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ZVR-RN-7.5
The Zerto IT Resilience Platform is the industry’s first solution to converge disaster recovery, backup and cloud mobility into a single, simple, scalable platform. Designed to accelerate IT transformation, Zerto’s platform automates the disaster recovery and backup processes to remove systemic risk to the business, delivers the data protection needs across clouds while maximizing resources and reducing the cost and complexity of multiple solutions.

Based on a foundation of continuous data protection, the platform uses best of breed replication and unique journaling capabilities to deliver the fastest Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) for both short-term and long-term retention of data. Built-in platform orchestration and automation enables faster management of workloads at scale with minimal touch. Analytics with intelligent dashboards and reports provide complete visibility across multi-site, multi-cloud environments to ensure performance standards are met.

The following topics are described in these Release Notes:

- End-of-Version Support Notice on page 4
- Prerequisites, Requirements and Installation Instructions on page 5
- Upgrading Zerto and/or Zerto Cloud Manager on page 6
- What's New & Resolved - Zerto 7.5 Update 2 on page 7
- What's New & Resolved - Zerto 7.5 Update 2 on page 7
- What's New & Resolved - Zerto 7.5 on page 17
- Zerto Analytics on page 34
- Known Issues on page 36
End-of-Version Support Notice

To review the Zerto end-of-version support policies, see the document Product Version Lifecycle Matrix.
Prerequisites, Requirements and Installation Instructions

• Before installing Zerto, click to open and review prerequisites and requirements of the relevant platform:

<table>
<thead>
<tr>
<th>VMware vSphere environments</th>
<th>Microsoft Hyper-V environments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Azure environments</td>
<td>Amazon Web Services (AWS) environments</td>
</tr>
<tr>
<td>Cloud Service Providers (CSPs)</td>
<td></td>
</tr>
</tbody>
</table>

• For installation instructions, click to open and review the installation guide:

<table>
<thead>
<tr>
<th>VMware vSphere and Microsoft Hyper-V environments</th>
<th>Microsoft Azure environments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amazon Web Services (AWS) environments</td>
<td>Zerto Cloud Manager Installation Guide</td>
</tr>
</tbody>
</table>
Upgrading Zerto and/or Zerto Cloud Manager

To review the upgrading guidelines and instructions, see Upgrading the Zerto Virtual Replication Environment.

! **Important:** Azure Installer with Zerto 7.5 is now available. Refer to What’s new in Upgrading Zerto and/or Zerto Cloud Manager on page 6 for the full list of new features.

! **Important:** Prior to ZCA installation/upgrade on AWS, the permission level of the VM running the ZCA must be set using IAM Roles. For further details, see Zerto Installation Guide for AWS and What’s New - In Zerto 7.5 on page 18, in the section AWS.

! **Important:** Following the new Site Pairing Authentication introduced in Zerto 7.5, see What’s New - In Zerto 7.5 on page 18 in the section Security, to avoid incompatibilities with Site Pairing.

! **Important:**

Zerto changed the maximum sizing limitations when the ZVM database needs to migrate from an embedded internal database, to an external database.

Before upgrading, it is important to follow the sizing guidelines. **Failure to follow the sizing guidelines can result in performance degradation and possible software errors.**

For more information, click to review:

- Scale and Benchmarking Guidelines
- Migrating the Zerto Virtual Replication Database to Microsoft SQL Server
What’s New & Resolved - Zerto 7.5 Update 2

What’s New - In Zerto 7.5 Update 2 on page 8
Resolved Issues - Zerto 7.5 Update 2 on page 10

Note: All Zerto Enterprise Government Edition documentation apply only from the Zerto Enterprise Government Edition GA date.
What’s New - In Zerto 7.5 Update 2

Note: All Zerto Enterprise Government Edition documentation apply only from the Zerto Enterprise Government Edition GA date.

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AWS on page 8
External SQL Server Database on page 8
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Microsoft Hyper-V

Microsoft SCVMM 2016 and Server Core: RTM Rollup 8 is supported. See the Interoperability Matrix for specific features support.

Azure

Users can now enable automatic script upgrade of the Azure Scale Set instances. This means that the scripts, which are responsible for configuration and management tasks, will always be up to date.

Note: This is enabled by default, when you select Enable Zerto SaaS applications including Zerto Analytics, Cloud Control, and Mobile App. (Site Settings > About menu).

AWS

Users can now enable automatic script upgrade of Zerto's AWS instances, zImporter, zASA and zSat. This means that the scripts, which are responsible for configuration and management tasks, will always be up to date.

Note: This is enabled by default, when you select Enable Zerto SaaS applications including Zerto Analytics, Cloud Control, and Mobile App. (Site Settings > About menu).

