackupTargetDisconnected`.

**BCK0006**

**Alert Name** Long Term Retention repository disconnected.
**Alert Category** Long Term Retention
**Severity** Error
**Message Displayed** Virtual Backup appliance is disconnected. Your Retention processes for VPGs: `{vpg_names}` are at risk.
**Description** The VBA is not accessible. If there are VPGs that are affected, these VPGs are listed.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The VBA is not running.</td>
<td>Check that the VBA service is running.</td>
</tr>
<tr>
<td>Network problems.</td>
<td>Check the network is working properly.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server `VbaDisconnected`.

**BCK0007**

**Alert Name** Long Term Retention repository not defined.
**Alert Category** Long Term Retention
**Severity** Warning
**Message Displayed** Extended DR is defined for VPG `{vpg_name}` but a repository is specified as ‘None’.
**Description** The VPG is defined with Long Term Retention but a repository cannot be found to specify for the VPG and therefore Retention processes cannot be performed.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A repository is not defined.</td>
<td>Define a repository in the Zerto User Interface.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server `BackupTargetIsNone`.

**Licensing Alerts**

Licensing alerts are triggered when there is a problem with the Zerto license, for example it is about to expire or has already expired.

LIC0001
LIC0002
LIC0003
**LIC0001**

Alert Name: License exceeded  
Alert Category: Licensing  
Severity: Warning

**Message Displayed** You are licensed to protect a maximum of \{n\} VMs until \{date\}. Currently \{m\} VMs are protected. Contact your account manager to extend your license. Note: Protection of virtual machines continues.

**Description** Your license restricts you to protecting a maximum number of virtual machines and you have reached 80% of this number or have exceeded this number.

**Note:** All protected virtual machines will continue to be protected.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Too many virtual machines are protected.</td>
<td>Contact your Zerto account manager to resolve the issue.</td>
</tr>
</tbody>
</table>

*Alarm in vCenter Server License.*

**LIC0002**

Alert Name: License exceeded  
Alert Category: Licensing  
Severity: Warning

**Message Displayed** You are licensed to use Zerto Virtual Replication with a maximum of \{n\} CPU sockets until \{date\}. Currently \{m\} sockets are in use. Contact your account manager to extend your license. Note: Protection of virtual machines continues.

**Description** Your license restricts you to protect virtual machines using a maximum number of CPU sockets and you are close to or have exceeded this number.

**Note:** All protected virtual machines will continue to be protected.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Too many CPU sockets are used in the protection of virtual machines.</td>
<td>Contact your Zerto account manager to resolve the issue.</td>
</tr>
</tbody>
</table>

*Alarm in vCenter Server License*
**LIC0003**

Alert Name: License about to expire  
Alert Category: Licensing  
Severity: Warning  

*Message Displayed:* Your license is due to expire in {days}. Contact your account manager to extend your license. Note: Protection of virtual machines continues.  

*Description:* Your license is close to its expiration date.  

*Note:* All protected virtual machines will continue to be protected.  

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your license is close to its expiration date.</td>
<td>Contact your Zerto account manager to extend the license life.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server License.

**LIC0004**

Alert Name: License expired and exceeded  
Alert Category: Licensing  
Severity: Warning  

*Message Displayed:* Your license has expired and you are also protecting more VMs than the license allows. Contact your account manager to replace your license. Note: Protection of virtual machines continues.  

*Description:* Your license is passed its expiration date and you are protecting more virtual machines than the license permits.  

*Note:* All protected virtual machines will continue to be protected.  

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your license has expired and more virtual machines than permitted are being protected.</td>
<td>Contact your Zerto account manager to extend the license life and increase the number of virtual machines that can be protected.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server License.

**LIC0005**

DEPRECATED  
Alert Name: License expired and exceeded  
Alert Category: Licensing  
Severity: Warning  

*Message Displayed:* Your license has expired and you are also using Zerto Virtual Replication with more sockets than the license allows. Contact your account manager to replace your license. Note: Protection of virtual machines continues.  

*Description:* Your license is passed its expiration date and you are using more CPU sockets than the license permits.  

*Note:* All protected virtual machines will continue to be protected.  

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your license has expired and more CPU sockets than permitted are being used.</td>
<td>Contact your Zerto account manager to extend the license life and increase the number of CPU sockets that can be used.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server License.
**LIC0006**

Alert Name License expired  
Alert Category Licensing  
Severity Warning  
Message Displayed Your license has expired. Contact your account manager to renew your license. Note: Protection of virtual machines continues.  
Description Your license is passed its expiration date.  
**Note:** All protected virtual machines will continue to be protected.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your license has expired.</td>
<td>Contact your Zerto account manager to extend the license life.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server License

**LIC0007**

Alert Name License exceeded  
Alert Category Licensing  
Severity Warning  
Message Displayed You are licensed to protect a maximum of \(n\) VMs. Currently \(m\) VMs are being protected. Contact your account manager to extend your license. Note: Protection of virtual machines continues.  
Description You are protecting more virtual machines than the license permits.  
**Note:** All protected virtual machines will continue to be protected.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>More virtual machines than permitted are being protected.</td>
<td>Contact your Zerto account manager to increase the number of virtual machines that can be protected.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server License

**LIC0008**

DEPRECATED  
Alert Name License exceeded  
Alert Category Licensing  
Severity Warning  
Message Displayed You are licensed to use Zerto Virtual Replication with a maximum of \(n\) CPU sockets. Currently \(m\) sockets are in use. Contact your account manager to extend your license. Note: Protection of virtual machines continues.  
Description You are using more CPU sockets than the license permits.  
**Note:** All protected virtual machines will continue to be protected.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>More CPU sockets than permitted are being used.</td>
<td>Contact your Zerto account manager to increase the number of CPU sockets that can be used.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server License
**LIC0009**

**Alert Name** Public cloud replication not supported  
**Alert Category** Licensing  
**Severity** Error  
**Message Displayed** The Current license does not support Public Cloud replication. Contact your account manager to upgrade.  
**Description** Your current license does not support Public Cloud replication. Contact your account manager to upgrade.  
**Note:** All protected virtual machines will continue to be protected.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>License has been downgraded.</td>
<td>Contact your account manager to upgrade.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server License

**LIC0010**

**Alert Name** vCD not supported  
**Alert Category** Licensing  
**Severity** Error  
**Message Displayed** vCD is not supported under this license. For more details contact your account manager.  
**Description** Your current license does not support vCD. For more details contact your account manager.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your current license does not support vCD</td>
<td>Contact your account manager.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server License

**LIC0011**

**Alert Name** Cross hypervisor replication not supported  
**Alert Category** Licensing  
**Severity** Error  
**Message Displayed** The current license does not support cross hypervisor replication. For more details contact your account manager.  
**Description** Your current license does not support cross hypervisor replication. For more details contact your account manager.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your current license does not support cross hypervisor replication.</td>
<td>Contact your account manager.</td>
</tr>
</tbody>
</table>
### LIC0012

**Alert Name**: Billing usage warning  
**Alert Category**: Licensing  
**Severity**: Warning  

**Message Displayed**: ZVM (ZvmName) is expected to send usage information for billing purposes but failed to do so. Site will lose connection to its VRAs if this issue is not resolved in {DaysRemaining} days.  
**Description**: YZVM did not send billing usage to the Zerto servers. If this issue is not resolved in the specified days, your site will cease to be protected.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
</table>
| ZVM connection to the internet is down.              | Resolve the ZVM connection issues, and then:  
|                                                     | - In the License window, initiate billing by clicking **Test Usage Transmission to Zerto**.  
|                                                     | - **Or** -  
|                                                     | - Using REST API. POST **sendbilling**.  
|                                                     | - **Or** -  
|                                                     | - Wait for the next Alert banner, and click on the link.                                |

### LIC0013

**Alert Name**: Critical billing usage warning  
**Alert Category**: Licensing  
**Severity**: Error  

**Message Displayed**: ZVM (ZvmName) is disconnected from its VRAs as usage information for billing purposes was not sent for {DaysPassed} days. To resume replication, resolve this issue.  
**Description**: YZVM did not send billing usage to the Zerto servers. Your site is not protected until this issue is resolved.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
</table>
| ZVM connection to the internet is down.              | Resolve the ZVM connection issues, and then:  
|                                                     | - In the License window, initiate billing by clicking **Test Usage Transmission to Zerto**.  
|                                                     | - **Or** -  
|                                                     | - Using REST API. POST **sendbilling**.  
|                                                     | - **Or** -  
|                                                     | - Wait for the next Alert banner, and click on the link.                                |

### Storage Alerts

Storage alerts are triggered when there is a problem with a datastore specified in a VPG.  
**STR0001**  
**STR0002**  
**STR0004**
# Zerto Alerts

## STR0001

**Alert Name** Datastore not accessible  
**Alert Category** Storage  
**Severity** Error  
**Message Displayed** The storage `{storage_name}` is not accessible. Reason `{reason}`.  
**Description** The hypervisor manager reports that the specified storage holding either a recovery disk or a journal disk is inaccessible.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The hypervisor manager has reported a problem accessing the storage.</td>
<td>Refer to the hypervisor manager, VMware vCenter Server or Microsoft SCVMM, documentation to resolve the issue.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server **Datastore**

## STR0002

**Alert Name** Datastore full  
**Alert Category** Storage  
**Severity** Error  
**Message Displayed** The storage `{storage_name}` is close to full capacity and further protection of VMs in VPGs using this storage cannot continue until you increase the storage size. The minimum free space required is `{n}` GB.  
**Description** The storage has too little free space remaining. Until the issue is resolved further protection of the virtual machines being recovered to this storage cannot continue.

This alert is triggered when the free space falls below 30GB or 15% of the storage, whichever is smaller. Thus, with large storage where 30GB is less than 15%, the alert will be triggered when the amount of free space is less than 30GB of the total size. With small storage where 30GB is more than 15%, the alert will be triggered when the amount of free space is less than 15% of the total size.

Recovery operations can still be performed to the last checkpoint written to the journal, before protection was halted.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Storage is too small.</td>
<td>Increase the size of the storage.</td>
</tr>
<tr>
<td></td>
<td>Change the recovery storage being used in the VPG definition.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server **RecoveryDataStoreFull**

## STR0004

**Alert Name** Datastore low in space  
**Alert Category** Storage  
**Severity** Warning  
**Message Displayed** The storage `{storage_name}` is close to the minimum `{n}` GB free space required to continue protection of VMs in VPGs using this storage.  
**Description** The storage is close to its minimum of free space. If the issue is not resolved, protection of the virtual machines being recovered to this storage will stop when the limit is reached.

This alert is triggered when the free space falls below 45GB or 25% of the storage, whichever is smaller.

Recovery operations can still be performed.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Storage is too small.</td>
<td>Increase the size of the storage.</td>
</tr>
<tr>
<td></td>
<td>Change the recovery storage being used in the VPG definition.</td>
</tr>
</tbody>
</table>
vCloud Director Alerts

vCloud Director alerts are triggered when there is a problem with the vCD specified in a VPG.

VCD0001
VCD0002
VCD0003
VCD0004
VCD0005
VCD0006
VCD0007
VCD0010
VCD0014
VCD0015
VCD0016
VCD0017
VCD0018
VCD0020
VCD0021
VCD0022

**VCD0001**
Alert Category vCloud Director
Severity Error
Message Displayed Cannot obtain backing vCenter Servers for Org vDC `{orgvdc_name}`.
Description The underlying vCenter Server for the Org vDC is not found.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Org vDC not found in vCenter.</td>
<td>Contact the vSphere/vCD administrator.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server VCDReflection

**VCD0002**
Alert Category vCloud Director
Severity ErrorvCD
Message Displayed Found multiple backing vCenter Servers for Org vDC `{orgvdc_name}`, server IDs `{identifier}`.
Description The Org vDC is defined in more than one underlying vCenter Server.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Org vDC is defined to more than one vCenter.</td>
<td>Contact the vSphere/vCD administrator.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server VCDReflection
**VCD0003**

Alert Category: vCloud Director  
Severity: Error  
Message Displayed: Cannot find Org vDC storage profile `{sp_name}` in vCenter. It exists in vCD.  
Description: The Org vDC storage profile specified exists in vCD but cannot be found in the underlying vCenter Server.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Org vDC storage profile not found in vCenter.</td>
<td>Contact the vSphere/vCD administrator.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server VCDReflection

**VCD0004**

Alert Category: vCloud Director  
Severity: Error  
Message Displayed: Cannot find provider vDC storage profile `{sp_name}` in vCenter. It exists in vCD.  
Description: The provider vDC storage profile specified exists in vCD but cannot be found in the underlying vCenter Server.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider vDC storage profile not found in vCenter.</td>
<td>Contact the vSphere/vCD administrator.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server VCDReflection

**VCD0005**

Alert Category: vCloud Director  
Severity: Error  
Message Displayed: Cannot extract Org vDC information for Org vDC network `{network}`, message is `{msg}`.  
Description: The network information required by Zerto cannot be retrieved. The exception should give more information. For example, vCD 1.5 doesn’t let Zerto retrieve information on specific types of networks.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>vCD 1.5 is being used.</td>
<td>Refer to the exception message. Contact the vSphere/vCD administrator.</td>
</tr>
<tr>
<td>vCD 5.1 and higher is being used.</td>
<td>Refer to the exception message. Contact the vSphere/vCD administrator or Zerto support.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server VCDReflection

**VCD0006**

Alert Category: vCloud Director  
Severity: Error  
Message Displayed: Provider vDC `{pvdc_name}` of Org vDC `{orgvdc_name}` wasn’t found in reflection. Ignoring this Org vDC.  
Description: A problem occurred with Zerto accessing the provider vDC metadata it has in the recovery site. The problem should fix itself in a few minutes.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zerto access difficulty.</td>
<td>Wait a few minutes for the problem to resolve itself.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server VCDReflection
### VCD0007
**Alert Category** vCloud Director  
**Severity** Error  
**Message Displayed** Cannot obtain resource pools for Org vDC `{orgvdc_name}`, exception is `{exception}`.  
**Description** The connection to vCD was dropped, so the required resource pools for the Org vDC could not be retrieved.  

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disconnection with vCD.</td>
<td>Contact the vSphere/vCD administrator.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server VCDReflection

### VCD0010
**Alert Category** vCloud Director  
**Severity** Error  
**Message Displayed** Failed to fetch orgNetwork due to exception is `{exception}`, orgNetwork is `{network}`.  
**Description** The network information required by Zerto cannot be retrieved. The exception should give more information. For example, vCD 1.5 doesn’t let Zerto retrieve information on specific types of networks.  

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>vCD 1.5 is being used.</td>
<td>Refer to the exception message. Contact the vSphere/vCD administrator.</td>
</tr>
<tr>
<td>vCD 5.1 and higher is being used.</td>
<td>Refer to the exception message. Contact the vSphere/vCD administrator or Zerto support.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server VCDReflection

### VCD0014
**Alert Name** vCD disconnection  
**Alert Category** vCloud Director  
**Severity** Error  
**Message Displayed** No connection to vCD `{vcd_id}`.  
**Description** Access to vCD could not be established.  

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong credentials.</td>
<td>Check the credentials.</td>
</tr>
<tr>
<td>vCD is down.</td>
<td>Check whether vCD is up or not.</td>
</tr>
<tr>
<td>Network problems.</td>
<td>Check the network is working properly.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server VCDConnector

### VCD0015
**Alert Name** AMQP-server disconnection  
**Alert Category** vCloud Director  
**Severity** Error  
**Message Displayed** Connected to vCloud `{vcd_id}` but failed to connect to AMQP-server for notifications. Last connection error: "{error}".
Description The connection to the AMQP server in vCD failed, even though the connection to vCD itself succeeded.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network problems.</td>
<td>Refer to the exception message. Contact the vSphere/vCD administrator.</td>
</tr>
<tr>
<td></td>
<td>In the RabbitMQ GUI has been installed:</td>
</tr>
<tr>
<td></td>
<td>1. Verify that the Zerto Virtual Manager is unable to connect to the AMQP server.</td>
</tr>
<tr>
<td></td>
<td>2. Verify that the IP address credentials for the AMQP are correct.</td>
</tr>
<tr>
<td></td>
<td>3. Verify that there is no proxy, either in Internet Explorer’s LAN settings, or DNS settings, that might be blocking the connection.</td>
</tr>
<tr>
<td></td>
<td>4. Login to the vCD interface and in Administration &gt; Blocking Tasks &gt; Settings verify AMQP Broker Settings are configured properly via the Test AMQP Connection button.</td>
</tr>
</tbody>
</table>

Configuration problems. Refer to the exception message. Contact the vSphere/vCD administrator.

Verify that the Exchange and Queue previously created by the Zerto AMQP Installer are listed properly in RabbitMQ:

1. Login to the RabbitMQ web-based GUI (http://server-name:55672/mgmt credentials are guest/guest).
2. Click the Exchanges tab.
3. If the exchange vCD does not exist, create it manually, and check to see if the connectivity issue is resolved.

Alarm in vCenter Server VCDConnector

**VCD0016**

Alert Name Provider vDC datastore not found

Alert Category vCloud Director

Severity Error

Message Displayed Datastore `{ds_name}` for provider vDC `{pvdc_name}` not found in vCD datastore query.

Description Access to the datastore cannot be established for the provider vDC.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The datastore was not found.</td>
<td>Contact the vCD administrator.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server VCDReflection

**VCD0017**

Alert Category vCloud Director

Severity Error

Message Displayed Failed extracting metadata for Org vDC `{orgvdc_name}`. Exception `{exception}`.

Description The metadata for the Org vDC in vCD could not be extracted. The Org vDC is ignored.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Org vDC metadata was not found.</td>
<td>Contact the vCD administrator.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server VCDReflection
**VCD0018**

Alert Name: Duplicated MAC addresses  
Alert Category: vCloud Director  
Severity: Error  
Message Displayed: VM `{vm_name}` has NICs with duplicate MACs: `nic` and `nic` have MAC `{mac}`.  
Description: The same MAC address is used by more than one NIC for the virtual machine.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duplicate MAC addresses.</td>
<td>Contact the system administrator to change the duplicate MAC addresses.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server VCDConnector

**VCD0020**

Alert Name: VM inconsistency in vApp  
Alert Category: vCloud Director  
Severity: Error  
Message Displayed: Number of entities `{entity_list}` in startup section is different from the number of VMs `{vm_name}` in vApp `{vapp_name}`.  
Description: The list of virtual machines registered to the vApp does not match the actual virtual machines in the vApp.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of virtual machines in the vApp doesn't match the number in the startup section.</td>
<td>Check if a virtual machine was removed from the vCenter Server.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server VCDReflection

**VCD0021**

Alert Name: VM inconsistency in vApp  
Alert Category: vCloud Director  
Severity: Error  
Message Displayed: Unknown entity `{entity_name}` in startup section of vApp `{vapp_name}`.  
Description: One of the entities registered to the vApp does not exist.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unknown entity in the startup section.</td>
<td>Check if a virtual machine was removed from the vCenter Server.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server VCDReflection
**VCD0022**

**Alert Name** vCD Protection group missing VM  
**Alert Category** vCloud Director  
**Severity** Error

**Message Displayed** A single VM: VPG {vpg name} was paused by the system because 1 VM was not found. In order to resume the VPG, return the VM to the inventory. If the VM cannot be returned, remove the VM from the vCD vApp.

Multiple VMs: VPG {vpg name} was paused by the system because {number of VMs} VMs were not found. In order to resume the VPG, return the VMs to the inventory. If the VMs cannot be returned, remove the VMs from the vCD vApp.

**Description** A VPG was paused by the system because a single or multiple virtual machines were removed from the inventory.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A single or multiple virtual machines were removed from the inventory.</td>
<td>Return the virtual machine to the inventory.</td>
</tr>
<tr>
<td></td>
<td>If you can’t return the virtual machine to the inventory, edit the vCD vApp and remove the virtual machine from the vCD vApp.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server ProtectionGroupMissingVmName

---

**VPG Alerts**

VPG alerts are triggered when there is a problem with a VPG.

- VPG0003
- VPG0004
- VPG0005
- VPG0006
- VPG0007
- VPG0008
- VPG0009
- VPG0010
- VPG0011
- VPG0012
- VPG0014
- VPG0015
- VPG0016
- VPG0017
- VPG0018
- VPG0019
- VPG0020
- VPG0021
- VPG0022
- VPG0023
- VPG0024
VPG0003
Alert Name VPG has low journal history
Alert Category VPG and protected virtual machines
Severity Warning
Message Displayed VPG \{vpg_name\} journal history is less than \{x\}\% of the configured \{n\}. \{sync_explanation\}
Description During a synchronization, the latest changes in the protection site are added to the journal and older data in the journal is moved to the mirror virtual disk managed by the VRA for the virtual machine. As the synchronization continues and more old data is moved out of the journal, the checkpoints associated with the data are also removed from the journal and new checkpoints are not added to the journal.

This alert is triggered when the journal history configured for the VPG is at least one hour and the journal contains less than 75% of the configured history.

The message specifies that the amount of history is a percentage less than the configured amount.
This alert will automatically be resolved when the journal history is fully populated.

### VPG0004

**Alert Name** VPG has low journal history

**Alert Category** VPG and protected virtual machines

**Severity** Error

**Message Displayed** VPG `{vpg_name}` journal history is less than `{x}` of the configured `{n}`. `{sync_explanation}`

**Description** During a synchronization, the latest changes in the protection site are added to the journal and older data in the journal is moved to the mirror virtual disk managed by the VRA for the virtual machine. As the synchronization continues and more old data is moved out of the journal, the checkpoints associated with the data are also removed from the journal and new checkpoints are not added to the journal.

This alert is triggered in either of the following situations:
- When the journal history configured for the VPG is at most one hour and the journal contains less than 75% of the configured history.
- When the journal history configured for the VPG is at least one hour and the journal contains less than 75% of the configured history or one hour of history.

The message specifies that the amount of history is a large percentage less than the configured amount.

This alert will automatically be resolved when the journal history is fully populated.

<table>
<thead>
<tr>
<th><strong>POSSIBLE CAUSE</strong></th>
<th><strong>POSSIBLE RESOLUTION</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>A synchronization (but not a bitmap synchronization, see the next cause) has caused the journal to include less time than defined.</td>
<td>Nothing to do. With time the journal will fill up to the defined time.</td>
</tr>
<tr>
<td>A bitmap synchronization has caused the journal to include less time than defined.</td>
<td>If the amount of time left in the journal is too small, the ability to recover if a disaster occurs is impaired. If the advanced settings, Replication Pause Time has been defined, the synchronization will pause to enable the situation to be resolved, for example, by creating a clone.</td>
</tr>
</tbody>
</table>

**Alarm in vCenter Server Backlog**

**Possible Cause**

- A synchronization (but not a bitmap synchronization, see the next cause) has caused the journal to include less time than defined.
- A bitmap synchronization has caused the journal to include less time than defined.
- The MTU value is too big to enable transfer over VPN.

**Possible Resolution**

- Nothing to do. With time the journal will fill up to the defined time.
- Reduce the MTU. Zerto recommends reducing the MTU by increments of 10 until pinging the remote site is successful, using the following ping command: `ping URL -f -I MTU_value`. Start with an MTU value of 1500. When the MTU value is too big, the ping will return strings similar to the following: `Packet needs to be fragmented but DF set`. 
### VPG0005

**Alert Name** VPG in error state  
**Alert Category** VPG and protected virtual machines  
**Severity** Error  
**Message Displayed** An unresolvable error has occurred with VPG {0}. The VPG must be deleted {1}.  
**Description** The VPG has entered an error state which cannot be fixed.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The VPG is in an error state.</td>
<td>Delete the VPG and then reprotect the virtual machines.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server ProtectionGroupError

### VPG0006

**Alert Name** VPG missing configuration details  
**Alert Category** VPG and protected virtual machines  
**Severity** Error  
**Message Displayed** VPG \{vpg_name\} is missing configuration details.  
**Description** Some of the VPG configuration is not valid and has to be updated.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A virtual machine was added to a VPG or vCD vApp and the added virtual machine has no matching datastore or not enough room on the recovery datastore.</td>
<td>Edit the VPG to define the datastore to use for the virtual machine and the test and failover networks.</td>
</tr>
<tr>
<td>A volume was added to a protected virtual machine and the added volume has no matching datastore or not enough room on the recovery datastore.</td>
<td>Edit the VPG to specify a suitable datastore for the added volume.</td>
</tr>
<tr>
<td>The VPG settings were not updated because of a site disconnection or hypervisor manager, VMware vCenter Server and Microsoft SCVMM, error.</td>
<td>Check the connectivity between the Zerto Virtual Manager and hypervisor manager, such as VMware vCenter Server and Microsoft SCVMM, and between the protected and recovery sites and if there is a disconnection, fix it.</td>
</tr>
<tr>
<td>When performing a Failover or Move operation, you do not specify reverse protection.</td>
<td>If you do not want reverse protection you can remove the VPG, otherwise edit the VPG and save it with the required settings. The default settings are displayed for the missing configuration settings.</td>
</tr>
<tr>
<td>An Org vDC network is removed from the recovery site that has a VPG replicating to it.</td>
<td>Edit the VPG to use a different Org vDC network.</td>
</tr>
<tr>
<td>A protected volume was resized and the recovery site is VMware vCenter Server is version 4.0.</td>
<td>Edit the VPG to cause the recovery site volumes to be resized.</td>
</tr>
</tbody>
</table>
| A source volume associated with an RDM as a target for replication is resized. | 1. If the VPG contains more than one virtual machine, remove the source virtual machine from the VPG, and save the changes. If the VPG contains only one virtual machine, delete the VPG. If the virtual machine recovery disks are of VMDK format, make sure to choose to keep the recovery disks.  
2. Resize the RDM (both local and remote) as described in the VMware Expanding the size of a Raw Device Mapping (RDM) knowledge base article.  
3. Protect the virtual machine again after resizing the RDM. The VPG will go through a Delta Sync. |

Alarm in vCenter Server ProtectionGroupMissingConfiguration
VPG0007
Alert Name VPG replication paused
Alert Category VPG and protected virtual machines
Severity Error
Message Displayed Replication of VPG {vpg_name} has paused to enable creating a clone. It will resume in {n} minutes.
Description A VPG is being synchronized and if the synchronization continues it will cause all the checkpoints in the journal to be removed. During the synchronization, the latest changes in the protection site are added to the journal and older data in the journal was moved to the mirror virtual disk managed by the VRA for the virtual machine. As the synchronization continues and more old data is moved out of the journal, the checkpoints associated with the data are also removed from the journal and new checkpoints are not added. If the synchronization continues for too long, all the checkpoints can be removed from the journal meaning all recovery operations can no longer be performed.
The message is issued when there are 200 or fewer checkpoints present in the journal and the Replication Pause Time is set in the Advanced Settings dialog. Zerto recommends configuring a replication pause time. The synchronization is paused for the time specified in the Replication Pause Time is set in the Advanced Settings dialog, to enable resolving this situation so that recovery can be performed if necessary.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The VPG replication paused during a synchronization when the number of checkpoints in the journal was so small that continuing the synchronization would mean losing all the checkpoints making recovery impossible.</td>
<td>Clone the VPG using the last checkpoint, so that if all the VPG checkpoints are lost and recovery is required before new checkpoints are added to the journal, the clone can be used. resume the synchronization. In this case, the longer the time left to complete the synchronization, the greater the risk of not being able to recover in case of a disaster. As soon as the synchronization completes, new checkpoints are added to the journal and recovery is again possible.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server CriticalCheckpoint

VPG0008
Alert Name VPG rollback failed
Alert Category VPG and protected virtual machines
Severity Error
Message Displayed VPG {vpg_name} rollback failed. Error is {exception}.
Description During a Failover or Move operation, before committing the recovery the decision was taken to roll back the recovery, either manually or automatically.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The connection between the hypervisor manager, such as VMware vCenter Server and Microsoft SCVMM, and the Zerto Virtual Manager is down.</td>
<td>Check the connectivity between the hypervisor manager, and Zerto Virtual Manager.</td>
</tr>
<tr>
<td>The connection between the Zerto Virtual Manager and the VRA is down.</td>
<td>Check the connectivity between the Zerto Virtual Manager and the VRA</td>
</tr>
<tr>
<td>An internal error occurred.</td>
<td>Contact Zerto support.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server UndoRollbackFailed
**VPG0009**

Alert Name: VPG target RPO exceeded  
Alert Category: VPG and protected virtual machines  
Severity: Warning  
Message Displayed: VPG `{vpg_name}` exceeds configured RPO of `{n}` by more than `{m}`%.  
Description: The IOs are not being replicated fast enough and this is causing the current RPO for the VPG to be between 15% and 25% more than the target RPO specified in the VPG SLA settings.  
This alert is triggered when the actual RPO, the time between writing checkpoints to the journal, is more than 15%, but less than 25% more than the target RPO specified for the VPG.  
Note: When the RPO is being met, after this warning, the following alert is issued: VPG `{vpg_name}` meeting configured RPO of `{n}`.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>IO burst.</td>
<td>After the IO burst the RPO should return to under the target RPO setting.</td>
</tr>
<tr>
<td>VRA is a bottleneck.</td>
<td>Increase the reserved RAM for the protection and recovery site VRAs.</td>
</tr>
<tr>
<td>The network is slow.</td>
<td>Check the network rate to see if this is the problem.</td>
</tr>
<tr>
<td>The recovery storage is slow.</td>
<td>Check the IO rate for the recovery storage to see if this is the problem.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server RpoWarning

**VPG0010**

Alert Name: VPG target RPO exceeded  
Alert Category: VPG and protected virtual machines  
Severity: Error  
Message Displayed: VPG `{vpg_name}` exceeds configured RPO of `{n}` by more than `{m}`%.  
Description: The IOs are not being replicated fast enough and this is causing the current RPO for the VPG to be at least 25% more than the target RPO specified in the VPG SLA settings.  
This alert is triggered when the actual RPO, the time between writing checkpoints to the journal, is more than 25% of the target RPO specified for the VPG.  
Note: When the RPO is being met, after this error, the following alert is issued: VPG `{vpg_name}` meeting configured RPO of `{n}`.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>IO burst.</td>
<td>After the IO burst the RPO should return to under the target RPO setting.</td>
</tr>
<tr>
<td>VRA is a bottleneck.</td>
<td>Increase the reserved RAM for the protection and recovery site VRAs.</td>
</tr>
<tr>
<td>The network is slow.</td>
<td>Check the network rate to see if this is the problem.</td>
</tr>
<tr>
<td>The recovery storage is slow.</td>
<td>Check the IO rate for the recovery storage to see if this is the problem.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server RpoError

**VPG0011**

DEPRECATED  
Alert Name: VPG test overdue  
Alert Category: VPG and protected virtual machines  
Severity: Warning  
Message Displayed: VPG `{vpg_name}` is overdue to be tested. It is configured for testing every `{n}`.

VPG Alerts

24
Description In order to ensure that the definitions provided for a VPG meet the DR plan, the VPG should be tested every-so-often. The test time specified in the VPG has elapsed and the VPG has still not been tested.

This alert is triggered when a test has never been performed and it is past the time specified for the testing frequency for the VPG.

**POSSIBLE CAUSE**  
The VPG was never tested.  
**POSSIBLE RESOLUTION**  
Test the VPG.

Alarm in vCenter Server LastTest

---

**VPG0012**

DEPRECATED

Alert Name VPG test overdue

Alert Category VPG and protected virtual machines

Severity Warning

Message Displayed VPG \{vpg\_name\} was last successfully tested {n} days ago. It is configured for testing every {m}.

Description In order to ensure that the definitions provided for a VPG meet the DR plan, the VPG should be tested every-so-often. The testing time is stipulated as part of the VPG definition and this time has elapsed since a test was performed.

This alert is triggered when the last test performed is further in the past than the time specified for the testing frequency for the VPG.

**POSSIBLE CAUSE**  
The VPG was tested in the past more than the specified value in the VPG SLA settings.  
**POSSIBLE RESOLUTION**  
Test the VPG.

Alarm in vCenter Server LastTest

---

**VPG0014**

Alert Name VPG waiting for commit or rollback

Alert Category VPG and protected virtual machines

Severity Warning

Message Displayed VPG \{vpg\_name\} is waiting for commit/rollback.

Description A Failover or Move operation has been performed and the VPG is waiting for the operation to either be committed or rolled back.

**POSSIBLE CAUSE**  
The VPG is waiting for the recovery operation to be committed or rolled back.  
**POSSIBLE RESOLUTION**  
Commit or rollback the recovery operation.

Alarm in vCenter Server RecoveryBeforeCommit

---

**VPG0015**

Alert Name Resources not enough to support VPG

Alert Category VPG and protected virtual machines

Severity Error

Message Displayed \{resource\_pool\} does not have enough resources to support VPG \{vpg\_name\}. Recovery is disabled until this issue is resolved. Details: \{details\}
**VPG0016**

*Alert Name* Resources pool not found  
*Alert Category* VPG and protected virtual machines  
*Severity* Error  
*Message Displayed* Recovery resource pool cannot be found for VPG `{vpg_name}`.  

**Description** The recovery resource pool has been removed and there is nowhere for the VPG to recover to.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The recovery host resource pool cannot be found.</td>
<td>Edit the VPG and change the recovery host for one or more of the VPGs so that there are available resources.</td>
</tr>
<tr>
<td></td>
<td>If write-order fidelity is not required by all the virtual machines in the VPG, remove the virtual machines that don’t require write-order fidelity from the VPG and create a new VPG for these virtual machines.</td>
</tr>
<tr>
<td></td>
<td>Increase the resource pool resources.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server **ResourcePoolMissingError**

**VPG0017**

*Alert Name* VPG protection paused  
*Alert Category* VPG and protected virtual machines  
*Severity* Warning  
*Message Displayed* VPG `{vpg_name}` is paused.  

**Description** During periods when the WAN bandwidth is utilized to its maximum, you can pause the protection of a VPG, to free-up some of this bandwidth. After pausing the protection, the VPG can still be recovered, to the last checkpoint written to the journal before the pause operation.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pause was clicked to pause the VPG protection.</td>
<td>Click Resume to resume the protection.</td>
</tr>
<tr>
<td></td>
<td>After resuming protection, a <strong>Bitmap Sync</strong> will most probably be performed to synchronize the protection and recovery sites.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server **ProtectionGroupPaused**
### VPG0018

**Alert Name** VMs in VPG not configured with a storage policy  
**Alert Category** VPG and protected virtual machines  
**Severity** Error  
**Message Displayed** VPG `{vpg_name}` is replicating to Org vDC `{orgvdc_name}`. Some VMs in the VPG don't have a storage policy configured, and/or there is no enabled storage policy in the recovery site which contains their datastores.  
**Description** The storage policy that was originally available to the Org vDC is no longer available. Any storage policy that is currently available to the Org vDC does not include the relevant datastores.  

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Storage policies that include relevant datastores cannot be found.</td>
<td>In VMware vSphere create a new storage policy, or enable an existing storage policy with the relevant datastores.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server NoMatchingStorageProfile

### VPG0019

**Alert Name** VPG recovery storage policy disabled  
**Alert Category** VPG and protected virtual machines  
**Severity** Error  
**Message Displayed** Storage policy `{sp_name}` is disabled in Org vDC `{orgvdc_name}`, but it serves as the storage policy for VPGs.  
**Description** The storage policy that was originally available to the Org vDC was disabled. The VPGs cannot be recovered.  

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The specified storage policy was disabled.</td>
<td>In VMware vSphere create a new storage policy, or enable an existing storage policy with the relevant datastores.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server RecoveryStorageProfileDisabled

### VPG0020

**Alert Name** VPG recovery storage policy not found  
**Alert Category** VPG and protected virtual machines  
**Severity** Error  
**Message Displayed** The storage policy with ID `{sp_id}` is not found in Org vDC `{orgvdc_name}`, but it serves as the storage policy for VPGs.  
**Description** The storage policy that was originally available to the Org vDC is no longer available. Any storage policy that is currently available to the Org vDC does not include the relevant datastores. The VPGs cannot be recovered.  