External SQL Server Database

Microsoft SQL Server 2019 is now supported for the external ZVM database. For more information, please see the Interoperability Matrix and the Migrating the ZVM Database to SQL Server.
Long Term Retention

SMB version 3.1.1 is now supported. See the Interoperability Matrix for specific features support.
Resolved Issues - Zerto 7.5 Update 2

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Resolved Issues: vCloud Director on page 10
Resolved Issues: API on page 10
Resolved Issues: Long Term Retention on page 11
Resolved Issues: Azure on page 11
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Resolved Issues: vSphere

<table>
<thead>
<tr>
<th>Bug Number</th>
<th>Case Number</th>
<th>Issues Resolved in 7.5 Update 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>39799</td>
<td>144925, 144182, 140397, 149206</td>
<td>(vSphere or vCD environments) Fixed an issue which caused a mismatch between the VM NIC configurations in the VPG settings and the VM in the recovery site.</td>
</tr>
<tr>
<td></td>
<td>41465</td>
<td>Resolved an issue where replication from AWS, and failover to AWS was broken in AWS GovCloud region.</td>
</tr>
</tbody>
</table>

Resolved Issues: vCloud Director

<table>
<thead>
<tr>
<th>Bug Number</th>
<th>Case Number</th>
<th>Issues Resolved in 7.5 Update 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>39222</td>
<td>141530, 146347</td>
<td>Resolved an issue which rarely occurred in protected vCD environments, caused by a race condition between vCenter and vCloud Director, where during Failover Test some of the attached disks were missing due to lack of refresh between vCenter and vCloud director.</td>
</tr>
</tbody>
</table>

Resolved Issues: API

<table>
<thead>
<tr>
<th>Bug Number</th>
<th>Case Number</th>
<th>Issues Resolved in 7.5 Update 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>41180</td>
<td>148642</td>
<td>Fixed an issue which occurred when creating a VPG using the REST API which caused the display in the Protected VMs tab in the ZVM GUI to appear empty.</td>
</tr>
</tbody>
</table>
Resolved Issues: Long Term Retention

<table>
<thead>
<tr>
<th>Bug Number</th>
<th>Case Number</th>
<th>Issues Resolved in 7.5 Update 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>40834</td>
<td>148234</td>
<td>Resolved an issue which caused the indexing process to fail due to multiple registry files on Windows VMs.</td>
</tr>
<tr>
<td>40469</td>
<td>147270</td>
<td>Resolved an issue in which upon VRA restart or &quot;Change Host&quot; operation, during Long Term Retention process, the RPO was affected.</td>
</tr>
<tr>
<td>40837</td>
<td>148234, 149395</td>
<td>Resolved an issue which prevent Indexing and FLR from failing due to special characters in one of the file names.</td>
</tr>
</tbody>
</table>

Resolved Issues: Azure

<table>
<thead>
<tr>
<th>Bug Number</th>
<th>Case Number</th>
<th>Issues Resolved in 7.5 Update 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>40898</td>
<td>0148569, 148909, 150038</td>
<td>Fixed an issue which occurred during Failover Test or Failover Live, where the Azure resources were not released after rollback.</td>
</tr>
</tbody>
</table>

Resolved Issues: General

<table>
<thead>
<tr>
<th>Bug Number</th>
<th>Case Number</th>
<th>Issues Resolved in 7.5 Update 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>41286</td>
<td>150873, 151344</td>
<td>Fixed a VRA install/upgrade failure when working in a vSAN environment.</td>
</tr>
<tr>
<td>40735</td>
<td>148400</td>
<td>Resolved an error which occurred during pairing authentication when protecting from a Cloud-based clustered ZVM to an on-premise site through ZCC.</td>
</tr>
<tr>
<td>40911</td>
<td>149781, 149877, 148729</td>
<td>Fixed a rare issue which could occur during upgrades, where specific customer configurations were not carried forward.</td>
</tr>
</tbody>
</table>
### What's New & Resolved - Zerto 7.5 Update 2

<table>
<thead>
<tr>
<th>Bug Number</th>
<th>Case Number</th>
<th>Issues Resolved in 7.5 Update 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>40106</td>
<td>141727, 145282,</td>
<td>Fixed an issue which sometimes occurred in specific customer configurations, where the GUI timed out and prompted the user to log back in after 30 minutes.</td>
</tr>
<tr>
<td></td>
<td>141548, 144779,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>146163, 146630,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>148163, 148641</td>
<td></td>
</tr>
<tr>
<td>39823</td>
<td>144312</td>
<td>When using REST API, create VPG no longer fails when using custom service profile configured with unlimited journal hard limit.</td>
</tr>
<tr>
<td>40840</td>
<td>148030, 149641</td>
<td>Fixed an issue where the user was not able to log when using a NetBIOS domain name containing the ampersand character (&amp;).</td>
</tr>
</tbody>
</table>
What’s New & Resolved - Zerto 7.5 Update 1

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Resolved Issues - Zerto 7.5 Update 1 on page 15
What’s New - In Zerto 7.5 Update 1

**Important:** Azure Installer with Zerto 7.5 is now available. Refer to What’s new in What’s New - In Zerto 7.5 Update 1 on page 14 for the full list of new features.

**Note:**
VSS functionality is no longer supported in Zerto. If you require VSS functionality, see Release Notes for Zerto with VSS, and Zerto - VSS Deployment and User Guide.

**vSphere**
VSAN versions 6.7 U2 and 6.7 U3 are supported. See the Interoperability Matrix for specific features support.
Resolved Issues - Zerto 7.5 Update 1

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Resolved Issues: APIs

<table>
<thead>
<tr>
<th>Bug Numbers</th>
<th>Case Number</th>
<th>Issues Resolved in 7.5 Update 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>38592</td>
<td>00139361</td>
<td><em>Failover Commit API</em>: Resolved an issue where applying reverse protection settings failed when called with manual commit = true.</td>
</tr>
</tbody>
</table>

Resolved Issues: Long Term Retention

<table>
<thead>
<tr>
<th>Bug Numbers</th>
<th>Case Number</th>
<th>Issues Resolved In 7.5 Update 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>40756</td>
<td>00147684</td>
<td>Resolved an issue that caused intermittent disconnections to the indexing repository which caused indexing operations to fail.</td>
</tr>
<tr>
<td>40808</td>
<td>148234, 00148234</td>
<td>Resolved indexing operation timeout issue by validating that indexing is performed only on existing volumes.</td>
</tr>
</tbody>
</table>

Resolved Issues: vCloud Director

<table>
<thead>
<tr>
<th>Bug Numbers</th>
<th>Case Number</th>
<th>Issues Resolved in 7.5 Update 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>38715</td>
<td>00140119</td>
<td>Resolved a rare issue which prevented successful recovery operations caused by a paging mechanism issue.</td>
</tr>
<tr>
<td>40128</td>
<td>00145966</td>
<td>Resolved an issue which prevented the user from changing VM Recovery Host when the recovery datastore was removed from the storage policy</td>
</tr>
</tbody>
</table>
Resolved Issues: vSphere

<table>
<thead>
<tr>
<th>Bug Numbers</th>
<th>Case Number</th>
<th>Issues Resolved in 7.5 Update 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>40666</td>
<td>00147912, 00148008, 00148239,</td>
<td>After upgrading to Zerto 7.5: Fixed a VRA upgrade failure when working with VSAN versions 6.5, 6.7 U2 and 6.7 U3.</td>
</tr>
<tr>
<td></td>
<td>00148024, 00148665, 00149444,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>00149512, 00149835, 00150018,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>00147567</td>
<td></td>
</tr>
<tr>
<td>40704</td>
<td>00148535, 00148665, 00148709</td>
<td>Resolved an issue which caused recovery operations to fail occasionally when recovering to VSAN 6.7.</td>
</tr>
</tbody>
</table>
What’s New & Resolved - Zerto 7.5

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What’s New - In Zerto 7.5

Zerto 7.5 includes the following new features and functionalities:

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- Long Term Retention on page 18
- Security on page 19
- AWS on page 20
- Azure on page 20
- VPG Management on page 22
- vSphere on page 23
- vCloud Director on page 24
- APIs on page 24
- General on page 24

VSS functionality is no longer supported in Zerto. If you require VSS functionality, see Release Notes for Zerto with VSS, and Zerto - VSS Deployment and User Guide.

File and Folder Recovery

- **VM-based File Level Restore** - With Zerto 7.5, users are now able to restore files and folders at the VM level. The entire VM including all its volumes is mounted and browseable. Users can now see all drive letters for Windows servers, or drive labels in the absence of a drive letter for easier access and identification of desired recovery data. VM-based FLR also allows support of logical volumes which span across multiple disks. Selecting a specific disk while understanding its SCSI ID is no longer required. For further details, see the Zerto Administration Guide, in the section Recovering Files and Folders.

- **Downloading Files/Folders from Search and Restore** - A new Download action is available during Search and Restore operations in addition to the existing Restore VM and Restore VPG, allowing the user to restore the specific file/folder directly. Download is enabled only for files/folders for which the retention set restore point is still available in the journal. Download is based on the existing File and Folder Recovery mechanism, therefore when selecting the Download option, a mount session for the relevant VM is executed allowing the selected file/folder to be downloaded. For further details, see the Zerto Administration Guide for vSphere or Hyper-V, in the section Recovering Files and Folders.

Long Term Retention

- **HPE StoreOnce Catalyst Support** - Zerto provides integration with the HPE StoreOnce Catalyst API for users who utilize HPE StoreOnce as a storage target for their Long-Term Retention data and adds source-side deduplication for more efficient use of storage and network resources.
• **Search VM for Restore** - Users can now search and select the VM they wish to restore regardless of the VPG the VM belongs to.

For further details on Long Term Retention, see the *Zerto Administration Guide for vSphere or Hyper-V*, in the section Using Zerto’s Long Term Retention.

**Security**

**Run Zerto on FIPS-enabled Windows Servers**

Zerto 7.5 allows the Zerto Virtual Manager (ZVM) to support a FIPS-enabled Windows Server Configuration within the .NET framework.

**Note:** Zerto software is not FIPS-compliant.

**Pairing Authentication**

Zerto 7.5 introduces enhanced token-based authentication to provide ZVM to ZVM pairing authentication, thus enabling secure and authorized management of Zerto Virtual Managers (ZVM).

Through enhanced token-based authentication, this feature provides additional verification on site peering beyond encrypted VPNs to avoid any unauthorized pairing of ZVMs.

All pairing operations will now require entering a token that is generated by the future peer. In other words, all site pairings between all ZVMs, ZCAs, or to ZCCs will require entering a token that is generated by the future peer. This is valid also regardless of modality (IE via the GUI, API, or cmdlet).