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Storage policies that include relevant datastores cannot be found.</td>
<td>In VMware vSphere create a new storage policy, or enable an existing storage policy with the relevant datastores.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server RecoveryStorageProfileNotFound
Zerto’s Guide to Alarms, Alerts and Events - All Platforms - Version 7.0

VPG0021
Alert Name VPG recovery storage policy not found
Alert Category VPG and protected virtual machines
Severity Error
Message Displayed Storage policy {sp_name} is not found in Provider vDC {pvdc_name}, but it serves as the storage policy for VPGs.
Description The storage policy that was originally available to the Provider vDC is no longer available. Any storage policy that is currently available to the Provider vDC does not include the relevant datastores. The VPGs cannot be recovered.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Storage policies that include relevant datastores cannot be found.</td>
<td>In VMware vSphere create a new storage policy, or enable an existing storage policy with the relevant datastores.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server RecoveryProviderVDCStorageProfileNotFound

VPG0022
Alert Name VPG recovery storage policy disabled
Alert Category VPG and protected virtual machines
Severity Error
Message Displayed Storage policy {sp_name} is disabled in Provider vDC {pvdc_name}, but it serves as the storage policy for VPGs.
Description The storage policy that was originally available to the Provider vDC was disabled. The VPGs cannot be recovered.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The specified storage policy was disabled.</td>
<td>In VMware vSphere create a new storage policy, or enable an existing storage policy with the relevant datastores.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server RecoveryProviderVDCStorageProfileDisabled

VPG0023
Alert Name VPG recovery storage profile not found
Alert Category VPG and protected virtual machines
Severity Error
Message Displayed (vCenter) Storage policy {sp_name} in Provider vDC {pvdc} is not found in the underlying vCenter, but it serves as the storage policy for VPGs.
Message Displayed (SCVMM) Storage policy {sp_name} in Provider vDC {pvdc} is not found in the underlying SCVMM, but it serves as the storage policy for VPGs.
Description The storage policy that was originally available in the Provider vDC cannot be found. The VPGs cannot be recovered.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The specified storage policy cannot be found.</td>
<td>In VMware vSphere create a new storage policy, or enable an existing storage policy with the relevant datastores.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server RecoveryVcenterStorageProfileMissing
VPG0024
Alert Name VPG storage policy does not include active datastores
Alert Category VPG and protected virtual machines
Severity Error
Message Displayed (vCenter) VPG is replicating to Org vDC \{orgvdc_name\}, but it cannot be recovered because active datastores were removed from the storage policy \{sp\}.
Message Displayed (SCVMM) VPG is replicating to Org vDC \{orgvdc_name\}, but it cannot be recovered because active storages were removed from the storage policy \{sp\}.
Description The storage policy that is used for recovery no longer includes the datastores that were being used.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Datastore (vCenter) / storage (SCVMM) not found in the storage policy.</td>
<td>Add the datastore/storage back to the storage policy.</td>
</tr>
<tr>
<td></td>
<td>Change the datastore/storage of the affected virtual machines in the VPG.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server RecoveryDatastores NotInStorageProfile

VPG0025
Alert Name vCD vApp network mapping not defined
Alert Category VPG and protected virtual machines
Severity Warning
Message Displayed The VPG \{vpg_name\} is protecting the vApp \{vapp\}. Some vApp networks of this vApp are connected to Org vDC networks for which no mapping is defined. The NICs connected to these vApp networks will be disconnected on failover. Configure network mapping for all networks \{networks\}.
Description The VPGs are being recovered in vCD but there is no mapping for the vApp networks. During recovery, the vCD vApps will be created but will not be accessible.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network mapping for one or more vApp networks has not been configured.</td>
<td>Configure the vApp network mapping.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server MissingOrgVdcNetworkMapping

VPG0026
Alert Name VPG recovery storage profile changed
Alert Category VPG and protected virtual machines
Severity Warning
Message Displayed The service profile you use in VPG \{vpg_name\} has been changed by your cloud provider.
Description The service profile used to determine the VPG SLA no longer exists. The existing SLA values in the VPG will continue to be used, for example the default journal history and test frequency reminder until you edit the VPG to use a valid service profile.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service profile specified in the VPG no longer exists.</td>
<td>Consult with the cloud service provider about what service profile to use and edit the VPG to use another service profile.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server ServiceProfileMissing
VPG0027
Alert Name VPG includes VMs that are no longer protected
Alert Category VPG and protected virtual machines
Severity Warning
Message Displayed VPG \{vpg_name\} includes the following VMs which are no longer protected: \{vm_list\}.
Description One or more of the virtual machines in the VPG is no longer being protected. This can occur due to a number of reasons, such as the VRA on the host of a specific virtual machine was removed, or the virtual machine was moved to a different host without a VRA installed.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The host for the virtual machine does not have a VRA installed.</td>
<td>Install a VRA on the host.</td>
</tr>
<tr>
<td></td>
<td>vMotion the virtual machines to a host that does have an installed VRA.</td>
</tr>
<tr>
<td></td>
<td>Remove the virtual machine from the VPG.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server UnprotectedVMsError

VPG0028
Alert Name Corrupted Org vDC network mapping
Alert Category VPG and protected virtual machines
Severity Error
Message Displayed An Org vDC network mapping setting for networks \{networks\} in VPG \{vpg_name\} has become corrupted.
Description The network mapping settings for the Org vDC defined in the VPG has become corrupted.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corrupted network mappings.</td>
<td>Edit the VPG to fix the mapping.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server MissingRecoveryOrgVdcNetworkMapping

VPG0035
Alert Name VPG protected resources not in ZORG
Alert Category VPG and protected virtual machines
Severity Warning
Message Displayed VPG outside of ZORG. VPG \{vpg_name\} has protected resources which are not assigned to ZORG \{zorg_name\}. Move the protected resources to the ZORG or change the VPG organization. resources: \{list_of_resources\}
Description The VPG is defined for a specific Zerto Organization, ZORG, but the resources specified for this ZORG in the Zerto Cloud Manager do not include the resources used by the protected virtual machines in the VPG.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The VPG is defined for a ZORG but the protected resources used in the VPG are not assigned to the ZORG in the Zerto Cloud Manager.</td>
<td>Update the resources available to the ZORG in the Zerto Cloud Manager to include the required resources.</td>
</tr>
<tr>
<td></td>
<td>If a mistake was made specifying the ZORG for the VPG, edit the VPG to correct the ZORG value.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server VPGOutOfZorgOnProtected
### VPG0036

**Alert Name** VPG recovery resources not in ZORG  
**Alert Category** VPG and protected virtual machines  
**Severity** Warning

**Message Displayed** VPG outside of ZORG. VPG `{vpg_name}` is using recovery resources which are not assigned to ZORG `{zorg_name}`. Reconfigure the recovery resources to the ZORG or change the VPG organization.

**Description** The VPG is defined for a specific Zerto Organization, ZORG, but the resources specified for this ZORG in the Zerto Cloud Manager do not include the resources assigned for the recovery of the virtual machines in the VPG.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The VPG is defined for a ZORG but the recovery resources used in the VPG are not assigned to the ZORG in the Zerto Cloud Manager.</td>
<td>Update the resources available to the ZORG in the Zerto Cloud Manager to include the required resources.</td>
</tr>
<tr>
<td></td>
<td>If a mistake was made specifying the ZORG for the VPG, edit the VPG to correct the ZORG value.</td>
</tr>
</tbody>
</table>

**Alarm in vCenter Server** VPGOutofZorgOnRecovery

### VPG0037

**Alert Name** Journal history is compromised  
**Alert Category** VPG and protected virtual machines  
**Severity** Warning

**Message Displayed** VPG `{vpg_name}` has been protected for `{x}` but the journal history is only `{y}`.

**Description** When a virtual machine journal becomes full, Zerto starts to move data to the recovery disks. Once this begins, the maintained history begins to decrease. If the journal history falls below 75% of the value specified for the Default Journal History parameter, a warning alert is issued in the GUI.

If the journal is not big enough to store all the data for the time specified, as defined in the Journal Size Hard Limit parameter, the time frame for storing data is reduced. When the journal reaches the limit specified in the Journal Size Warning Threshold parameter, an alert is issued.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The journal is not big enough to store all the data for the time specified.</td>
<td>The Journal Size Hard Limit parameter needs to be manually adjusted.</td>
</tr>
</tbody>
</table>

**Alarm in vCenter Server** BacklogWarning

### VPG0038

**Alert Name** Journal history is compromised  
**Alert Category** VPG and protected virtual machines  
**Severity** Error

**Message Displayed** VPG `{vpg_name}` has been protected for `{x}` but the journal history is only `{y}`.

**Description** The amount of time specified for the journal is more than the current amount of time, in minutes.
When a virtual machine journal becomes full, Zerto starts to move data to the recovery disks. Once this begins, the maintained history begins to decrease. If the journal history falls below one hour, an error is issued, or, if the amount of history defined is only one hour, an error is issued if it is less than 45 minutes.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The journal is not big enough to store all the data for the time specified.</td>
<td>The Journal Size Hard Limit parameter needs to be manually adjusted.</td>
</tr>
</tbody>
</table>

**Alarm in vCenter Server** BacklogError

**VPG0039**
Alert Name RDM has an odd number of blocks
Alert Category VPG and protected virtual machines
Severity Error
Message Displayed The RDM \( rdm \) for the VM \( vm \) in VPG \( vpg \) has an odd number of blocks, which can only be replicated to a target RDM and not to a VMDK.
Description RDM disks with an odd number of blocks can only replicate to RDM disks of the same size with an odd number of blocks and not to VMDKs.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A virtual machine in the VPG includes at least one RDM with an odd number of blocks, defined to be recovered to an RDM with an even number of blocks or to a VMDK.</td>
<td>Recover the RDM to an RDM of the same size.</td>
</tr>
</tbody>
</table>

**Alarm in vCenter Server** RdmWithOddNumberOfBlocks

**VPG0040**
Alert Name Virtual machine hardware mismatch with recovery site
Alert Category VPG and protected virtual machines
Severity Error
Message Displayed Hardware version of protected VMs \( vm \) are not supported on the recovery site \( site \). The VPG cannot be recovered.
Description The hardware version of one or more of the protected virtual machines is not supported by the version of the recovery host on the recovery site. These virtual machines cannot be powered on in the recovery site after a recovery operation.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The hypervisor managers, such as VMware vCenter Server and Microsoft SCVMM, in both the protected and recovery sites support different virtual machine hardware versions.</td>
<td>Upgrade the recovery host to a version that supports the protected virtual machine hardware version.</td>
</tr>
<tr>
<td>Change the recovery host to one that supports the protected virtual machine hardware version.</td>
<td></td>
</tr>
</tbody>
</table>

**Alarm in vCenter Server** VirtualMachineHardwareVersionMismatch

**VPG0041**
Alert Name Virtual machine running Windows 2003
Alert Category VPG and protected virtual machines
Severity Error
Message Displayed VPGs \( vpg \) include VMs running Windows 2003 operating system. These VMs drop their domains since guest customization is enabled.
Description Virtual machines with the Windows Server 2003 operating system being replicated to vCD version 5.5, when guest customization is specified for the VPG, lose the domain setting the virtual machine to be dropped from the domain.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The VPG includes virtual machines running the Windows Server 2003 operating system and guest customization is enabled for the VPG and the VPG is being replicated to vCD version 5.5.</td>
<td>Manually join the VM to the domain following a recovery operation.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server **Win2003VmDuringReplicationToVCD**

### VPG0042

**Alert Name**  
Recovery network not found

**Alert Category**  
VPG and protected virtual machines

**Severity**  
Error

**Message Displayed**  
Failover/Move or Failover Test networks do not exist for the following VMs {vm_names}.

**Description**  
The network to use during a recovery operation is not found.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The recovery network was not found.</td>
<td>Check the network.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server **MissingNetworksForVMmsInVPG**

### VPG0043

**Alert Name**  
Cross-replication

**Alert Category**  
VPG and protected virtual machines

**Severity**  
Warning

**Message Displayed**  
The Microsoft default SAN policy might cause VM `{VM_name}` (VPG `{VPG_name}`) volumes to become offline upon recovery.

**Description**  
Due to Microsoft default SAN policy, the volumes for the virtual machine in the VPG might become offline upon recovery.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Microsoft default SAN policy.</td>
<td>Follow the instructions in <a href="http://kb.vmware.com/selfservice/microsites/search.do?language=en_US&amp;cmd=displayKC&amp;externalId=2000767">http://kb.vmware.com/selfservice/microsites/search.do?language=en_US&amp;cmd=displayKC&amp;externalId=2000767</a> so that during a recovery, these volumes are online. The instructions are valid for all operating systems, for example, Windows Server 2012, when either the protected or recovery site is a vSphere environment.</td>
</tr>
</tbody>
</table>

For KBs associated with this Alert, click here.

Alarm in vCenter Server **MisconfiguredSanPolicyOnCrossReplicatedWinVm**
**VPG0044**

Alert Name: Cross-replication  
Alert Category: VPG and protected virtual machines  
Severity: Error  
Message Displayed: Protection group has volume of size 0:{0}.  
Or:  
Protection group has several volumes of size 0:{0}.  
Description: One or more of the virtual machines in the VPG has a disk with size 0.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>One of the virtual machines in the VPG has a disk with size 0</td>
<td>Remove the virtual machine from the VPG to enable protecting the other virtual machines in the VPG.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server: VirtualMachineHasZeroSizeVolume

**DEPRECATED**

**VPG0045**

Alert Name: VPG has low journal history  
Alert Category: VPG and protected virtual machines  
Severity: Warning  
Message Displayed: VPG {vpg_name} journal history is less than {x}% of the configured {n}. {sync_explanation}  
Description: During a synchronization, the latest changes in the protection site are added to the journal and older data in the journal is moved to the mirror virtual disk managed by the VRA for the virtual machine. As the synchronization continues and more old data is moved out of the journal, the checkpoints associated with the data are also removed from the journal and new checkpoints are not added to the journal.

This alert is triggered when the journal history configured for the VPG is at least one hour and the journal contains less than 75% of the configured history.

The message specifies that the amount of history is a percentage less than the configured amount.

This warning alert is issued if the alert VPG0003 becomes persistent.

This alert will automatically be resolved when the journal history is fully populated.

Alarm in vCenter Server: BacklogWarning

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A synchronization (but not a bitmap synchronization, see the next cause) has caused the journal to include less time than defined.</td>
<td>Nothing to do. With time the journal will fill up to the defined time.</td>
</tr>
<tr>
<td>A bitmap synchronization has caused the journal to include less time than defined.</td>
<td>If the amount of time left in the journal is too small, the ability to recover if a disaster occurs is impaired. If the advanced settings, Replication Pause Time has been defined, the synchronization will pause to enable the situation to be resolved, for example, by creating a clone.</td>
</tr>
</tbody>
</table>

**DEPRECATED**

**VPG0046**

Alert Name: VPG has low journal history  
Alert Category: VPG and protected virtual machines  
Severity: Error  

VPG Alerts
Message Displayed VPG {vpg_name} journal history is less than {x} of the configured {n}, {sync_explanation}.

Description During a synchronization, the latest changes in the protection site are added to the journal and older data in the journal is moved to the mirror virtual disk managed by the VRA for the virtual machine. As the synchronization continues and more old data is moved out of the journal, the checkpoints associated with the data are also removed from the journal and new checkpoints are not added to the journal.

This alert is triggered in either of the following situations:
- When the journal history configured for the VPG is at most one hour and the journal contains less than 75% of the configured history.
- When the journal history configured for the VPG is at least one hour and the journal contains less than 75% of the configured history or one hour of history.

The message specifies that the amount of history is a large percentage less than the configured amount.

This error alert is issued if the alert VPG0004 becomes persistent.

This alert will automatically be resolved when the journal history is fully populated.

Alarm in vCenter Server Backlog Error

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A synchronization (but not a bitmap synchronization, see the next cause) has caused the journal to include less time than defined.</td>
<td>Nothing to do. With time the journal will fill up to the defined time.</td>
</tr>
<tr>
<td>A bitmap synchronization has caused the journal to include less time than defined.</td>
<td>If the amount of time left in the journal is too small, the ability to recover if a disaster occurs is impaired. If the advanced settings, Replication Pause Time has been defined, the synchronization will pause to enable the situation to be resolved, for example, by creating a clone.</td>
</tr>
<tr>
<td>The MTU value is too big to enable transfer over VPN.</td>
<td>Reduce the MTU. Zerto recommends reducing the MTU by increments of 10 until pinging the remote site is successful, using the following ping command: ping URL -f -l MTU_value. Start with an MTU value of 1500. When the MTU value is too big, the ping will return strings similar to the following: Packet needs to be fragmented but DF set.</td>
</tr>
</tbody>
</table>

VPG0047

DEPRECATED

Alert Name Journal history is compromised

Alert Category VPG and protected virtual machines

Severity Warning

Message Displayed VPG {vpg_name} has been protected for {x} but the journal history is only {y}.

Description When a virtual machine journal becomes full, Zerto starts to move data to the recovery disks. Once this begins, the maintained history begins to decrease. If the journal history falls below 75% of the value specified for the Default Journal History parameter, a warning alert is issued in the GUI.

This warning alert is issued if the alert VPG0037 becomes persistent.

If the journal is not big enough to store all the data for the time specified, as defined in the Journal Size Hard Limit parameter, the time frame for storing data is reduced. When the journal reaches the limit specified in the Journal Size Warning Threshold parameter, an alert is issued.

Alarm in vCenter Server Backlog Warning

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The journal is not big enough to store all the data for the time specified.</td>
<td>The Journal Size Hard Limit parameter needs to be manually adjusted.</td>
</tr>
</tbody>
</table>
VPG0048

DEPRECATED

Alert Name Journal history is compromised
Alert Category VPG and protected virtual machines
Severity Error

Message Displayed VPG {vpg_name} has been protected for {x} but the journal history is only {y}.

Description The amount of time specified for the journal is more than the current amount of time, in minutes.

When a virtual machine journal becomes full, Zerto starts to move data to the recovery disks. Once this begins, the maintained history begins to decrease. If the journal history falls below one hour, an error is issued, or, if the amount of history defined is only one hour, an error is issued if it is less than 45 minutes.

This error alert is issued if the alert VPG0038 becomes persistent.

Alarm in vCenter Server BacklogError

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The journal is not big enough to store all the data for the time specified.</td>
<td>The Journal Size Hard Limit parameter needs to be manually adjusted.</td>
</tr>
</tbody>
</table>

VPG0049

Alert Name Protection group missing VM
Alert Category VPG and protected virtual machines
Severity Error

Message Displayed A single VM: VPG {vpg_name} was paused by the system because 1 VM was not found. In order to resume the VPG, return the VM to the inventory. If the VM cannot be returned, edit the VPG to remove the VM from the VPG.

Multiple VMs: VPG {vpg name} was paused by the system because {number of VMs} VMs were not found. In order to resume the VPG, return the VMs to the inventory. If the VMs cannot be returned, edit the VPG to remove the VMs from the VPG.

Description A VPG was paused by the system because a single or multiple virtual machines were removed from the inventory.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A single or multiple virtual machines were removed from the inventory.</td>
<td>Return the virtual machine to the inventory. If you can’t return the virtual machine to the inventory, edit the VPG and remove the virtual machine from the VPG.</td>
</tr>
</tbody>
</table>

VPG0050

Alert Name Protection Group Tested Alert
Alert Category VPG and protected virtual machines
Severity Warning

Message Displayed VPG with same test time: You have {0} VPGs that did not have failover test in the last {1} months. Affected VPGs are: VPG1, VPG2, VPG3.

VPG Alerts
Perform failover test for the affected VPGs.

-Or-

VPG with different test time: You have {0} VPGs that did not have failover test at the configured testing time. Affected VPGs are: VPG1, VPG2, VPG3.