**Note:**

Pairing Authentication is supported only when both sites are Zerto 7.5 or higher.

Existing site pairing will remain upon upgrade to Zerto 7.5, even if one of the sites is running a version earlier than 7.5, although Pairing Authentication is not supported.

To create a new pairing of sites where one site is running Zerto 7.5 and the other site is running an earlier Zerto version, perform the pairing before upgrading to Zerto 7.5.

**User Script Hardening**

In order to prevent unauthorized command execution, Zerto no longer supports executing arbitrary commands and non-PowerShell scripts as part of the failover operations. Only PowerShell scripts are supported, and these must reside on the recovery ZVM’s local file system.

Zerto will make the best effort to migrate the existing settings on upgrade. In case of migration failure, a message will direct the user to a log file containing the relevant information.
AWS

**Important:** Prior to ZCA installation/upgrade on AWS, the permission level of the VM running the ZCA must be set using IAM Roles. For further details, refer to the Zerto Installation Guide for AWS.

- **Support for AWS IAM Role** - Zerto now supports AWS Identity and Access Management (IAM) enabling its users to unlock granular control and securely manage their AWS services:
  - Granular Control - IAM provides the granularity to control a user’s access to specific AWS services and resources using permissions. For example, terminating EC2 instances or reading the contents of an Amazon S3 bucket.
  - Enhanced Security - IAM enables security best practices by allowing you to grant unique security credentials to users and groups to specify which AWS service APIs and resources they can access. IAM is secure by default; users have no access to AWS resources until permissions are explicitly granted.
- **Enabling Access to AWS EC2/S3/IAM Services** - When installing Zerto for AWS, Zerto validates that access to AWS EC2, S3 and IAM services is available. Zerto recommends setting up endpoints to access the EC2 and S3 services:
  - EC2 endpoints - [https://docs.aws.amazon.com/vpc/latest/userguide/vpce-interface.html](https://docs.aws.amazon.com/vpc/latest/userguide/vpce-interface.html)
  - S3 endpoints - [https://docs.aws.amazon.com/glue/latest/dg/vpc-endpoints-s3.html](https://docs.aws.amazon.com/glue/latest/dg/vpc-endpoints-s3.html)

**IAM endpoints** are currently not supported by AWS, and therefore the IAM service cannot be accessed from within AWS. A gateway, such as an Internet Gateway or a NAT Gateway, is required to access the IAM service.

- Zerto's AWS instances, zImporter, zASA and zSat, do not need to access Zerto's central S3 Amazon bucket to download scripts. They will come preinstalled locally on the ZCA.
- Zerto's AWS instances, zImporter, zASA and zSat, will not always be assigned a public IP. They will be assigned a public IP if the ZCA VM is assigned a public IP. If the ZCA VM is not assigned a public neither will the Zerto's AWS components. For other combinations, contact Zerto support.
- **ZertoTools for Linux/Windows** - ZertoTools for Linux and ZertoTools for Windows, previously known as Linux Re-IP script and ZertoTools for AWS, have been enhanced to support additional Linux and Windows distributions. For a full list of supported distributions, see the Interoperability Matrix. For further details, see the Zerto Administration Guide for vSphere.

Azure

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Azure Managed Disks on page 21
Azure Managed Identities on page 22
Performance Enhancements

**Azure Apply Scale Out** - Zerto 7.0 introduced a scale-out architecture designed to accelerate the recovery performance delivering significant improvements in Recovery Time Objectives (RTOs) of the application recovery process within users' Microsoft Azure environments. Now, Zerto 7.5 brings even more significant improvements in efficiency of Zerto Cloud Appliances (ZCAs) on Microsoft Azure for ongoing replication using this same cloud native scale out architecture.

Below is a list of considerations:

- **Increase CPU quota**, per Ds1v2 SKU family and region, to support deployment of Azure Scale Set instances and recovered VMs to Azure. Azure Scale Set service will require up to 41 instances belonging to the Ds1v2 SKU family and the core quota of the SKU family needs to be increased to support this. The CPU quota may need to be increased further to allow VMs to be recovered to this instance type.

- **ZCA primary NIC subnet** requires sufficient IP addresses to support deployment of Azure Scale Set instances and recovered VMs to Azure. Azure Scale Set service will require up to 41 instances which will need to be assigned an IP address on the ZCA primary NIC subnet. Therefore, the IP range on this subnet must be increased to support the Scale Set service. Note that the IP address range on this subnet may need to be increased further to allow VMs to be recovered to this subnet.

**Azure Managed Disks**

- **Important**: Zerto no longer supports recovery to Unmanaged disks or protection of VMs with Unmanaged disks. Therefore, the selection of Standard Unmanaged disks as a Recovery Disk Type in the Azure VPG wizard is no longer supported.

- **Important**: Azure sites with VPGs protecting VMs with Unmanaged disks cannot be upgraded.

- **Important**: Access to the Microsoft's public preview regions will be controlled through a whitelisting process and be conditioned upon four restriction which will apply only during the public preview of the incremental snapshots. In order to obtain access to the public preview of the new Azure Managed Disks Incremental Snapshot features, customers are advised to refer to Microsoft's blog which provides directions on how to whitelist their subscription. In the current version of the blog this access can be requested via an email to Microsoft; however, this process is subject to change and customers should refer to the Microsoft blog for updates. For further information, refer to the field notice provided in myZerto.

Azure Managed Disks support includes the following:

- Recovery to Managed Premium SSD and failback:
  - In previous Azure versions, recovery to Premium Managed SSD disks was possible but these VMs could not be protected post recovery. A tool to convert the VM disks from Premium Managed SSD
What's New - In Zerto 7.5

What's New & Resolved - Zerto 7.5

- to Unmanaged disks was required in order to allow the VMs to be protected. Converting the disks to Unmanaged disks is no longer required with Zerto 7.5 Managed disks support.

- Recovery to Managed Standard SSD and failback.
- Recovery to Managed Standard HDD and failback.
- Protection of Native VMs with the following Managed Disks types:
  - Premium SSD
  - Standard SSD
  - Standard HDD

Azure Managed Identities

**Enhanced Security** - Azure Managed Identities enables security best practices by allowing you to grant unique security credentials to users, groups and resources. Managed Identities is secure by default; users have no access to Azure resources until permissions are explicitly granted.

For installation of the ZCA to succeed in Azure, Managed Identities on the VM running the ZCA must be enabled and the permission level must be set to Contributor, or greater, at the Subscription level. Subscription administrator username and password are no longer required. For installation details, see Zerto Installation Guide Microsoft Azure Environment.

Additional Azure Features

- Zerto now has APIs to manage VPGs replicating to Azure. For more details, see APIs on page 24.
- Windows 2019 is supported for Azure. For details, see the Interoperability Matrix.
- Zerto now supports SUSE 15 on Azure. For details, see the Interoperability Matrix.
- The Azure scale out instances require access to a set of URLs. For further details, refer to Zerto Prerequisites and Requirements for Microsoft Azure Environments.
- **Core Availability Monitoring** - Zerto validates the limit and availability of the cores quota in the Azure region and in DSv2 instance type to allow successful recovery operations.

VPG Management

- **Copy VPG Settings** - Users can now define one VPG and create new VPGs by copying the VPG-level settings of the existing one, thus saving time and resources by streamlining the VPG creation process. Clicking "Copy VPG Settings", from either the protected or recovery site, will open a Create VPG wizard with the VPG-level settings already pre-populated based on the original VPG, requiring users to only add new virtual machines to protect. For further details, see the Zerto Administration Guide, in the section Copy VPG Settings.

  A Copy VPG Settings API is also available under: [https://zvm_ip:port/v1/vpgSettings/copyVpgSettings](https://zvm_ip:port/v1/vpgSettings/copyVpgSettings).
• **Edit VPG for Disconnected Sites** - Zerto now enables users to edit some VPG settings when the sites are disconnected. For further details, see the *Zerto Administration Guide*, in the section Managing VPGs.

**vSphere**

**Note:**

Zerto no longer supports vSphere version 5.1. For a full list of supported platforms, please refer to the [Interoperability Matrix](#).

**SDRS for Recovery VRAs**

Users can now choose to allow SDRS for Recovery VRAs, so as to automate load balancing for Recovery Storage, including Journal and Recovery volumes. This feature can be enabled by selecting the checkbox **Allow SDRS for Recovery VRAs**, which is found under the **Policies** tab in the main Site Settings menu.

By default, Zerto has been introducing a specific VM override rule in the SDRS settings, for each VRA installed on a Datastore Cluster. When the new checkbox is selected, Zerto will remove the SDRS overrides for all Recovery VRAs, and these VRAs will be eligible to participate in SDRS based on the policy configured on their host cluster.

**Notes:**

- When SDRS is enabled for Recovery VRAs, it may trigger a VMware Storage vMotion operation for disks which are attached to your VRAs, including Recovery disks and Journals.
- During an svMotion event, VMware prevents certain operations on the VM the event is performed on, including volume attach/deatch operations. By enabling **Allow SDRS for Recovery VRAs** then the VRAs will be the VM taking part in the vMotion event.
- As a result, if the Recovery VRA undergoes an svMotion (which was triggered by SDRS or manually by a user), Zerto operations that include detaching or attaching volumes to the affected VRA cannot be carried out for as long as the svMotion is ongoing. This includes recovering VPGs targeting that VRA. In such cases, Zerto will issue an indicative error and the user can choose to manually cancel the svMotion operation from vCenter to allow carrying on with the Zerto operation. Alternatively, the operation can take place once the svMotion completes.
- In order to prevent unnecessary workloads from being migrated by SDRS, Zerto will set the **Keep VMDKs together** option in the SDRS settings to **No**, for each of the Recovery VRAs. This will make sure that if an svMotion is automatically triggered by SDRS, it will take as little time as possible.
- Zerto recommends using SDRS scheduling so that users are able to identify when they are susceptible to this.
• If you allow SDRS in Zerto, and if there are sensitive times when you cannot afford an automatically triggered svMotion interfering with a potential Recovery operation we recommend you exclude this sensitive timeframe from SDRS by configuring SDRS Scheduling in vCenter, at the Datastore Cluster level.

vCloud Director

Note:
Zerto no longer supports vCloud Director versions 8.10.x, 8.20.x. For a full list of supported platforms, please refer to the Interoperability Matrix.