Perform failover test for the affected VPGs.

Description

You have {0} VPGs that did not have failover test in the last {1} months. Affected VPGs are: VPG1, VPG2, VPG3.

-Or-

You have {0} VPGs that did not have failover test at the configured testing time. Affected VPGs are: VPG1, VPG2, VPG3.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Failover tests were never performed for the relevant VPGs.</td>
<td>Perform failover test for the affected VPGs</td>
</tr>
</tbody>
</table>

**VPG0051**

Alert Name Stopping Failover Test Operation Failed
Alert Category VPG and protected virtual machines
Severity Error
Message Displayed

The System is trying to stop the Failover test operation of VPG <VPG1>, but cannot complete this task.

Resolve the issues and then retry stopping the VPG.

Description The System is trying to stop the Failover test operation of VPG <VPG1>, but cannot complete this task.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issues with any of the following:</td>
<td>Resolve the issues and then retry stopping the VPG</td>
</tr>
<tr>
<td>■ Recovery or protected Hypervisor</td>
<td></td>
</tr>
<tr>
<td>■ Storage systems</td>
<td></td>
</tr>
<tr>
<td>■ VRA or hosts availability</td>
<td></td>
</tr>
<tr>
<td>■ Network between the sites</td>
<td></td>
</tr>
</tbody>
</table>

**VPG0052**

Alert Name Rolling back Failover Live Operation Failed
Alert Category VPG and protected virtual machines
Severity Error
Message Displayed

The System is trying to rollback the Failover live operation of VPG <VPG1>, but cannot complete this task.

Resolve the issues and then retry rolling back the VPG.

Description The System is trying to rollback the Failover live operation of VPG <VPG1>, but cannot complete this task.
### VPG0053

**Alert Name** Rolling back Move Operation Failed  
**Alert Category** VPG and protected virtual machines  
**Severity** Error  
**Message Displayed**  
The System is trying to rollback the Move operation of VPG <VPG1>, but cannot complete this task.  
**Description** The System is trying to rollback the Move operation of VPG <VPG1>, but cannot complete this task.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issues with any of the following:</td>
<td>Resolve the issues and then retry stopping the VPG</td>
</tr>
<tr>
<td>- Recovery or protected Hypervisor</td>
<td></td>
</tr>
<tr>
<td>- Storage systems</td>
<td></td>
</tr>
<tr>
<td>- VRA or hosts availability</td>
<td></td>
</tr>
<tr>
<td>- Network between the sites</td>
<td></td>
</tr>
</tbody>
</table>

### POSSIBLE CAUSE

- Recovery or protected Hypervisor
- Storage systems
- VRA or hosts availability
- Network between the sites

### POSSIBLE RESOLUTION

- Resolve the issues and then retry stopping the VPG
VRA Alerts

Zerto Virtual Replication Appliance (VRA) alerts are triggered when there is a problem with a VRA.

VRA0001
VRA0002
VRA0003
VRA0004
VRA0005
VRA0006
VRA0007
VRA0008
VRA0009
VRA0010
VRA0011
VRA0012
VRA0013
VRA0014
VRA0015
VRA0016
VRA0017
VRA0018
VRA0019
VRA0020
VRA0021
VRA0022
VRA0023
VRA0024
VRA0025
VRA0026
VRA0027
VRA0028
VRA0029
VRA0030
VRA0032
VRA0033
VRA0035
VRA0036
VRA0037
VRA0001
Alert Name Host without VRA
Alert Category VRAs
Severity Warning
Message Displayed Host {host_IP} has no VRA installed, and is part of cluster {cluster_name} that contains hosts with installed VRAs.
Description The host in the cluster does not have a VRA installed. Any protected virtual machine that is vMotioned to this hosts will cause the VPG to stop protecting all the virtual machine.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>One or more hosts in a cluster do not have VRAs installed.</td>
<td>Install a VRA on all the hosts in the cluster.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server UninstalledHost

VRA0002
Alert Name VRA without IP
Alert Category VRAs
Severity Error
Message Displayed VRA {vra_name} did not receive an IP from DHCP during installation.
Description You can install a VRA by specifying a static IP address for the VRA virtual machine, which is recommended, or by specifying that the DHCP server should allocate the IP address. The DHCP option was selected when installing the VRA but the DHCP server failed to allocate an IP address to the VRA.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The VRA did not install since it was not allocated an IP address.</td>
<td>Check the DHCP server. Reinstall the VRA using a static address.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server VraDidntReceiveIp
VRA0003
Alert Name: Host IP changes
Alert Category: VRAs
Severity: Error
Message Displayed: IP of VRA on host {host_ip} changed from {ip1} to {ip2}.
Description: You can install a VRA by specifying a static IP address for the VRA virtual machine, which is recommended, or by specifying that the DHCP server should allocate the IP address. The DHCP option was selected when installing the VRA and the VRA was installed successfully but later on the DHCP server changed the IP address for the VRA.

### POSSIBLE CAUSE | POSSIBLE RESOLUTION
--- | ---
The VRA IP address is not recognized by Zerto. | Check the DHCP server, which might have assigned a different IP.
The VRA was installed using the DHCP server. Reinstall the VRA using a static address. | Check if the VRA can boot up.

Alarm in vCenter Server: VraIpChanged

VRA0004
Alert Name: VRA lost IP
Alert Category: VRAs
Severity: Error
Message Displayed: VRA on host {host_ip} no longer has an IP allocated (original IP was {ip}).
Description: Access to the VRA is not possible via the IP that the Zerto Virtual Manager uses for the VRA.

### POSSIBLE CAUSE | POSSIBLE RESOLUTION
--- | ---
The VRA IP address is not recognized by Zerto. | If the VRA was installed using the DHCP server, check the DHCP server. Reinstall the VRA using a static address.
Check if the VRA can boot up. | Check if the VRA can boot up.

Alarm in vCenter Server: VraToVraConnection

VRA0005
Alert Name: VRAs not connected
Alert Category: VRAs
Severity: Error
Message Displayed: Connection between local site VRA, {vra_name} (on host {host_name}), and peer site VRA, {vra_name} is down.
Description: The local VRA cannot communicate with the peer site VRA to send data for recovery.

### POSSIBLE CAUSE | POSSIBLE RESOLUTION
--- | ---
Network problems. | Check whether the peer site VRA is pingable.
VRA is down. | If the VRA is down, try rebooting the VRA.

Alarm in vCenter Server: VraToVraConnection

VRA0006
Alert Name: Datastore for journal disk is full
Alert Category: VRAs
Severity: Error
Message Displayed: Cannot write to journal disk {journal} because datastore is almost full.
**Description** The datastore is nearing capacity and has no more room for updates to the journal.

This alert is triggered when the datastore space for the journal falls below 30GB or 15%, whichever is smaller.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Datastore is full.</td>
<td>Increase the datastore size.</td>
</tr>
</tbody>
</table>

**Alarm in vCenter Server VraLogVolume**

**VRA0007**

Alert Name I/O error to journal
Alert Category VRAs
Severity Error
Message Displayed IO error to journal disk `{journal}`.
Description The VRA cannot write to the journal.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Storage problems.</td>
<td>Check the datastore to see if it has enough free space and is accessible.</td>
</tr>
</tbody>
</table>

**Alarm in vCenter Server VraLogVolume**

**VRA0008**

Alert Name Recovery disk and VMs missing
Alert Category VRAs
Severity Error
Message Displayed Recovery disk and its virtual machine are missing.
Description The recovery disks for the a protected virtual machine managed by the VRA cannot be found. This should never happen.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recovery disks cannot be found.</td>
<td>Contact Zerto support.</td>
</tr>
</tbody>
</table>

**Alarm in vCenter Server VraTargetVolume**

**VRA0009**

Alert Name Recovery disk missing
Alert Category VRAs
Severity Error
Message Displayed Recovery disk on virtual machine `{vm_name}` is missing.
Description The recovery disk managed by the VRA for the a protected virtual machine cannot be found. This should never happen.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recovery disks cannot be found.</td>
<td>Contact Zerto support.</td>
</tr>
</tbody>
</table>

**Alarm in vCenter Server VraTargetVolume**
VRA0010
Alert Name Recovery disks turned off
Alert Category VRAs
Severity Error
Message Displayed Recovery disks of virtual machine {vm_name} are inaccessible.
Description After a recovery operation the recovery disks for the recovered virtual machine cannot be accessed because the virtual machine is not powered on.

POSSIBLE CAUSE | POSSIBLE RESOLUTION
--- | ---
Recovery disks cannot be accessed. | Power on the recovery VM.

Alarm in vCenter Server VraTargetVolume

VRA0011
Alert Name Recovery disk inaccessible
Alert Category VRAs
Severity Error
Message Displayed Recovery disk {disk_name} connected to virtual machine {vm_name} is inaccessible.
Description After a recovery operation the recovery disks for the recovered virtual machine cannot be accessed.

POSSIBLE CAUSE | POSSIBLE RESOLUTION
--- | ---
Recovery disks cannot be accessed. | Check that the storage is OK.
 | Contact Zerto support.

Alarm in vCenter Server VraTargetVolume

VRA0012
Alert Name Cannot write to recovery disk
Alert Category VRAs
Severity Error
Message Displayed Cannot write to recovery disk {disk_name} of virtual machine {vm_name} because datastore is almost full.
Description The datastore for the virtual machines in the recovery site is almost full and no writes can be committed to it for the specified virtual machine.
This alert is triggered when the datastore space for the recovery disk for the specified virtual machine falls below 30GB or 15%, whichever is smaller.

POSSIBLE CAUSE | POSSIBLE RESOLUTION
--- | ---
Recovery disks cannot be updated. | Increase the size of the datastore.

Alarm in vCenter Server VraTargetVolume

VRA0013
Alert Name I/O error to recovery disk
Alert Category VRAs
Severity Error
Message Displayed I/O error to recovery disk {disk_name} of virtual machine {vm_name}.

POSSIBLE CAUSE | POSSIBLE RESOLUTION
--- | ---
 | 

VRA Alerts
**VRA0014**

Alert Name: Cloned disks turned off  
Alert Category: VRAs  
Severity: Error  
Message Displayed: Recovery disks of cloned virtual machine \{vm_name\} are inaccessible.  
Description: The cloned virtual machine is not powered on and the disks for this machine cannot be updated by the VRA.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The cloned virtual machine is powered off.</td>
<td>Power on the cloned virtual machine.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server VraCloneVolume

**VRA0015**

Alert Name: Cloned disk inaccessible  
Alert Category: VRAs  
Severity: Error  
Message Displayed: Clone disk \{disk_name\} connected to virtual machine \{vm_name\} is inaccessible.  
Description: The disks of the cloned virtual machine are inaccessible.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
</table>
| Recovery disks for the clone cannot be accessed. | Check the datastore that it is accessible.  
|                                                | Contact Zerto support. |

Alarm in vCenter Server VraCloneVolume

**VRA0016**

Alert Name: Datastore for clone disk is full  
Alert Category: VRAs  
Severity: Error  
Message Displayed: Cannot write to clone disk \{disk_name\} of virtual machine \{vm_name\} because datastore is almost full.  
Description: The disks of the cloned virtual machine are on a datastore that is nearly full, preventing the cloned disks from being updated.

This alert is triggered when the datastore space for the cloned virtual machine falls below 30GB or 15%, whichever is smaller.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recovery disks for the clone cannot be updated because the datastore for these disks is almost full.</td>
<td>Increase the datastore size.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server VraCloneVolume
**VRA0017**

Alert Name I/O error to clone
Alert Category VRAs
Severity Error

Message Displayed IO error to clone disk \{disk_name\} of virtual machine \{vm_name\}.
Description There are IO errors generated when writing to the cloned virtual machine recovery disks.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recovery disks cannot be updated.</td>
<td>Check the datastore that it is OK.</td>
</tr>
<tr>
<td>Check for IO problems.</td>
<td></td>
</tr>
</tbody>
</table>

Alarm in vCenter Server VraCloneVolume

**VRA0018**

Alert Name Protected disk and VM missing
Alert Category VRAs
Severity Error

Message Displayed Protected volume and its virtual machine are missing.
Description A protected virtual machine in the VPG was removed.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The protected virtual machine was removed.</td>
<td>Nothing to do. With time the VPG status will be resolved.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server VraProtectedVolume

**VRA0019**

Alert Name Protected disk missing
Alert Category VRAs
Severity Warning

Message Displayed Protected volume on virtual machine \{vm_name\} is missing.
Description A protected virtual machine volume was removed.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The protected virtual machine volume was removed.</td>
<td>Wait and the VPG status will be resolved.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server VraProtectedVolume

**VRA0020**

Alert Name VM powered off
Alert Category VRAs
Severity Error

Message Displayed VM \{vm_name\} is shut down and cannot be synced.
Description A protected virtual machine in the VPG is powered off and synchronization of this virtual machine with the recovery site cannot continue. This affects the whole VPG as the synchronization for the whole VPG is halted.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The protected virtual machine is powered off.</td>
<td>Power on the virtual machine.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server VraProtectedVolume
**VRA0021**
Alert Name VM disk inaccessible
Alert Category VRAs
Severity Error
Message Displayed VM {vm_name} disk {disk_name} cannot be synced because it is inaccessible.
Description A virtual machine disk cannot be accessed.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A virtual machine disk cannot be accessed.</td>
<td>Check the datastore that it is OK.</td>
</tr>
<tr>
<td></td>
<td>Check for IO problems.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server VraProtectedVolume

**VRA0022**
Alert Name VM disk incompatible
Alert Category VRAs
Severity Error
Message Displayed VM {vm_name} disk {disk_name} was associated with a different solution that is not supported by Zerto Virtual Replication.
Description A protected virtual machine has had a disk added that is not supported by Zerto, resulting in the VPG not being protected.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A protected virtual machine disk is not supported by Zerto.</td>
<td>Remove the disk.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server VraProtectedVolume

**VRA0023**
Alert Name VRA cannot be registered.
Alert Category VRAs
Severity Error
Message Displayed VRA cannot be registered to host {host_name}. Host component failed to load. {host_component}.
Or: Zerto Virtual Manager cannot reload host component on this ESX version.
Description A problem is preventing the VRA from being installed on the host.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Problems with VRA installation.</td>
<td>Contact Zerto support.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server VRARegistrationFailed
**VRA0024**
Alert Name: VRA removed
Alert Category: VRAs
Severity: Error
Message Displayed: `{vra_name}` on host `{host_name}` was deleted from the hypervisor manager. Affected VPGs are `{VPG_names}`.
Description: A VRA or shadow VRA was removed even though it had recovery disks that it was managing, creating a ghost VRA.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A VRA was removed.</td>
<td>Remove and then recreate the VPGs, keeping the recovery disks when removing to use as preseeded disks when recreating the VPGs. Uninstall the VRA via the Zerto User Interface.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server **GhostVm**

**VRA0025**
Alert Name: I/O synchronization
Alert Category: VRAs
Severity: Error
Message Displayed: VM `{vm_name}` disk `{disk_name}` cannot be synced because there are IO errors.
Description: A virtual machine disk cannot be synced because of one of its disks.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A virtual machine disk has IO errors.</td>
<td>Check the datastore that it is OK. Check for IO problems.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server **VraProtectedVolume**

**VRA0026**
Alert Name: Recovery disk removed
Alert Category: VRAs
Severity: Error
Message Displayed: `{Recovery_disk}` of virtual machine `{protected_virtual_machine_name}` in VPG `{VPG_name}` on host `{host_name}` was deleted from `{storage_or_datastore}`.
Description: A recovery disk attached to a virtual machine in a VPG has been removed.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A recovery disk was removed.</td>
<td>Delete the VPG and recreate it to restart the protection of the virtual machine.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server **GhostMirrorVolume**
**VRA0027**

Alert Name: Journal volume removed  
Alert Category: VRAs  
Severity: Error  

**Message Displayed**:  
{Journal_volume} of virtual machine {protected_virtual_machine_name} in VPG {VPG_name} on host {host_name} was deleted from {storage_or_datastore}.  

**Description**: A journal volume attached to a virtual machine in a VPG has been removed.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A journal volume was removed.</td>
<td>You can ignore this message. If the journal grows to approximately 80% of the provisioned journal size or less than 6GB remains free, a new volume is added to increase the journal size. When the amount of the journal used is approximately 50% of the provisioned journal size, the biggest unused journal volume from the added volumes is marked for removal. This volume is then removed after the time equivalent to three times the amount specified for the journal history, or twenty-four hours, whichever is more if it is still not used. Delete the VPG and recreate it to restart the protection of the virtual machine.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server **GhostLogVolume**

**VRA0028**

Alert Name: VRA powered off  
Alert Category: VRAs  
Severity: Error/Warning  

**Message Displayed**: VRA on host {host_name} is powered off.  
**Description**: An error is issued when a VRA on a host that has protected virtual machines, or that is used to recover virtual machines, is powered off. A warning is issued when a VRA on a host that does not have protected virtual machines, or that is not used to recover virtual machines, is powered off.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The VRA is powered off,</td>
<td>Power the VRA on.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server **VraPoweredOff**

**VRA0029**

Alert Name: VRA memory low  
Alert Category: VRAs  
Severity: Warning  

**Message Displayed**: VRA on host {host_name} does not have enough resources (hosts 4.x) or reserved memory (hosts 5.x).  
**Description**: On ESX/ESXi 4.x: The VRA does not have enough resources.
On ESXi 5.x or Microsoft Hyper-V hosts: The VRA does not have enough reserved memory.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>On VMware ESX/ESXi 4.x hosts: The VRA does not have enough resources.</td>
<td>Either vMotion some of the protected VMs to another host or expect more frequent bitmap syncs.</td>
</tr>
<tr>
<td>On VMware ESXi 5.x or Microsoft Hyper-V hosts: The VRA does not have enough reserved memory.</td>
<td>Check that all the VRA memory is reserved.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server **VraBallooning**
VRA0030
Alert Name Journal size mismatch
Alert Category VRAs
Severity Warning
Message Displayed There is a mismatch in journal size configuration of VM {vm_name} due to a failure in a previous update. The current configured size is {x}GB. Change it to {y}GB.
Description A previous configuration update of the journal for a specific virtual machine in the VPG failed. You need to update the journal size in the VPG for this virtual machine.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Configuration mismatch in the VPG for the virtual machine.</td>
<td>Edit the VPG and change the journal size hard limit for the virtual machine.</td>
</tr>
</tbody>
</table>

VRA0032
Alert Name Local VRA version out-of-date
Alert Category VRAs
Severity Warning
Message Displayed At least one VRA has not been updated to the latest version.
Description A newer version of the VRAs is available. At least one VRA on the (local) site has not been upgraded to this newer version.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The VRA’s version on the local site is an old version, and a newer version is available.</td>
<td>Upgrade the VRAs on the local site to the new version.</td>
</tr>
</tbody>
</table>

VRA0033
Alert Name Peer VRA out-of-date
Alert Category VRAs
Severity Warning
Message Displayed At least one peer site VRA has not been updated to the latest version.
Description A newer version of VRA is available. One or more of the peer sites VRAs have not been upgraded to this newer version.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A VRA on the peer site is an old version, and a newer version is available.</td>
<td>Upgrade the VRA on the peer site to the new version.</td>
</tr>
</tbody>
</table>

VRA0035
DEPRECATED
Alert Name VRA reconciliation
Alert Category VRAs
Severity Warning
Message Displayed VRAs reconciliation in progress.
Description The VRAs in the site are being checked that all are fully synchronized with the protected site.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>VRA reconciliation is in progress.</td>
<td>No action required.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server VRAsReconciliation.