APIs

• **CopyVPGSettings API** - Users can now copy an existing VPG settings object using Zerto APIs to create a new VPG with the same settings and only add new virtual machines to the copied VPG. For further details, see the Zerto Virtual Replication RESTful APIs, in the section vSphere and Hyper-V - Copy VPG Settings or vCD - Copy VPG Settings.

• **VPGSettings API** - Improved and expanded this API available at https://zvm_ip:port/v1/vpgSettings:
  - **vSphere/Hyper-V to Azure VPG Management APIs** - Zerto now supports the ability to create and edit VPGs going from a vCenter or SCVMM environment to an Azure environment using the VPGSettings API. The new API is available in the Zerto RESTful API Reference Guide, in the section vSphere to Azure VPG Management APIs.

General

• Users are now able to upgrade Zerto in a clustered environment. For further details, see Upgrading Your Zerto Environment, in the section Upgrading Zerto Clustered Environments.

Note: Zerto no longer supports SQL Server 2008 and SQL 2008 R2 for the ZVM external database. Please see the Interoperability Matrix for the specific versions of SQL Server that are supported on ZVM external database.

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Resolved Issues: File and Folder Recovery on page 26
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Resolved Issues: APIs

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Resolved Issues - Zerto 7.5
Zerto Analytics

*Insight-driven data analytics for a new era of data protection*

As IT infrastructures become more complex and demands for performance rise, companies require visibility and control over protected IT environments. Visibility of your entire IT infrastructure (both on-premises or cloud) is imperative to monitor, analyze and plan your environment and resource requirements to ensure zero interruptions. To have confidence that business Service level Agreements (SLAs) are met, you need not only visibility and insights to address existing issues, but also to be able to plan for your future data protection needs.

Zerto Analytics delivers these capabilities through a single interface and one user experience for a comprehensive overview of your entire multi-site, multi-cloud environment. Utilizing metrics such as average recovery point objective (RPO), network performance, and storage consumption, Zerto Analytics delivers real-time and historical insights on the health and protection status of your applications and data. Through Intelligent dashboards you can spot trends, identify anomalies, and troubleshoot issues in network, RPO, and other business SLAs. With these insights, you can eliminate inefficiencies and allocate resources effectively to mitigate data loss, reduce downtime and take control of your data.

See also:

**Before Getting Started with Zerto Analytics on page 34**

**Accessing the Zerto Analytics Portal on page 34**

**Zerto Analytics APIs on page 35**

**Zerto Analytics Product Feature Matrix on page 35**

**Before Getting Started with Zerto Analytics**

Verify the following:

- At least 1 ZVM is running Zerto 5.0 or higher.
- Enable Support notification and product improvement feedback checkbox is selected This is accessed in the ZVM application in Settings > About.
- Internet access.
- A myZerto account using your corporate email address.

**Accessing the Zerto Analytics Portal**

Zerto Analytics can be accessed from https://analytics.zerto.com, or through https://www.zerto.com/myzerto/ and signing in using your myZerto credentials.

You can also access the Zerto Analytics portal from the ZVM Application Menu tab: Click to open Zerto Analytics in a new browser tab.
Zerto Analytics APIs

Zerto Analytics is developed with an API first approach, therefore, everything that is presented in the GUI, is also available with APIs. APIs are available the same version as their GUI counterparts.

Zerto Analytics APIs are available in OpenAPI Specification.

The documentation can be accessed via the link: https://docs.api.zerto.com/

Zerto Analytics Product Feature Matrix

The following table lists the available features and from which ZVM version it’s supported.

For further details about new features, access the Zerto Analytics portal and click 📩 WHAT’S NEW

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<tr>
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<td>✓</td>
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<td>ZORG Filter (CSP end user)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>Not available for Storage tab</td>
</tr>
<tr>
<td>90 Days History</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>ECE and Cloud licenses Standard 30-day</td>
</tr>
<tr>
<td>REST API</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>
Known Issues

The following are known issues when using Zerto:

- Virtual Replication Appliance (VRA) on page 36
- Virtual Protection Group (VPG) and Recovery on page 37
- VPG Management on page 37
- Failover, Move and Test Failovers on page 37
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Virtual Replication Appliance (VRA)

- You have to wait a few minutes after moving a protected virtual machine to another host before you can forcibly uninstall the VRA ghost on the original host. Bug 6119
- If the VRA IP is allocated via DHCP and the DHCP server at a later date allocates a different IP, the VRA does not change the IP. For this reason it is recommended during production to only use static IPs and use static IPs or DHCP during trials.
Virtual Protection Group (VPG) and Recovery

- Attempting to create a VPG when the target datastore is unavailable fails. Bug 269
  
  **Workaround:** Try again after the datastore is up.

- Virtual machines with SATA controllers cannot be included in a VPG. Bug 22850

- When an existing VPG is attached to a ZORG, it is not possible to edit this VPG either after uninstalling the ZCM, or after removing a site from the ZCM. Bug 30021

- Exported settings do not populate network settings in the CSV file going into Public Cloud. Bug 40633

VPG Management

- If a VM is removed from the hypervisor inventory, Zerto Virtual Replication stops the replication. When adding back this VM to the inventory the ZVR resumes the replication. In Hyper-V environments only, adding back the VM does not resume the replication.

- When the protected site is vCD, initiating "Copy VPG Settings" from the Recovery site is currently not supported.

Failover, Move and Test Failovers

- After stopping a failover test, the checkpoint that was used for the test has the following tag added to identify the test: *Tested at startDateAndTimeOfTest(OriginalCheckpoint_DateAndTime)*. The *startDateAndTimeOfTest* value is taken from the Zerto Virtual Manager and not from the UI. Bug 7634

- Recovering a VPG using one of the very earliest checkpoints available can fail when the checkpoint specified is moved out of the journal before the recovery operation can commit. Bug 13771 (since 4.0Ux)

- After a recovery operation, the field `bios.bootOrder` is not passed to the recovered VM. In some cases, not passing the field `bios.bootOrder` can lead to the wrong boot order in the recovered VM.

vCenter Server

- v7.0U2P1 - bugs 40075 In some cases, after updating Zerto software, and after vCenter DB reinitialization, Zerto may not be able to identify some of its entities automatically, due to vCenter MoRef changes.

- When an ESX/ESXi host is disconnected from the vCenter Server but the network connection is still available, the status of any VPG recovering to this host and the status of the VRA on the host are displayed as OK in the Zerto user interface. However, all recovery operations will fail. Bug 12193

- Due to a VMware problem, configuring IPs for the recovery machines is lost when cloning virtual machines with VMXNET3 NIC on Windows 2008 R2 machines. For details and solutions, see
Release Notes for Zerto 7.5 U2 - Rev02 U2

Known Issues

VMware

- VMware does not identify the IP origin for Linux virtual machines and therefore Zerto cannot know whether it is static or DHCP. Bug 3840
- The boot order defined for a vApp is not reproduced for a cloned vApp. Bug 5776
- Increasing the size of an RDM disk is not reflected in the VPG, nor by the recovery VMDK.


- After hibernating a laptop running vSphere Client console, you have to restart the console to reload the Zerto GUI. Bug 4001
- Zerto is not localized. VMware issues alarms where the language is not English with XXX. Bug 7461
  Workaround: Start up the vSphere Client console adding the following argument: -locale en_US, to display all Zerto alerts in English.
- If a host is removed from a site, a ghost VRA is created which you can remove. After the host is added back to the site, a ghost virtual machine is displayed in the vCenter hierarchy. Bug 8703
  Workaround: Remove the ghost virtual machine from the inventory.

vCloud Director

- When recovering in vCloud Director v9.0 and above, vApps containing Standalone VMs will not maintain the standalone VM view in the Tenant UI.
- After updating a VPG, for example by adding a new virtual machine to it, and then immediately moving it or failing it over to vCD, causes the vCD reflection to be out of date and recovery virtual machines are not powered on, resulting in the promotion hanging.
  Workaround: Wait a few minutes between changing the VPG and performing the move or failover operation. If you do not wait, manually power on all recovery virtual machines that are not powered on automatically. Bug 6069
- Recovering a VPG to vCD will fail if the vApp name contains any of the following special characters: ! * ' () ; : @ & = + $ , / ? % # ]. Bug 13771
- When both the recovery site is vCD, if NICs are added to a virtual machine that is included in a VPG and then the VPG is recovered, with reverse protection defined, the VPG for failback needs configuration, but the Zerto User Interface does not enable this configuration.
  Workaround: When adding NICs to a virtual machine that is included in a VPG, edit the VPG to add these NICs to the VPG definition, before performing a recovery operation with reverse protection. Bug 22537
- Improved RTO when replicating to vCD 9 and Guest Customization is enabled, by avoiding a redundant VM power on and off, which was used by vCD to identify whether VMTools were installed on the VM. US8558/Case no. 98417
• Storage Policy configuration for VPGs:
  • Preseeding: Browsing the location of the preseeded disk will show only datastores which belong to the VM Storage Policy, and not all Storage Policies in the orgvDC.
  • Zerto does not maintain the Storage Policy per volume of protected VMs upon reverse protection when replicating between vCD<>vCD - the volumes will be aggregated to the VM Storage Policy.

VMware vSphere

• vSphere Web (FLEX) Client 6.7 is not supported.
• Zerto does not support enabling VMkernel.Boot.exeCInstalledOnly on ESXi advanced system settings. bug38729
• Datastores which are used by Zerto must not contain special characters in their names. Bug 40208

Hyper-V

• Changing the storage used by a VRA from a CSV to non-CSV storage, or from a non-CSV storage to CSV storage, fails. Bug 22153
• You cannot protect virtual machines using storage that is only configured in Hyper-V and not in SCVMM. Bug 20742
• Virtual machines with fixed size disks are always recovered with dynamically expanding disks. Bug 21048
• SCVMM is not automatically refreshed after any recovery operations to or from the SCVMM. This can result in Integration Services not being detected by the Zerto Virtual Manager and this can lead to virtual machines failing to boot and Integration Services functions such as re-IP not working. Bug 20786
  