VRA0036
DEPRECATED

VRA0037
Alert Name Local MAC Address Conflict
Alert Category VRAs
Severity Error
Message Displayed Local {entity} MAC Address Conflict between {site1} and {site2}.
Description A VRA or Zerto Cloud Connector has the same MAC address as the specified entity.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
</table>
| A VRA or shadow VRA has the same MAC address as the specified entity. | Change the MAC address of the entity. To change the MAC address registered to an interface on a VRA, it is necessary to replace the NIC configured on the VRA: 1. Shut down the relevant VRA.
2. Open Edit Settings for the VRA virtual machine in the vSphere Client console.
3. Remove the listed NIC and save the settings.
4. Open Edit Settings for the VRA virtual machine and add a new NIC and save the settings.
5. Power on the VRA. |

Alarm in vCenter Server DuplicateMacAddress

VRA0038
Alert Name MAC Address Conflict
Alert Category VRAs
Severity Error
Message Displayed Local<-->Remote {entity} MAC Address Conflict between {vm1_name} and {vm2_name} from site {site_name}.

VRA Alerts
Description There is a MAC conflict between the entity and VRAs or Zerto Cloud Connectors from different sites.

### POSSIBLE CAUSE

A VRA or shadow VRA has the same MAC address as the specified entity.

### POSSIBLE RESOLUTION

Change the MAC address of the entity. To change the MAC address registered to an interface on a VRA, it is necessary to replace the NIC configured on the VRA:

1. Shut down the relevant VRA.
2. Open Edit Settings for the VRA virtual machine in the vSphere Client console.
3. Remove the listed NIC and save the settings.
4. Open Edit Settings for the VRA virtual machine and add a new NIC and save the settings.
5. Power on the VRA.

Alarm in vCenter Server DuplicateMacAddress

---

**VRA0039**

**Alert Name** Journal reached configured limit

**Alert Category** VRAs

**Severity** Error

**Message Displayed** The \{journal\} journal for VM \{vm_name\} in VPG \{vpg_name\} has reached its configured limit of \{x\}. Older checkpoints might be removed and the journal history might be reduced to make space for new data.

**Description** A journal size hard limit is configured and the size of the journal has reached this limit. Older checkpoints in the journal might be removed to enable adding new checkpoints reducing the history saved in the journal.

### POSSIBLE CAUSE

Journal size has increased to the configured hard limit.

### POSSIBLE RESOLUTION

Increase the journal size hard limit: Edit the VPG and change the journal size hard limit for each virtual machine in the VPG (changing the hard limit at the VPG level only affects new virtual machines added to the VPG and not existing virtual machines).

For KBs associated with this Alert, click [here](#).

Alarm in vCenter Server JournalLimitReached

---

**VRA0040**

**Alert Name** Journal space low

**Alert Category** VRAs

**Severity** Warning

**Message Displayed** The \{journal\} journal for VM \{vm_name\} in VPG \{vpg_name\} has reached \{x\}.

**Description** A journal size hard limit is configured and the size of the journal has reached this limit. Older checkpoints in the journal might be removed to enable adding new checkpoints reducing the history saved in the journal.

### POSSIBLE CAUSE

Journal size has increased to the configured hard limit.

### POSSIBLE RESOLUTION

Increase the journal size hard limit: Edit the VPG and change the journal size hard limit for each virtual machine in the VPG (changing the hard limit at the VPG level only affects new virtual machines added to the VPG and not existing virtual machines).

For KBs associated with this Alert, click [here](#).

Alarm in vCenter Server JournalLimitReached
VRA0049
Alert Name Host rollback failed
Alert Category VRAs
Severity Error
Message Displayed Host {host_name} rollback failed. Error is: {error}.
Description An operation required rolling back failed, for example if the installation of a VRA on the host failed and rolling back to the pre-installation state is performed.
Possible causes include a disconnection between the Zerto Virtual Managers on both sites or between a Zerto Virtual Manager and a VRA.
This alert occurs a rollback of a failed operation on a host (such as installing or upgrading a VRA) fails. This can be either due to an internal bug or due to external factors preventing the rollback (for example, an inability to connect to the hypervisor manager, such as VMware vCenter Server and Microsoft SCVMM, or to a VRA).

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A disconnection between the Zerto Virtual Manager and the hypervisor manager, such as VMware vCenter Server and Microsoft SCVMM,</td>
<td>Check the connection between the Zerto Virtual Manager and the hypervisor manager.</td>
</tr>
<tr>
<td>A disconnection between the Zerto Virtual Managers on both the protected and recovery sites.</td>
<td>Check the connection between the Zerto Virtual Managers.</td>
</tr>
<tr>
<td>A disconnection between the Zerto Virtual Manager and a VRA active in the rollback.</td>
<td>Check the connection to the VRAs.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server UndoRollbackFailed

VRA0050
Alert Name Wrong host password
Alert Category VRAs
Severity Warning
Message Displayed Wrong password to host {host_name}.
Description The password the VRA uses to access the ESXi host has been changed and the VRA can no longer access the host.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The VRA cannot access the host ESXi.</td>
<td>Change the password used by the VRA to access the host in the Zerto User Interface.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server HostPasswordChanged

VRA0051
DEPRECATED
### VRA0052
Alert Name: Disk visible but not recognized  
Alert Category: VRAs  
Severity: Warning  
Message Displayed: Disk {disk_name} on VRA {recovery_VRA_virtual_machine_name} on host {host_name} is unknown.  
Description: Zerto Virtual Manager sees a disk on a VRA that it does not recognize.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A disk was added.</td>
<td>Remove the disk.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server GhostUnknownVolume

### VRA0053
Alert Name: System disk removed  
Alert Category: VRAs  
Severity: Error  
Message Displayed: Disk {disk_name} on VRA {recovery_VRA_virtual_machine_name} on host {host_name} cannot be found.  
Description: Zerto Virtual Manager does not find a system disk on VRA {recovery_VRA_virtual_machine_name} on host {host_name}.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A system disk was removed.</td>
<td>Reinstall the VRA.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server GhostSystemDisk

### VRA0054
Alert Name: VRA journal alert in public cloud  
Alert Category: VRAs  
Severity: Error  
Message Displayed: There are errors in the log volume files. If persists recreate VPG.  
Description: The VRA is unable to access the journal in the cloud storage.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The error could have happened for several reasons, such as objects that were deleted or because the access to the storage is unavailable.</td>
<td>Try to recreate the VPG or contact support.</td>
</tr>
</tbody>
</table>

### VRA0055
Alert Name: VRA target volume alert in public cloud  
Alert Category: VRAs  
Severity: Error  
Message Displayed: There are errors in the target volume files. If persists recreated VPG.  
Description: The VRA is unable to access the target disks in the cloud storage.
VRA0056
Alert Name VRA is shutting down
Alert Category VRAs
Severity Warning
Message Displayed VRA on host {0} is shutting down due to host maintenance.
Description The VRA on the host will wait for the protected virtual machines to be vMotioned or up to 10 minutes, whichever occurs first, before shutting down automatically, to enable host maintenance.

Possible Cause | Possible Resolution
--- | ---
The VRA is shutting down due to host maintenance. | No action required.

Zerto Cloud Appliance Alerts

Zerto Cloud Appliance (ZCA) alerts are triggered when there is a problem with the ZCA recovery site.

ZCA0001
ZCA0002
ZCA0003

ZCA0001
Alert Name Storage removed
Alert Category Public Cloud
Severity Error
Message Displayed The Zerto storage cannot be found. Re-install the Zerto Cloud Appliance (ZCA).
Description The storage used for the replicated data managed by the VRA in ZCA is not found.

Possible Cause | Possible Resolution
--- | ---
The data replicated from the protected site is saved in a ZCA storage which cannot be found. | Reinstall the Zerto Cloud Appliance (ZCA).

Alarm in vCenter Server PublicCloudStorageRemoved

ZCA0002
Alert Name Quota of instances number exceeded
Alert Category Public Cloud
Severity Warning
Message Displayed The maximum number of instances per instance type {0} was reached. To increase the quota per instance type, in order to improve RTOs, please contact AWS support. For more information, see Zerto documentation.
**Zerto Cloud Connector Alerts**

Zerto Cloud connector alerts are triggered when there is a problem with a Zerto Cloud connector used by a Cloud Service Provider servicing a customer.

**ZCC0001**

**Alert Name** Zerto Cloud Connector removed

**Alert Category** Zerto Cloud Connectors

**Severity** Error

**Message Displayed** Zerto Cloud connector for customer {zorg_name}, with cloudIpSettings {ip} must be redeployed.

**Description** 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.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Zerto Cloud Connector is displayed as a ghost cloud connector</td>
<td>Redeploy the cloud connector with the original settings.</td>
</tr>
</tbody>
</table>

**ZCC0003**

**Alert Name** Zerto AWS Snapshot Manager not reachable

**Alert Category** VPG

**Severity** Error

**Message Displayed** Zerto AWS Snapshot Manager is not reachable (<IP>). Please contact Zerto support.

**Description** Could not connect to zASA and configure it. zASA state is unknown.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>zASA instance or service is down (instance creation is in-progress)</td>
<td>Verify that the zASA instance is up and running.</td>
</tr>
<tr>
<td>zASA instance is powered off</td>
<td>Once a new VPG is created, a new zASA instance is created automatically again.</td>
</tr>
<tr>
<td>zASA internal error</td>
<td>Terminate zASA and restart the ZVM.</td>
</tr>
</tbody>
</table>

**Zerto’s Guide to Alarms, Alerts and Events - All Platforms - Version 7.0**

**Zerto Alerts**

**Description** The maximum number of instances per {instance type} was reached. Any additional instance creation will be queued, potentially increasing the RTO. To increase change the maximum allowed instances of type {instance type}, contact AWS support.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The maximum number of instances per instance type was reached.</td>
<td>The maximum number of instances per instance type needs to be increased. Contact AWS support.</td>
</tr>
</tbody>
</table>
ZCC0002
Alert Name Zerto Cloud Connector powered off
Alert Category Zerto Cloud Connectors
Severity Error
Message Displayed The Zerto Cloud Connector for {zcc_name} is powered off.
Possible causes include hypervisor manager, such as VMware vCenter Server and Microsoft SCVMM, problems, disk space issues, network issues, wrong configuration
A ZCC installation failed. The error for that failure should have more information. This can happen due to many reasons; VC problems, out of disk space, network issues, wrong configuration, etc.
Description A ZCC installation failed. The error for that failure should have more information. This can happen due to many reasons, such as hypervisor manager, VMware vCenter Server and Microsoft SCVMM, problems, out of disk space, etc.
Note: When a Zerto Cloud Connector is powered off, the site paired to this Zerto Cloud Connector will be disconnected. It is recommended to vMotion the Zerto Cloud Connector to a similar host to avoid this disconnection.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Zerto Cloud Connector is powered off.</td>
<td>Try powering the Zerto Cloud Connector on.</td>
</tr>
<tr>
<td>Not enough disk space for the Zerto Cloud Connector.</td>
<td>Check the available storage on the datastore specified for the Zerto Cloud Connector.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server CloudConnector

ZCC0003
Alert Name Orphaned Zerto Cloud Connector
Alert Category Zerto Cloud Connectors
Severity Warning
Message Displayed An orphaned Zerto Cloud Connector for {zcc_name} was installed.
Description The status of the Zerto Cloud Connector is orphaned, for example when one of the specified networks is invalid or inaccessible or that the ports to access the connector are blocked in the Zerto Virtual Manager.
Note: The recovery 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.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to the Zerto Cloud Connector is blocked in the Zerto Virtual Manager machine.</td>
<td>Check the access permissions to the machine running the Zerto Virtual Manager.</td>
</tr>
<tr>
<td>An invalid configuration was specified for the Zerto Cloud Connector.</td>
<td>Remove the Zerto Cloud Connector and reinstall a new Zerto Cloud Connector with the correct configuration.</td>
</tr>
<tr>
<td>No default gateway is configured on this NIC. Note that when deploying a Zerto Cloud Connector, only a single default gateway is used by the connector, and is applied to the Organization Network NIC settings.</td>
<td>Static route groups can be configured and assigned to the Zerto Cloud Connector.</td>
</tr>
<tr>
<td>The IP configuration for this NIC is not valid for the environment. The vSwitch or vDS assigned to the Cloud Network NIC settings is not configured correctly.</td>
<td>Verify that ping and telnet over TCP port 22 from the cloud Zerto Virtual Manager to the Cloud Network NIC are successful.</td>
</tr>
<tr>
<td>The uplink assigned to the vSwitch or DVS assigned to the Cloud Network NIC settings does not have proper trunking configured on the physical switch it is attached to.</td>
<td>Verify that network layer 2 elements, such as ARP tables, on network equipment between the Zerto Cloud Connector and the Zerto Virtual Manager are properly configured and up to date.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server CloudConnector
Zerto Cloud Manager Alerts

Zerto Cloud Manager alerts are triggered when there is a problem with a Zerto Cloud Manager.

ZCM0001
ZCM0002

ZCM0001
Alert Name: No connection to Zerto Virtual Manager
Alert Category: Zerto Cloud Manager
Severity: Error
Message Displayed: Zerto Cloud Manager could not connect to Zerto Virtual Manager (hostip: {hostip}, port:{port}).
Description: The Zerto Cloud Manager could not connect to the Zerto Virtual Manager using the specified IP and port.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>vIP or port specified are not correct for the Zerto Virtual Manager.</td>
<td>Check the IP and port.</td>
</tr>
<tr>
<td>The Zerto Virtual Manager is not running.</td>
<td>Check that the Zerto Virtual Manager service is running.</td>
</tr>
<tr>
<td>The Zerto Cloud Manager is blocked from accessing the Zerto Virtual Manager machine.</td>
<td>Check the access permissions to the machine running the Zerto Virtual Manager.</td>
</tr>
</tbody>
</table>

ZCM0002
Alert Name: Zerto Cloud Manager not supported
Alert Category: Licensing
Severity: Error
Message Displayed: Zerto Cloud Manager is not supported with the current license. Check your license and contact your account manager.
Description: The Zerto Cloud Manager is not supported with the current license. Check your license and contact your account manager.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The license which is used on the Zerto Virtual Replication, and which is attached to Zerto Cloud Manager, does not support Zerto Cloud Manager.</td>
<td>Check your license and contact your account manager.</td>
</tr>
</tbody>
</table>

Zerto Virtual Manager Alerts

Zerto Virtual Manager alerts are triggered when there is a problem with a Zerto Virtual Manager.

ZVM0001
ZVM0002
ZVM0003
ZVM0004
ZVM0005
ZVM0006
**ZVM0007**
Alert Name: No connection to hypervisor manager, such as VMware vCenter Server and Microsoft SCVMM, or to public cloud.
Alert Category: Zerto Virtual Manager
Severity: Error
Message Displayed: The connection between site {site1} and the hypervisor manager {hv} at {IP} is down.
Or:
The cloud access parameters from site {site1} are no longer valid.
Description: The Zerto Virtual Manager running on the specified site cannot connect to either the hypervisor manager, such as VMware vCenter Server or Microsoft SCVMM, or to cloud services (AWS or Microsoft Azure).
If the disconnection is on the protected site, the protection of the VPGs is compromised. If the status of the VPG was Protecting before the alert, then the VPG should be recoverable to the last checkpoint that was written to the journal. If the VPG was syncing, excluding a Bitmap Sync, or if a virtual machine was being vMotioned, then the corresponding VPG is not recoverable.
If the disconnection is on the recovery site, the recovery of the VPGs is compromised.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The hypervisor manager is not running.</td>
<td>Check the hypervisor manager</td>
</tr>
<tr>
<td>Authentication failed between the Zerto Virtual Manager and the hypervisor manager or cloud server.</td>
<td>Check that the Zerto Virtual Manager has the correct credentials to access the hypervisor manager or the cloud. The credentials can be reset in the Site Information tab in the Site Settings dialog.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server **DisconnectedVCenter**
**ZVM0002**
Alert Name No connection to VRA
Alert Category Zerto Virtual Manager
Severity Error
Message Displayed Zerto Virtual Manager is not connected to VRA with IP {IP} on host {IP}.
Description The Zerto Virtual Manager has lost communication with a VRA. This means that no new checkpoints can be written to the journals of any protected virtual machines whose recovery is managed by this VRA.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zerto is being updated.</td>
<td>Wait for the upgrade to complete and the communication with the VRA to be re-established.</td>
</tr>
<tr>
<td>The network to access the VRA has a problem.</td>
<td>Check the network.</td>
</tr>
<tr>
<td>The VRA is down.</td>
<td>Restart the VRA.</td>
</tr>
<tr>
<td>The Zerto Virtual Manager service is not running.</td>
<td>Check if the Zerto Virtual Manager service is running.</td>
</tr>
</tbody>
</table>

For KBs associated with this Alert, click here.
Alarm in vCenter Server ZvmToVraConnection

**ZVM0003**
Alert Name No connection to site
Alert Category Zerto Virtual Manager
Severity Error
Message Displayed The Zerto Virtual Manager is not connected to site {site1}.
Description The connection between the local Zerto Virtual Manager and the remote Zerto Virtual Manager is down.

Possible causes include network problems or the Zerto Virtual Manager is down. This error is also shown briefly while the sites are syncing following a failed operation.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The two sites are syncing after a failed recovery operation.</td>
<td>If a recovery operation failed, wait a few minutes for the connection to be re-established.</td>
</tr>
<tr>
<td>The network to access the peer site has a problem.</td>
<td>Check on the peer site network.</td>
</tr>
<tr>
<td>The Zerto Virtual Manager service is not running on the peer site.</td>
<td>Check on the peer site if the Zerto Virtual Manager is running.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server ZvmToZvmConnection

**ZVM0004**
Alert Name Peer ZVM version out-of-date
Alert Category Zerto Virtual Manager
Severity Warning
Message Displayed At least one peer site has not been upgraded to version {v1}.
**Zerto Virtual Manager Alerts**

**Description** A newer version of Zerto is available. One or more of the peer site's Zerto has not been upgraded to this newer version.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A ZVM version on the peer site is an old version, and a newer version is available. This alert is relevant only when the updated version is a major or minor version.</td>
<td>Upgrade the ZVM version on the peer sites to the new versions.</td>
</tr>
</tbody>
</table>

**Alarm in vCenter Server ZvmToZvmConnection**

**ZVM0005**

**Alert Name** Zerto Virtual Manager space low

**Alert Category** Zerto Virtual Manager

**Severity** Warning

**Message Displayed** Free space on drive {drive} is below the threshold of {x}GB.

**Description** The drive where the Zerto Virtual Manager is installed is too full and some space needs to be freed up. This alert is triggered when the free space used by the Zerto Virtual Manager falls below 2GB.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low on free space for drive where the Zerto Virtual Manager is installed.</td>
<td>Free up some space on the drive or increase the size.</td>
</tr>
</tbody>
</table>

**Alarm in vCenter Server LowDiskFreeSpace**

**ZVM0006**

**Alert Name** Upgrade available

**Alert Category** Zerto Virtual Manager

**Severity** Warning

**Message Displayed** A new version ({version}) is available for upgrade.

**Description** One of the sites is running a later version.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The protected and recovery sites are running different versions of Zerto.</td>
<td>Upgrade Zerto, including any VRAs that can be upgraded.</td>
</tr>
</tbody>
</table>

**Before upgrading**, review the following documents for compatibility:

- Product Version Lifecycle Matrix for Zerto Virtual Replication
- Zerto Interoperability Matrix
- Zerto Scale and Benchmarking Guidelines

Then, review the following considerations:

- Zerto recommends upgrading to the **latest version** of Zerto that supports the environment you are using. See the Zerto Interoperability Matrix for the list of environments supported by this version of Zerto.
- The order you upgrade the sites, protected or recovery, is not relevant as long as paired sites remain only one version apart, that is, only one version higher or lower.
- When upgrading from versions prior to Zerto 6.0U2, changing the Journal Size Hard Limit requires restarting the VRAs.
- During an upgrade from v6.0x to v6.5, all back up and repositories configurations are deleted.
  
  Note: Upgrade releases are considered to be upgrades of the same version. Releases 6.0, 6.0U1, etc., are the same version.
The following table shows what version you can upgrade to, based on the current version running at the site:

<table>
<thead>
<tr>
<th>CURRENT VERSION</th>
<th>CAN UPGRADE TO</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.5, 5.5Ux</td>
<td>6.0Ux</td>
</tr>
<tr>
<td>6.0, 6.0Ux</td>
<td>6.5Ux</td>
</tr>
<tr>
<td>6.5, 6.5Ux</td>
<td>7.0</td>
</tr>
</tbody>
</table>

- You do not need to move workloads during an upgrade.
- When upgrading a protected vSphere or Hyper-V environment, after the upgrade, a bitmap sync is performed for VPGs on the protected VRA.
- In a Hyper-V environment, SCVMM 2016 is supported on Zerto installations from version 6.0x.
- Zerto Cloud Appliance is supported for Azure and AWS (ZCA) on:
  - Windows 2016
  - Windows 2012R2

**ZVM0007**

Alert Name Cannot upgrade
Alert Category Zerto Virtual Manager
Severity Warning

**Message Displayed** A new version ({version}) is available for upgrade, but the current site cannot upgrade to it. Possible causes include you have an old peer which the new version will not be able to communicate with or because you have a VRA running an older version which the new version will not be able to communicate with.

**Description** You can only upgrade Zerto to one version higher with full protection maintained. One of the sites is already running a version one version higher but an upgrade to this is also available.

**POSSIBLE CAUSE**

- The protected and recovery sites are running different versions of Zerto. The peer site is running Zerto one version higher than the local site and there is an upgrade available for this version, but the local site cannot upgrade to it directly, because it is two versions higher.
- The protected and recovery sites are running different versions of VRAs.

**POSSIBLE RESOLUTION**

- Upgrade Zerto, first to the same version as the peer site and then upgrade both sites to the latest version.
- Upgrade any VRAs that can be upgraded.

**Before upgrading**, review the following documents for compatibility:

- Product Version Lifecycle Matrix for Zerto Virtual Replication
- Zerto Interoperability Matrix
- Zerto Scale and Benchmarking Guidelines

Then, review the following considerations:

- Zerto recommends upgrading to the latest version of Zerto that supports the environment you are using. See the Zerto Interoperability Matrix for the list of environments supported by this version of Zerto.
- The order you upgrade the sites, protected or recovery, is not relevant as long as paired sites remain only one version apart, that is, only one version higher or lower.
- When upgrading from versions prior to Zerto 6.0U2, changing the Journal Size Hard Limit requires restarting the VRAs.
- During an upgrade from v6.0x to v6.5, all back up and repositories configurations are deleted.

**Note:** Upgrade releases are considered to be upgrades of the same version. Releases 6.0, 6.0U1, etc., are the same version.
Zerto Alerts

- The following table shows what version you can upgrade to, based on the current version running at the site:

<table>
<thead>
<tr>
<th>CURRENT VERSION:</th>
<th>CAN UPGRADE TO:</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.5, 5.5Ux</td>
<td>6.0Ux</td>
</tr>
<tr>
<td>6.0, 6.0Ux</td>
<td>6.5Ux</td>
</tr>
<tr>
<td>6.5, 6.5Ux</td>
<td>7.0</td>
</tr>
</tbody>
</table>

- You do not need to move workloads during an upgrade.
- When upgrading a protected vSphere or Hyper-V environment, after the upgrade, a bitmap sync is performed for VPGs on the protected VRA.
- In a Hyper-V environment, SCVMM 2016 is supported on Zerto installations from version 6.0x.
- Zerto Cloud Appliance is supported for Azure and AWS (ZCA) on:
  - Windows 2016
  - Windows 2012R2

Alarm in vCenter Server NewVersionAvailable

**ZVM0008**

Alert Name Version mismatch
Alert Category Zerto Virtual Manager
Severity Error
Message Displayed

Not connected to Zerto Virtual Manager on site_name (version {v1}).

OR

The Zerto Virtual Manager is not connected to site {hostname} {sitename}. The product type of site {hostname} {sitename} is incompatible.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The two sites are running different versions of Zerto that are not compatible one with the other.</td>
<td>Upgrade the older version to the same version as the local version.</td>
</tr>
<tr>
<td>Any version of Zerto will work with another site running the same version of Zerto or one version higher or lower.</td>
<td></td>
</tr>
<tr>
<td>The paired sites are running different product types of Zerto that are not compatible, one with the other.</td>
<td>Verify that the paired sites are running the same product type.</td>
</tr>
</tbody>
</table>

**Before upgrading**, review the following documents for compatibility:
- Product Version Lifecycle Matrix for Zerto Virtual Replication
- Zerto Interoperability Matrix
- Zerto Scale and Benchmarking Guidelines

Then, review the following considerations:
- Zerto recommends upgrading to the latest version of Zerto that supports the environment you are using. See the Zerto Interoperability Matrix for the list of environments supported by this version of Zerto.
- The order you upgrade the sites, protected or recovery, is not relevant as long as paired sites remain only one version apart, that is, only one version higher or lower.
- When upgrading from versions prior to Zerto 6.0U2, changing the Journal Size Hard Limit requires restarting the VRAs.
- During an upgrade from v6.0x to v6.5, all back up and repositories configurations are deleted.

**Note:** Upgrade releases are considered to be upgrades of the same version. Releases 6.0, 6.0U1, etc., are the same version.
The following table shows what version you can upgrade to, based on the current version running at the site:

<table>
<thead>
<tr>
<th>CURRENT VERSION</th>
<th>CAN UPGRADE TO</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.5, 5.5Ux</td>
<td>6.0Ux</td>
</tr>
<tr>
<td>6.0, 6.0Ux</td>
<td>6.5Ux</td>
</tr>
<tr>
<td>6.5, 6.5Ux</td>
<td>7.0</td>
</tr>
</tbody>
</table>

- You do not need to move workloads during an upgrade.
- When upgrading a protected vSphere or Hyper-V environment, after the upgrade, a bitmap sync is performed for VPGs on the protected VRA.
- In a Hyper-V environment, SCVMM 2016 is supported on Zerto installations from version 6.0x.
- Zerto Cloud Appliance is supported for Azure and AWS (ZCA) on:
  - Windows 2016
  - Windows 2012R2

Zerto Alerts

**ZVM0009**

Alert Name Internal error
Alert Category Zerto Virtual Manager
Severity Error
Message Displayed ZVM Internal alert
Description The Zerto Virtual Manager has entered an error state.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Zerto Virtual Manager has an internal error.</td>
<td>Contact Zerto support.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server PeerZvmCompatibility

**ZVM0010**

Alert Name Synchronization between Zerto Virtual Managers
Alert Category Zerto Virtual Manager
Severity Warning
Message Displayed Synchronizing with site {site_name}.
Description The local site and peer site Zerto Virtual Managers are being synchronized with each other.

**Note:** Failovers, failover tests and clones can be performed during the synchronization. A Move operation cannot be performed.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Zerto Virtual Managers at the two sites required to be synchronized and are currently not synchronized.</td>
<td>Wait for the synchronization to complete.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server ZvmToZvmSync
**ZVM0011**  
Alert Name Metadata collection  
Alert Category Zerto Virtual Manager  
Severity Warning  
Message Displayed Failed to collect metadata for {0}: {1}.  
Description The Zerto Virtual Manager cannot collect metadata describing the host. The virtual machines on this host cannot be protected and protected virtual machines cannot be recovered to this host.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Zerto Virtual Manager cannot collect the host metadata.</td>
<td>Contact Zerto support.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server CheckHost

**ZVM0012**  
Alert Name Metadata collection  
Alert Category Zerto Virtual Manager  
Severity Error  
Message Displayed VM {vm_name} is unprotected: Zerto Virtual Manager cannot access the SCSI adapter.  
Description The Zerto Virtual Manager cannot collect SCSI adapter information from the host for the virtual machine in the VPG.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Zerto Virtual Manager cannot collect SCSI adapter information.</td>
<td>Remove the virtual machine from the VPG to enable protecting the other virtual machines in the VPG. Contact Zerto support.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server ProtectedVmScsiMismatch

**ZVM0013**  
Alert Name Metadata collection  
Alert Category Zerto Virtual Manager  
Severity Warning  
Message Displayed Failed to collect site metadata for host {host}.  
Description The Zerto Virtual Manager cannot communicate with the host to access the details about the host.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The host is not available.</td>
<td>Check the host status.</td>
</tr>
<tr>
<td>The host version is not supported by Zerto.</td>
<td>Check the host version.</td>
</tr>
</tbody>
</table>

Alarm in vCenter Server CheckHost

**ZVM0014**  
Alert Name VRA/Diskbox SCSI GUID mismatch  
Alert Category Zerto Virtual Manager  
Severity Error  
Message Displayed SCSI adapter data for host {host} is not found.
Description The SCSI adapter identifiers retrieved from SCVMM do not match the identifiers retrieved from the VM configuration on the Hyper-V host.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>There is a communication error between the host and the ZVM.</td>
<td>Refresh the VM in the SCVMM console and ensure connectivity from the host to the ZVM.</td>
</tr>
<tr>
<td>A change was made to the virtual machine that was not updated in the VMM server.</td>
<td></td>
</tr>
</tbody>
</table>

**ZVM0015**

**Alert Name** Hyper-V host state  
**Alert Category** Zerto Virtual Manager  
**Severity** Warning or Error: If a VRA is not installed on the host, this is a warning. If a VRA is installed on the host, this is an error.  
**Message Displayed**  
Host `{host_name}` is not ready. Failed to create folder at host.  
Or:  
Host `{host_name}` is not ready. Failed to upload script file to host.  
Or:  
Host `{host_name}` is not ready. Failed to check if `{PS_module_name}` PS Module is installed on host.  
Or:  
Host `{host_name}` is not ready. `{PS_module_name}` PS Module is not installed at host.  
Or:  
Host `{host_name}` is not ready. Host is not responding.  
**Description** The Zerto Virtual Manager cannot communicate with the host so it cannot retrieve host information.

<table>
<thead>
<tr>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>There is a communication problem between the Hyper-V host and the Zerto Virtual Manager. (There must be communication from the Hyper-V host to the Zerto Virtual Manager.)</td>
<td>Check communication from the virtual machine on which Hyper-V is running to the machine on which Zerto Virtual Manager is installed by sending a ping command from the Hyper-V machine to the Zerto Virtual Manager machine.</td>
</tr>
<tr>
<td>The user under which Zerto Virtual Manager runs scripts on the Hyper-V host has insufficient permissions to create the folder <code>\file</code> on the host.</td>
<td>Check if the user on the Hyper-V host has privileges to read and write on the local host file system. It could be a Run As Account user or the default, which is the Hyper-V host machine user.</td>
</tr>
<tr>
<td>The Hyper-V PS module is not installed on the Hyper-V host.</td>
<td>Install the Hyper-V PS module on the Hyper-V host.</td>
</tr>
<tr>
<td>The version of PowerShell installed on the Hyper-V host is lower than 4.0. (Zerto requires version 4.0 or higher.)</td>
<td>Check which version of Powershell is installed. If it is lower than 4.0, install version 4.0 or higher.</td>
</tr>
<tr>
<td>There is a communication problem between the Hyper-V host and SCVMM.</td>
<td>Check the Hyper-V host status and its communication status in SCVMM.</td>
</tr>
</tbody>
</table>

**ZVM0016**

**Alert Name** Failed to load tweaks  
**Alert Category** Zerto Virtual Manager  
**Severity** Error  
**Message Displayed** Error occurred during loading zvm tweaks file `{tweaks_file_name}`. Service may not work as expected. Contact Zerto support.  
**Description** A problem occurred during loading and parsing the ZVM tweaks file. Unrecognised tweaks will not be applied.
Zerto’s Guide to Alarms, Alerts and Events - All Platforms - Version 7.0
Zerto Alerts

**ZVM0017**
**Alert Name** Protected VM with unknown OS  
**Alert Category** Zerto Virtual Manager  
**Severity** Warning  
**Message Displayed** The OS on {0} is set to ‘Other’ or ‘None’. To continue, please select a new OS type in SCVMM.  
**Description** The VM’s OS type is not specified in SCVMM.

**POSSIBLE CAUSE**  
The OS type is not specified in SCVMM.  

**POSSIBLE RESOLUTION**  
Add the OS type to the SCVMM

**ZVM0019**
**Alert Name** Agent disconnected / Failed to open channel  
**Alert Category** Zerto Virtual Manager  
**Severity** Error  
**Message Displayed**  
Agent on host {n} is disconnected. Contact Zerto support.  
Or  
Agent on host {n} is disconnected. {reason}  
Or  
Failed to open a channel for the agent on host {0}. Please check the SCVMM connection, or check the reason for the job failure.  
Or  
Failed to install the agent on host:{0}. Failed rename agent executable, after unzip. Package might be corrupted. Contact Zerto support.

**POSSIBLE CAUSES**  
Agent channel disconnected with a pull request timeout.  
Agent disconnected.  
Agent failed to open channel.  
Agent not accepted, failed to open channel.  
Agent executable is missing due to corrupt package.

**POSSIBLE RESOLUTIONS**  
Contact Zerto support.  
Check the SCVMM connection or the reason for the job failure.
Failed to install the agent on host: {0}. The Hyper-V agent install package with name {1}, is not found.
Or
Failed to install the agent on host: {0}. VRA is not installed. Install the VRA, then retry.
Or
Failed to install the agent on host: {0}. An error occur when extracting the install package. Check the SCVMM user permissions on the host.
Or
Failed to install the agent on host: {0}. Failed to upload the install package to the host. Check the connection between the host and ZVM ({1}).

**POSSIBLE CAUSES**

<table>
<thead>
<tr>
<th>Possible Cause</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent installation failed on host.</td>
</tr>
<tr>
<td>Agent installation failed due to failure to create installation directory.</td>
</tr>
<tr>
<td>Agent installation failed due missing Hyper-V agent package.</td>
</tr>
<tr>
<td>Agent installation failed due to policy issue.</td>
</tr>
<tr>
<td>Agent installation failed due to failure to extract the installation package.</td>
</tr>
<tr>
<td>Agent installation failed due to failure to upload the installation package.</td>
</tr>
</tbody>
</table>

**POSSIBLE RESOLUTIONS**

<table>
<thead>
<tr>
<th>Possible Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check the reason for the SCVMM job failure.</td>
</tr>
<tr>
<td>Check the SCVMM user permissions on the host.</td>
</tr>
<tr>
<td>Check the connection between the host and the ZVM.</td>
</tr>
</tbody>
</table>

**ZVM0021**

Alert Name VRA-H powered off
Alert Category Zerto Virtual Manager
Severity Error
Message Displayed Diskbox on host {0} is powered off.
Description The diskbox located on the host is powered off.

**POSSIBLE CAUSE**

| Disk boxes can be powered off for a number of reasons: for maintenance, following a crash, as a result of a user’s mistake, etc. |

**POSSIBLE RESOLUTION**

| Power on the diskbox.                                                  |

**File Level Restore Alerts**

File level restore alerts are triggered when there is a problem performing a file or folder level restore.

**FLR0001**

**FLR0001**

Alert Name Files cannot be restored
Alert Category File Level Restore
Severity Error
Message Displayed The file restore component is not available.
Description The file level restore component is not available or cannot be found so it is not possible to recover files.
### Possible Cause vs. Possible Resolution

<table>
<thead>
<tr>
<th>Possible Cause</th>
<th>Possible Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>There was a problem installing the file level restore component.</td>
<td>Contact Zerto support.</td>
</tr>
<tr>
<td>There is a problem running the file level restore component.</td>
<td></td>
</tr>
</tbody>
</table>

**Alarm in vCenter Server FlrZeusDriverNotAvailable**
Alarms in VMware vSphere are notifications that occur in response to selected events, conditions, and states that occur with objects in the inventory. You can use the vSphere Client to create and modify alarms.

All of the Zerto alarms defined to vSphere are prefixed with `com.zerto.event`.

During a Zerto installation, the vCenter Server specified as part of the installation is accessed, and the Zerto alarms are defined in the vCenter Server.

The following topics are described in this section:
- “Alarms and Alerts”, below
- “Customized Alarms After an Upgrade”, on page 69
- “Alarms in VMware vSphere”, on page 69

### Alarms and Alerts

Zerto is configured with a set of predefined alarms that monitor the software, including problems with resources such as journals, recovery storage, and connectivity between Zerto. When an ongoing problem is identified by Zerto, an alert is issued. This alert also results in the appropriate Zerto alarm being triggered in the vCenter Server. The same vCenter Server alarm can be triggered by more than one Zerto alert.

**Note:** Disabling an alarm in vCenter Server will not stop the Zerto alert being fired.

Any Zerto alarm will only be turned off when all instances of the alert are turned off. For example, if you pause two VPGs, a vCenter Server alarm is raised. If you resume just a single VPG the alarm remains on. Only when no VPGs are paused is the alarm stopped.

For details about Zerto alerts, refer to “Zerto Alerts”, on page 4.

### Customized Alarms After an Upgrade

During an upgrade of Zerto, any customization of Zerto alarms is maintained during an upgrade except for the Send a notification email action which is removed.

**Note:** Email notifications for alarms configured in the Zerto User Interface, in the Advanced Settings dialog, are maintained during an upgrade.

For fuller information about alarms, refer to the relevant VMware documentation.

### Alarms in VMware vSphere

<table>
<thead>
<tr>
<th>COM.ZERTO.EVENT.&lt;ALARM&gt;</th>
<th>DESCRIPTION IN VCENTER SERVER</th>
<th>EXPANDED DESCRIPTION</th>
<th>RELATED ZERTO ALERTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>AssertAlert</td>
<td>Internal problem in Zerto Virtual Manager</td>
<td>An internal error has occurred.</td>
<td>ZVM0009</td>
</tr>
<tr>
<td>PublicCloudStorageRemoved</td>
<td>Trying to replicate into a cloud storage that was removed</td>
<td>The storage used to recover the VPG virtual machines no longer exists.</td>
<td>ZCA0001</td>
</tr>
<tr>
<td>Alarm Type</td>
<td>Description</td>
<td>Expanded Description</td>
<td>Related Zerto Alerts</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td>BacklogError</td>
<td>Journal history problem. The amount of history is less than it should be</td>
<td>A journal history problem. The amount of history is between 15% and 25% less than it should be, probably because of a synchronization that overwrote some of the checkpoints.</td>
<td>VPG0004, VPG0038</td>
</tr>
<tr>
<td>BacklogWarning</td>
<td>Journal history problem. The amount of history is less than it should be</td>
<td>A journal history problem. The amount of history is at least 25% less than it should be, probably because of a synchronization that overwrote some of the checkpoints.</td>
<td>VPG0003, VPG0037</td>
</tr>
<tr>
<td>BackupFailsConstantlyError</td>
<td>Scheduled Retention process failed for the last 7 days</td>
<td>A Retention process was scheduled but the initial job and retries failed for the last 7 days.</td>
<td>BCK0002</td>
</tr>
<tr>
<td>BackupFailsConstantlyWarning</td>
<td>Scheduled Retention process failed for the last 3 days</td>
<td>A Retention process was scheduled but the initial job and retries failed for the last 3 days.</td>
<td>BCK0001</td>
</tr>
<tr>
<td>BackupTargetDisconnected</td>
<td>The repository is not accessible by the VBA</td>
<td>The repository cannot be found.</td>
<td>BCK0005</td>
</tr>
<tr>
<td>BackupTargetIsNone</td>
<td>The repository cannot be found</td>
<td>The repository is not accessible by the VBA.</td>
<td>BCK0007</td>
</tr>
<tr>
<td>CheckHost</td>
<td>A host is unavailable, possibly due to incompatible version or native state</td>
<td>The host is not accessible. Two possible explanations are an incompatible version or native state.</td>
<td>ZVM0011, ZVM0013</td>
</tr>
<tr>
<td>CloudConnector</td>
<td>A problem with the Zerto Cloud Connector, for example, it is powered off</td>
<td>A problem with the Zerto Cloud Connector, for example, it is powered off. For details about Zerto Cloud Connectors, refer to Zerto Cloud Manager Installation.</td>
<td>ZCC0002</td>
</tr>
<tr>
<td>CriticalCheckpoint</td>
<td>Critical checkpoint: Only a few minutes of checkpoints are left in the journal for the VPG</td>
<td>The checkpoints available in the journal are decreasing, and that there are only a few minutes worth left. This can occur due to a prolonged Bitmap Sync, or a general WAN disconnect due to storage or network issues. The replication/sync has been proactively paused so as not to lose all of the history. After the configured pause timeout expires, replication/sync will continue and checkpoints will be lost.</td>
<td>VPG0007</td>
</tr>
<tr>
<td>Datastore</td>
<td>The datastore is not accessible</td>
<td>The datastore is not accessible.</td>
<td>STR0001</td>
</tr>
<tr>
<td>DisconnectedCloudName</td>
<td>A disconnection to the cloud</td>
<td>A disconnection to cloud.</td>
<td>ZVM0001</td>
</tr>
<tr>
<td>DisconnectedVCenter</td>
<td>vCenter Server disconnection</td>
<td>A vCenter Server disconnection.</td>
<td>ZVM0001</td>
</tr>
<tr>
<td>DuplicateMacAddress</td>
<td>MAC Address conflict</td>
<td>A MAC Address conflict.</td>
<td>VRA0037, VRA0038</td>
</tr>
<tr>
<td>FlrZeusDriverNotAvailable</td>
<td></td>
<td></td>
<td>FLR0001</td>
</tr>
<tr>
<td>Alarm Type</td>
<td>Description</td>
<td>Expanded Description</td>
<td>Related Zerto Alerts</td>
</tr>
<tr>
<td>------------</td>
<td>-------------</td>
<td>----------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>GhostCloudConnector</td>
<td>A Zerto Cloud Connector was deleted, leaving a ghost cloud connector</td>
<td>A Zerto Cloud Connector was deleted, leaving a ghost cloud connector. For details about Zerto Cloud Connectors, refer to Zerto Cloud Manager Administration Guide.</td>
<td>ZCC0001</td>
</tr>
<tr>
<td>GhostLogVolume</td>
<td>A journal volume was deleted</td>
<td>A journal volume was deleted.</td>
<td>VRA0027</td>
</tr>
<tr>
<td>GhostMirrorVolume</td>
<td>A recovery disk was deleted</td>
<td>A recovery disk was deleted.</td>
<td>VRA0026</td>
</tr>
<tr>
<td>GhostSystemDisk</td>
<td>A disk on a VRA cannot be found</td>
<td>Zerto Virtual Manager does not find a system disk on a VRA.</td>
<td>VRA0053</td>
</tr>
<tr>
<td>GhostUnknownVolume</td>
<td>A disk on a VRA is not recognized.</td>
<td>Zerto Virtual Manager sees a disk on a VRA that it does not recognize.</td>
<td>VRA0052</td>
</tr>
<tr>
<td>GhostVm</td>
<td>A VRA or shadow VRA was deleted, leaving a ghost VRA</td>
<td>A VRA or shadow VRA was deleted, leaving a ghost VRA.</td>
<td>VRA0024</td>
</tr>
<tr>
<td>HostPasswordChanged</td>
<td>The password used by the VRA to access the host ESX/ESXi is no longer valid</td>
<td>The password used by the VRA to access the host ESX/ESXi is no longer valid.</td>
<td>VRA0050</td>
</tr>
<tr>
<td>JournalLimitReached</td>
<td>The journal or scratch volumes used in testing and before committing have reached the hard limit set for the journal</td>
<td>The journal or scratch volumes used in failover testing and moves and failovers before committing the moves or failovers have reached the hard limit set for the journal in the VPG definition.</td>
<td>VRA0039, VRA0040</td>
</tr>
<tr>
<td>LastTest</td>
<td>The VPG has not been tested or was tested a long time ago</td>
<td>The VPG has not been tested or was tested a long time ago.</td>
<td>VPG0011, VPG0012</td>
</tr>
<tr>
<td>License</td>
<td>There is a problem with the license</td>
<td>There is a problem with the license.</td>
<td>LIC0001, LIC0003, LIC0004, LIC0006, LIC0009, LIC0010, LIC0011</td>
</tr>
<tr>
<td>LowDiskFreeSpace</td>
<td>The disk on which the Zerto Virtual Manager is installed is low on space</td>
<td>The disk on which the Zerto Virtual Manager is installed is low on space.</td>
<td>ZVM0005</td>
</tr>
<tr>
<td>MisconfiguredSanPolicyOnCrossReplicatedWinVm</td>
<td>The Microsoft default SAN policy might cause some protected volumes to become offline upon recovery</td>
<td>The Microsoft default SAN policy might cause some protected volumes to become offline upon recovery.</td>
<td>VPG0043</td>
</tr>
<tr>
<td>MissingNetworksForVmMslnVPG</td>
<td>The recovery network does not exist</td>
<td>The network required for the recovery operation does not exist.</td>
<td>VPG0042</td>
</tr>
<tr>
<td>MissingOrgVdcNetworkMapping</td>
<td>A network mapping for Org vDC for the VPG is missing</td>
<td>A network mapping for Org vDC for the VPG is missing.</td>
<td>VPG0025</td>
</tr>
<tr>
<td>MissingRecoveryOrgVdcNetworkMapping</td>
<td>A network mapping for the recovery site provider Org vDC is missing</td>
<td>A network mapping for the recovery site provider Org vDC is missing.</td>
<td>VPG0028</td>
</tr>
<tr>
<td>Alarm Type</td>
<td>Description In VCenter Server</td>
<td>Expanded Description</td>
<td>Related Zerto Alerts</td>
</tr>
<tr>
<td>------------</td>
<td>-------------------------------</td>
<td>----------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td>NewVersionAvailable</td>
<td>The paired remote Zerto Virtual Manager is a different version that cannot work with the local Zerto Virtual Manager</td>
<td>A new version of Zerto is available. Pairing of incompatible Zerto Virtual Managers is prevented, but upgrading a Zerto Virtual Manager to an incompatible version with a paired remote Zerto Virtual Manager is possible.</td>
<td>ZVM0006, ZVM0007</td>
</tr>
<tr>
<td>NoMatchingStorageProfile</td>
<td>Could not find matching recovery storage profile</td>
<td>Specific to vCD targets: A VPG is replicating to an Org vDC, and some VMs within the VPG have no recovery storage profile configured, and no enabled storage profile in the recovery site contains their recovery datastores.</td>
<td>VPG0018</td>
</tr>
<tr>
<td>PeerZvmCompatibility</td>
<td>The paired remote Zerto Virtual Manager is a different version that cannot work with the local Zerto Virtual Manager</td>
<td>The paired remote Zerto Virtual Manager is a different version that cannot work with the local Zerto Virtual Manager. <strong>Note</strong>: Pairing of incompatible Zerto Virtual Managers is prevented, but upgrading a Zerto Virtual Manager to an incompatible version with a paired remote Zerto Virtual Manager is possible.</td>
<td>ZVM0008</td>
</tr>
<tr>
<td>ProtectedVmScsiMismatch</td>
<td>Values collected from the hypervisor and the VM manager do not match</td>
<td>The Zerto Virtual Manager cannot collect SCSI adapter information from the host for the virtual machine in the VPG.</td>
<td>ZVM0012</td>
</tr>
<tr>
<td>ProtectedVolumeSizeChanged</td>
<td>For internal use only</td>
<td>For internal use only</td>
<td>—</td>
</tr>
<tr>
<td>ProtectionGroupError</td>
<td>The VPG has an error, for example, if a storage error occurs while recovering from a VRA crash</td>
<td>The VPG has an error. This only happens in rare cases, for example, if a storage error occurs while recovering from a VRA crash.</td>
<td>VPG0005</td>
</tr>
<tr>
<td>ProtectionGroupMissingConfiguration</td>
<td>The VPG has a missing configuration</td>
<td>The VPG has a missing configuration.</td>
<td>VPG0006</td>
</tr>
<tr>
<td>ProtectionGroupMissingVmName</td>
<td>A VPG was paused by the system because a single or multiple virtual machines were removed from the inventory.</td>
<td>A VPG was paused by the system because a single or multiple virtual machines were removed from the inventory.</td>
<td>VPG0049</td>
</tr>
<tr>
<td>ProtectionGroupPaused</td>
<td>The VPG protection has been paused</td>
<td>The VPG protection has been paused.</td>
<td>VPG0017</td>
</tr>
<tr>
<td>RdmWithOddNumberOfBlocks</td>
<td>The RDM has an odd number of blocks</td>
<td>The RDM has an odd number of blocks.</td>
<td>VPG0039</td>
</tr>
<tr>
<td>RecoveryBeforeCommit</td>
<td>The VPG is waiting to be committed or rolled back</td>
<td>The VPG is waiting to be committed or rolled back.</td>
<td>VPG0014</td>
</tr>
<tr>
<td>RecoveryDataStoreFull</td>
<td>The recovery datastore is full</td>
<td>The recovery datastore is full.</td>
<td>STR0002</td>
</tr>
<tr>
<td>RecoveryDataStoreLowFreeSpace</td>
<td>The recovery datastore has less than xGB of free space</td>
<td>The recovery datastore is running out of free space.</td>
<td>STR0004</td>
</tr>
<tr>
<td>COM.ZERTO.EVENT.&lt;ALARM&gt;</td>
<td>DESCRIPTION IN VCENTER SERVER</td>
<td>EXPANDED DESCRIPTION</td>
<td>RELATED ZERTO ALERTS</td>
</tr>
<tr>
<td>--------------------------</td>
<td>--------------------------------</td>
<td>----------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>RecoveryDatastoresNotInStorageProfile</td>
<td>Missing recovery datastores in recovery storage profile</td>
<td>The storage profile does not include the recovery datastores.</td>
<td>VPG0024</td>
</tr>
<tr>
<td>RecoveryProviderVDCStorageProfileDisabled</td>
<td>Recovery provider vDC storage profile is disabled</td>
<td>The recovery provider vDC storage profile is disabled.</td>
<td>VPG0022</td>
</tr>
<tr>
<td>RecoveryProviderVDCStorageProfileNotFound</td>
<td>Recovery provider vDC storage profile is not found</td>
<td>The recovery provider vDC storage profile could not be found.</td>
<td>VPG0021</td>
</tr>
<tr>
<td>RecoveryStorageProfileDisabled</td>
<td>Recovery storage profile is disabled</td>
<td>The recovery storage profile is disabled.</td>
<td>VPG0019</td>
</tr>
<tr>
<td>RecoveryStorageProfileNotFound</td>
<td>Recovery storage profile is not found</td>
<td>The recovery storage profile could not be found.</td>
<td>VPG0020</td>
</tr>
<tr>
<td>RecoveryVcenterStorageProfileMissing</td>
<td>Storage profile not found in underlying vCenter Server</td>
<td>A storage profile was not found in the underlying vCenter Server.</td>
<td>VPG0018, VPG0023</td>
</tr>
<tr>
<td>ResourcePoolInsufficientError</td>
<td>Resource Pool does not have enough resource to support VPG</td>
<td>A resource Pool does not have enough resource to support VPG.</td>
<td>VPG0015</td>
</tr>
<tr>
<td>ResourcePoolMissingError</td>
<td>Target resource pool cannot be found for VPG</td>
<td>The recovery resource pool for the VPG can no longer be found.</td>
<td>VPG0016</td>
</tr>
<tr>
<td>RpoError</td>
<td>The recovery RPO is not being met. The current RPO is more than the target RPO</td>
<td>The target RPO is not being met. The current RPO is at least 25% more than the target RPO.</td>
<td>VPG0010</td>
</tr>
<tr>
<td>RpoWarning</td>
<td>The recovery RPO is not being met. The current RPO is more than the target RPO</td>
<td>The recovery RPO is not being met. The current RPO is between 15% and 25% more than the target RPO.</td>
<td>VPG0009</td>
</tr>
<tr>
<td>ServiceProfileMissing</td>
<td>The service profile for the VPG cannot be found</td>
<td>The service profile for the VPG cannot be found.</td>
<td>VPG0026</td>
</tr>
<tr>
<td>UndoRollbackFailed</td>
<td>A rollback failed</td>
<td>A rollback failed.</td>
<td>VPG0008, VRA0049</td>
</tr>
<tr>
<td>UninstalledHost</td>
<td>The host has no VRA installed</td>
<td>The host has no VRA installed.</td>
<td>VRA0001</td>
</tr>
<tr>
<td>UnprotectedVMsError</td>
<td>One or more of the virtual machines in the VPG are not protected, for example a VM was vMotioned to a host without a VRA</td>
<td>One or more of the virtual machines in the VPG are not protected, for example a virtual machine was vMotioned to an ESX/ESXi host without a VRA.</td>
<td>VPG0027</td>
</tr>
<tr>
<td>VbaDisconnected</td>
<td>The VBA service is not connected to the Zerto Virtual Manager</td>
<td>The VBA service is not connected to the Zerto Virtual Manager.</td>
<td>BCK0006</td>
</tr>
<tr>
<td>VCDConnector</td>
<td>vCloud Director connection problem</td>
<td>A vCloud Director connection problem.</td>
<td>VCD0014, VCD0015, VCD0018</td>
</tr>
<tr>
<td>VCDReflection</td>
<td>A problem collecting the vCloud Director metadata</td>
<td>There is a problem collecting the vCloud Director metadata.</td>
<td>VCD0001, VCD0002, VCD0003, VCD0004, VCD0005, VCD0006, VCD0007, VCD0010, VCD0016, VCD0017, VCD0020, VCD0021</td>
</tr>
<tr>
<td>VirtualMachine</td>
<td>For internal use only</td>
<td>For internal use only.</td>
<td>—</td>
</tr>
<tr>
<td>VirtualMachineHardwareVersionMismatch</td>
<td>The hardware version of one or more of the protected VMs is not supported by the recovery host</td>
<td>The hardware version of one or more of the protected virtual machines is not supported by the recovery host.</td>
<td>VPG0040</td>
</tr>
</tbody>
</table>
### Alarms in VMware vSphere

<table>
<thead>
<tr>
<th>COM.ZERTO.EVENT.&lt;ALARM&gt;</th>
<th>DESCRIPTION IN VCENTER SERVER</th>
<th>EXPANDED DESCRIPTION</th>
<th>RELATED ZERTO ALERTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>VirtualMachineHasZeroSizeVolume</td>
<td>VM has at least one volume of size 0</td>
<td>The virtual machine has one or more volumes of size zero.</td>
<td>VPG0044</td>
</tr>
<tr>
<td>VPGOutOfZorgOnProtected</td>
<td>The VPG belongs to a ZORG but contains resources outside of the ZORG</td>
<td>The VPG has been defined as belonging to a ZORG but contains resources outside of the ZORG.</td>
<td>VPG0035</td>
</tr>
<tr>
<td>VPGOutOfZorgOnRecovery</td>
<td>The VPG belongs to a ZORG but requires resources outside of the ZORG</td>
<td>The VPG has been defined as belonging to a ZORG but contains resources outside of the ZORG.</td>
<td>VPG0036</td>
</tr>
<tr>
<td>VraBalooning</td>
<td>On 4.x host: VRA on host does not have enough resources. On 5.x host: VRA on host does not have enough reserved memory.</td>
<td>On 4.x host: VRA on host does not have enough resources. On 5.x host: VRA on host does not have enough reserved memory.</td>
<td>VRA0029</td>
</tr>
<tr>
<td>VraCloneVolume</td>
<td>A VRA clone volume error</td>
<td>A VRA clone volume error.</td>
<td>VRA0014, VRA0015, VRA0016, VRA0017</td>
</tr>
<tr>
<td>VraDidntReceiveIp</td>
<td>The VRA didn’t receive an IP</td>
<td>The VRA didn’t receive an IP.</td>
<td>VRA0002</td>
</tr>
<tr>
<td>VralpChanged</td>
<td>The VRA IP changed</td>
<td>The VRA IP changed.</td>
<td>VRA0003, VRA0004</td>
</tr>
<tr>
<td>VraLogVolume</td>
<td>VRA journal volume error</td>
<td>A VRA journal volume error.</td>
<td>VRA0006, VRA0007</td>
</tr>
<tr>
<td>VraPoweredOff</td>
<td>VRA is powered off</td>
<td>A VRA is powered off.</td>
<td>VRA0028</td>
</tr>
<tr>
<td>VraProtectedVolume</td>
<td>VRA protected volume error</td>
<td>A VRA protected volume error.</td>
<td>VRA0018, VRA0019, VRA0020, VRA0021, VRA0022, VRA0025</td>
</tr>
<tr>
<td>VRARegistrationFailed</td>
<td>Problem with an ESX/i upgrade</td>
<td>A problem with an ESX/ESXi upgrade.</td>
<td>VRA0023, VRA0015, VRA0016, VRA0017</td>
</tr>
<tr>
<td>VRASReconciliation</td>
<td>The Zerto Virtual Manager is synchronizing all of its VRAs.</td>
<td>The Zerto Virtual Manager is synchronizing all of its VRAs. It can happen if there was a site disconnect and the Zerto Virtual Managers detected that a change was made while the sites were disconnected. For example, executing a failover while the sites are disconnected and then they reconnect.</td>
<td>VRA0035</td>
</tr>
<tr>
<td>VraTargetVolume</td>
<td>Recovery volume error for a VRA</td>
<td>A recovery volume error for a VRA.</td>
<td>VRA0008, VRA0009, VRA0010, VRA0011, VRA0012, VRA0013</td>
</tr>
<tr>
<td>VraToVraConnection</td>
<td>A VRA is not connected to a remote site VRA</td>
<td>A VRA is not connected to a remote site VRA.</td>
<td>VRA0006</td>
</tr>
<tr>
<td>Win2003VmduringReplicationToVCD</td>
<td>Windows 2003 VM in VPG that is recovering to vCD</td>
<td>The VPG includes a Windows 2003 virtual machine which cannot be recovered in vCD.</td>
<td>VPG0041</td>
</tr>
<tr>
<td>ZertoGenericAlert</td>
<td>Zerto generic alert: check Zerto UI for details.</td>
<td>An alert is issued when none of the specific alerts are valid for the situation.</td>
<td>VRA0030</td>
</tr>
<tr>
<td>ZvmToVraConnection</td>
<td>The Zerto Virtual Manager is not connected to a VRA</td>
<td>The Zerto Virtual Manager is not connected to a VRA.</td>
<td>ZVM0002</td>
</tr>
<tr>
<td>COM.ZERTO.EVT.-&lt;ALARM&gt;-</td>
<td>DESCRIPTION IN VCENTER SERVER</td>
<td>EXPANDED DESCRIPTION</td>
<td>RELATED ZERTO ALERTS</td>
</tr>
<tr>
<td>--------------------------</td>
<td>-------------------------------</td>
<td>----------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>ZvmToZvmConnection</td>
<td>The Zerto Virtual Manager is not connected to a remote site Zerto Virtual Manager</td>
<td>The Zerto Virtual Manager is not connected to a remote site Zerto Virtual Manager.</td>
<td>ZVM0003, ZVM0004</td>
</tr>
<tr>
<td>ZvmToZvmSync</td>
<td>The Zerto Virtual Managers are syncing with each other</td>
<td>The Zerto Virtual Manager is synchronizing with the remote site.</td>
<td>ZVM0010</td>
</tr>
</tbody>
</table>
CHAPTER 3: ZERTO EVENTS

All events which are triggered by Zerto are displayed in the Zerto User Interface.
Each event has a number, and a description.
Use the following topics to understand how to monitor events, and to review details of each event which is triggered.

- “Monitoring Events”, below
- “Events”, on page 76

Monitoring Events

To view events, click the MONITORING tab, then click the EVENTS area. A list of tasks performed within Zerto is displayed.

To filter events:
1. To filter the events, select:
   - **Type**: You can display just the events generated by Zerto or the alert on and off events or both.
   - **From** and **To**: The dates for which you want event information. Only activities performed, between these dates are displayed.
2. Click **APPLY** to apply the filtering selected via any of the above fields.
3. Click **RESET** to reset the display to the defaults values.
4. Click **EXPORT** to export the listing of events to a Microsoft Excel file.
   
   See further details about any event by clicking the event **ID** link, and by referring to the section Events.

Events

Events are triggered within Zerto, including when an alert is issued or turned off.
For descriptions of each event, see the following:

- EV0002: Create VPG
- EV0003: Remove VPG
- EV0004: Failover
- EV0005: Test failover
- EV0006: Stop failover test
- EV0008: Move VPG
- EV0009: Protect VM
- EV0010: Unprotect VM
- EV0013: Install VRA
- EV0014: Uninstall VRA
- EV0016: Update VPG
- EV0017: Add tagged checkpoint
- EV0019: Promotion for VM in VPG complete
- EV0020: Promotion for all VMs in VPG complete
Zerto’s Guide to Alarms, Alerts and Events - All Environments - Version 7.0

Zerto Events

EV0021: Log collection
EV0023: Force Configuration of VM
EV0024: Delete Paired VPGs
EV0025: Forcibly delete VPG
EV0026: Update VPG
EV0027: Forcibly delete VPG in error state
EV0028: Run script
EV0029: Initialize full sync
EV0030: Pair sites
EV0031: Unpair sites
EV0034: Install Zerto Cloud Connector
EV0035: Uninstall Zerto Cloud Connector
EV0037: Script failed
EV0038: Update advanced site settings
EV0039: Clone
EV0040: Remove VM from VPG and keep disk
EV0041: Failover Without Commit
EV0042: Committing Failover
EV0043: Failover rollback
EV0044: Move without commit
EV0045: Move rollback
EV0046: Committing move
EV0047: Move host resources
EV0048: Upgrade VRA
EV0049: Change VPG substatus to need configuration
EV0050: Change VRA IP settings
EV0051: Pause VPG by User
EV0052: Resume VPG by User
EV0053: Upgrade Zerto Virtual Manager
EV0054: Upgrade more than one VRA
EV0055: Uninstall more than one VRA
EV0056: Alert Turned On
EV0057: Alert Turned Off
EV0058: Change VRA password
EV0059: Change recovery host
EV0060: Backup VPG
EV0061: Redeploy Cloud Connector
Zerto Events

EV0062: Cleanup VPG IP Diskbox
EV0063: Restore
EV0064: Pre-script
EV0065: Post-script
EV0066: Virtual Machine removed
EV0067: Change VRA IP and password settings
EV0068: File level recovery disk mounted
EV0069: File level recovery disk unmounted
EV0070: ZVM/ZSSP Login
EV0072: Host entering maintenance mode
EV0073: Host exiting maintenance mode
EV0074: VM Restored to Snapshot
EV0077: Pause VPG by the System
EV0078: Resume VPG by User After Editing a VPG
EV0079: Resume VPG by System
EV0080: AWS Maximum EBS Provision IOPS quota limit exceeded
EV0081: Auto force sync is about to start
EV0082: Auto force sync cannot start
EV0083: Auto force sync failed
EV0089: Successful On Demand Billing Submission
EV0090: Unsuccessful On Demand Billing Submission
EV0101: Starting Zerto Installer Download
EV0102: Downloading Zerto Installer
EV0103: Starting Remote ZVM Upgrade
EV0104: Remote Upgrade of Zerto Virtual Manager
EV0106: Index Checkpoint
EV0107: Enable Remote Log Collection for the next 30 days
EV0108: Enable Remote Log Collection until Support case is resolved
EV0109: Disable Remote Log Collection
EV0110: Disable Remote Log Collection - Permission Expired
EV0111: Disable Remote Log Collection - Support Case Closed
**EV0002: Create VPG**
A new VPG was defined.

**EV0003: Remove VPG**
A VPG has been removed and the virtual machines in the VPG are no longer protected. The virtual machines are removed and if the target disks are saved they can be used as preseeded disks if the virtual machines are reprotected. The location of the preseeded disk is specified in the description of the event, “EV0040: Remove VM from VPG and keep disk”, on page 81.

**Note:** If the VPG was not successfully removed, it can still be forcibly removed. If a test failover, failover or move operation is being performed on the VPG, the VPG is not removed.

**EV0004: Failover**
Support event for backwards compatibility: A failover operation was performed on a VPG.

**EV0005: Test failover**
A failover test operation was performed on a VPG to test the recovery process. The test does not stop the ongoing protection of the virtual machines defined in the VPG.

**EV0006: Stop failover test**
A failover test operation on a VPG was stopped and the test virtual machines are removed from the recovery site.

**EV0008: Move VPG**
Support event for backwards compatibility: A VPG has been migrated to the recovery site.

**EV0009: Protect VM**
A virtual machine has been added to a protected VCD vApp and is added to the VPG.

**EV0010: Unprotect VM**
A virtual machine is removed from a protected VCD vApp and is also removed from the VPG.

**EV0013: Install VRA**
Installing a Virtual Replication Appliance, VRA.

**EV0014: Uninstall VRA**
Uninstalling a Virtual Replication Appliance, VRA.
**EV0016: Update VPG**
A VPG is updated.

**EV0017: Add tagged checkpoint**
A checkpoint with a tag has been added. Tagged checkpoints are added manually either by a user or by the Zerto Virtual Manager when a virtual machine is added to an existing VPG and the synchronization of the added machine is complete and when a failover test finishes.

**EV0019: Promotion for VM in VPG complete**
The promotion of journal data to a recovered virtual machine has completed.

**EV0020: Promotion for all VMs in VPG complete**
After a recovery operation promotion of data from every journal for every virtual machine in the VPG has completed.

**EV0021: Log collection**
Logs are collected.

**EV0023: Force Configuration of VM**
The protected VM has changed.

**EV0024: Delete Paired VPGs**
All VPGs for the paired site are removed. All the virtual machines that were protected in these VPGs are no longer protected.

**EV0025: Forcibly delete VPG**
A VPG has been removed and the virtual machines in the VPG are no longer protected.

**EV0026: Update VPG**
A VPG has been updated.

**EV0027: Forcibly delete VPG in error state**
A VPG is moved to an error state and has to be forcibly removed. The virtual machines in the VPG are no longer protected.

**EV0028: Run script**
DEPRECATED
The script completed.
**EV0029: Initialize full sync**

A VPG has been forcibly synchronized.

**EV0030: Pair sites**

Two sites are connected together, enabling one of the sites to protect virtual machines on the other site.

**EV0031: Unpair sites**

Two paired sites are unpaired. All VPGs in either site are also removed and the virtual machines no longer protected.

**EV0034: Install Zerto Cloud Connector**

A Zerto Cloud Connector has been installed.

**EV0035: Uninstall Zerto Cloud Connector**

A Zerto cloud connector is uninstalled.

**EV0037: Script failed**

A pre-script or post-script failed.

**EV0038: Update advanced site settings**

Advanced settings have been saved. Advanced settings include:

- The maximum bandwidth Zerto uses across the sites.
- The timeout used for scripts that run before or after a failover, move or test failover.
- Protected virtual machines can be recovered to the same site.
- The scales to use when displaying the performance graphs (for IOPS, throughput, WAN traffic, the time from last checkpoint as an indication of compliance with the required RPO and the CPU usage by the VRA).
- The time to wait in seconds for a live failover or move operation before automatically committing or rolling back the operation.

**EV0039: Clone**

A VPG has been cloned in the recovery site.

**EV0040: Remove VM from VPG and keep disk**

When a VPG is removed the recovery disks for the virtual machines are kept and can be used as preseeded disks if the virtual machines are reprotected. The location of the preseeded disk is specified in the description of the event.
Zerto’s Guide to Alarms, Alerts and Events - All Environments - Version 7.0

Zerto Events

**EV0041: Failover Without Commit**
A failover operation has started and the virtual machines on the recovery site are started up, with the ability to check the recovered machines before committing the failover.

**EV0042: Committing Failover**
A VPG has been failed over to the recovery site.

**EV0043: Failover rollback**
A VPG that was marked for failover has been rolled back to its previous state in the protected site.

**EV0044: Move without commit**
A move operation has started and the virtual machines on the recovery site are started up, with the ability to check the recovered machines before committing the operation.

**EV0045: Move rollback**
A VPG that was marked for moving has been rolled back to its previous state in the protected site.

**EV0046: Committing move**
A VPG has been moved to the recovery site.

**EV0047: Move host resources**
VRA data has been moved to another host.

**EV0048: Upgrade VRA**
The VRA is upgraded to the latest version.

**EV0049: Change VPG substatus to need configuration**
DEPRECATED
The VPG needs to be configured to enable protecting the virtual machines in it.

**EV0050: Change VRA IP settings**
DEPRECATED
The VRA network settings have changed, for example when the gateway to the VRA is changed.
EV0051: Pause VPG by User
Protection group {vpg name} was paused by the user. Completed successfully.

EV0052: Resume VPG by User
Protection group {vpg name} was resumed by the user. Completed successfully.

EV0053: Upgrade Zerto Virtual Manager
DEPRECATED
The Zerto Virtual Manager is upgraded to the latest version.

EV0054: Upgrade more than one VRA
A group of VRAs have been upgraded. This event is performed asynchronously. Check the alerts to ensure that all the VRAs are actually upgraded.

EV0055: Uninstall more than one VRA
A group of VRAs have been uninstalled. This event is performed asynchronously. Check the alerts to ensure that all the VRAs are actually uninstalled.

EV0056: Alert Turned On
An alert is issued.

EV0057: Alert Turned Off
An alert is dismissed.
Any Zerto alert will only be turned off when all instances of the alert are turned off. For example, if you pause two VPGs and then resume just a single VPG, the alert remains on. Only when no VPGs are paused is the alert stopped.

EV0058: Change VRA password
DEPRECATED
The VRA password used to access the host was changed.

EV0059: Change recovery host
The recovery host for the virtual machine in the VPG was changed.

EV0060: Backup VPG
A VPG backup was run for the VPG.
**EV0061: Redeploy Cloud Connector**
The Zerto Cloud Connector was redeployed.

**EV0062: Cleanup VPG IP Diskbox**
A change datastore operation failed and a cleanup of the temporary virtual machine used by Zerto to implement the change datastore was performed.

**EV0063: Restore**
An offsite backup was restored.

**EV0064: Pre-script**
A script was run at the beginning of a recovery operation.

**EV0065: Post-script**
A script was run at the end of a recovery operation.

**EV0066: Virtual Machine removed**
A virtual machine was removed from the hypervisor manager.

**EV0067: Change VRA IP and password settings**
The VRA network settings have changed, for example when the gateway to the VRA is changed or the VRA password used to access the host was changed.

**EV0068: File level recovery disk mounted**
A disk for file level recovery was mounted.

**EV0069: File level recovery disk unmounted**
A disk for file level recovery was unmounted.

**EV0070: ZVM/ZSSP Login**
The login status to the Zerto Virtual Manager Web Client or Zerto Self-service Portal.

**EV0072: Host entering maintenance mode**
The host is entering maintenance mode. The VRA on the host will wait for the protected virtual machines to be vMotioned or up to 10 minutes, whichever occurs first, before shutting down automatically.
EV0073: Host exiting maintenance mode
The host is exiting maintenance mode. The VRA must be manually powered on.

EV0074: VM Restored to Snapshot
VM {VM Name} was restored to a snapshot. VPG {vpg name} will sync to ensure consistency.

EV0077: Pause VPG by the System
Protection group {vpg name} was paused by the System. One or more VMs were removed from the inventory.

EV0078: Resume VPG by User After Editing a VPG
For a single virtual machine: Protection group {vpg name} was resumed by the user after editing the VPG. VM {vm name} was removed from the VPG.
For multiple virtual machines: Protection group {vpg name} was resumed by the user after editing the VPG. VMs {vm names} were removed from the VPG.

EV0079: Resume VPG by System
Protection group {vpg name} was resumed by the System. One or more VMs were added to the inventory.

EV0080: AWS Maximum EBS Provision IOPS quota limit exceeded
Max EBS Provision IOPS quota has been reached, therefore some VMs have been recovered using a slower gp2 disk. Contact AWS Support to increase the Max EBS Provision IOPS quota. See Zerto documentation for more information

EV0081: Auto force sync is about to start
Starting automatic force sync, in order to ensure data consistency, for all VPGs replicating to sites: {site names}.

EV0082: Auto force sync cannot start
Failed to automatically force sync VPGs replicating to sites: {site names}. In order to ensure data consistency, manually force sync these VPGs.

EV0083: Auto force sync failed
Failed to automatically force sync VPGs replicating to sites: {site names}. In order to ensure data consistency, manually force sync these VPGs.

EV0089: Successful On Demand Billing Submission
Billing submission on demand was successful.
EV0090: Unsuccessful On Demand Billing Submission
Billing submission on demand was unsuccessful.

EV0101: Starting Zerto Installer Download
Started download for Zerto Virtual Manager Installer.

EV0102: Downloading Zerto Installer
Downloading Zerto Virtual Manager installer.
Zerto helps customers accelerate IT transformation by eliminating the risk and complexity of modernization and cloud adoption. By replacing multiple legacy solutions with a single IT Resilience Platform™, Zerto is changing the way disaster recovery, backup and cloud are managed. At enterprise scale, Zerto’s software platform delivers continuous availability for an always-on customer experience while simplifying workload mobility to protect, recover and move applications freely across hybrid and multi-clouds. Zerto is trusted by over 6,000 customers globally and is powering resiliency offerings for Microsoft Azure, IBM Cloud, AWS, SunGard AS and more than 350 cloud services providers.

Learn more at Zerto.com

For assistance using Zerto software, contact: @Zerto Support