  **Workaround:** Manually refresh the virtual machine in SCVMM.
• All management operations that can be executed from SCVMM, must be executed from SCVMM and not from the Hyper-V host. For example, removing a virtual machine must be done from the SCVMM console and not from the Hyper-V console. Bug 22718
• When Hyper-V Replica is used on a virtual machine protected in a VPG, removing the virtual machine from the VPG is not reflected in the user interface. Bug 22575
  
  **Workaround:** Re-edit the VPG to remove the virtual machine and click **DONE**.
• A VRA cannot be installed on a Hyper-V host when the host is attached to a LUN via iSCSI along with other Hyper-V hosts. Bug 23610
• Recovery or replication of Hyper-V virtual machines with shared disks does not work.
• If you mark a disk as shared after the virtual machine to which it is attached is already in a VPG, the virtual machine must be refreshed in the SCVMM console immediately, otherwise the VPG enters an error state. Then, remove that virtual machine from the VPG since a virtual machine with a shared disk cannot be recovered or replicated by Zerto. Bug 22060
• When a protected Windows VM configured for DHCP is failed over with re-IP set to DHCP, a failed SCVMM job will appear in the SCVMM console. Bug 27955

AWS

• Tagged checkpoints, Force Sync, One-to-Many and Long Term Retention functionalities for VPGs with AWS as the protected site are not supported.
• Preseed to AWS is not supported.
• Restore from retention sets is not supported for VPGs with AWS as their recovery site.
• When using zImport, the disk type is io1 and cannot be configured.
• Only the ZCA's Availability Zone (AZ) can be used for faster recovery.
• VMs with EBS volumes using Key Management Service (KMS) to encrypt data cannot be protected.
• When using Zerto import for all volumes, the following Operating Systems are not supported:
  • CentOS 7
  • Ubuntu 13.10
  • Solaris 11.2
• The default account limit of the number of c4.8xlarge AWS EC2 instances that can be deployed is 20. To ensure scalability, contact AWS support to request a limit increase.
• The default account limit of the number of m4.large AWS EC2 instances that can be deployed is 20. These instances are used for zSATs and zASAs. To ensure scalability, contact AWS support to request a limit increase.
• When using Zerto Import for Data Volumes and AWS Import methods, the Access Key ID and Secret Access Key are required.
• GPT cannot be used as the boot disk.
• Recovery to AWS using "zImport for all volumes" may require installing drivers on the production VM. Refer to the Interoperability Matrix to determine if running ZertoTools for Linux/Windows is required.
• FOL to AWS fails when the VPG definition contains an invalid entity such as a security group, subnet, VPC or instance type. An invalid entity might be an entity that was removed from the AWS platform. bug 27563
• AWS rounds up all volumes to the closest 1GB. When failing over/ moving to AWS, with reverse protection, if the VM is with disks that are not a round number of 1GB, the VPG goes into a Needs Configuration state after being recovered to AWS. This is due to a volume size mismatch between the protected and recovered sites. After recovery, the user needs to delete this VPG and recreate it, initiating "initial sync". bug 34125

Azure

The following limitations apply:
• When failing back from Azure, the Managed disks on Azure cannot be used for reverse protection. An Initial sync will always occur. Attempting to configure Managed disks for reverse protection will result in the following error: "An error has occurred. Please contact Support".

• Although VMs will be recovered to Managed disks (Unmanaged is not supported), VMs will continue to be protected to Unmanaged disks in the storage account defined during ZCA installation.

• In case the paired site is not upgraded to 7.5 but the Azure site is upgraded to 7.5, creating a VPG from the paired site will behave as follows:
  • Selecting Premium Managed will recover to Managed Premium SSD disks.
  • Selecting Standard will recover to Managed Standard HDD.
  • After the VPG is created, the user can set the recovery type to be Standard SSD by editing the VPG from the Azure site and selecting recovery disk type to be Managed Standard SSD.

• Resizing the disks of the protected VM in Azure is not supported.

• Move operation is still recommended in order to fail back from Azure regardless of the VM disk type.

• You can protect machines that have a disk sizes up to 8TB.

• Self replication within a ZCA is not supported.

• Although two ZCAs can share storage accounts (either paired to each other, or each paired to a different site), this is not recommended as ZCAs which point to the same storage account are not aware of each other.

• Preseed is not available in Edit or Create VPG flows.

• Disks saved when deleting a VPG or un-pairing sites cannot be used for preseeding in Edit/Create a VPG.

• VMs which are not deployed via the Azure Resource Manager cannot be protected from Azure.

• The protected virtual machines needs to have at least one NIC.

• Azure rounds up all volumes to the closest 1MB. When failing over/ moving to Azure, with reverse protection, if the VM is with disks that are not a round number of 1GB, the VPG goes into a Needs Configuration state after being recovered to Azure. This is due to a volume size mismatch between the protected and recovered sites. After recovery, the user needs to delete this VPG and recreate it, initiating "initial sync". bug 34125

• When your protected site is Zerto 7.5 and above and you are recovering to an Azure site running Zerto 7.0, the Zerto User Interface will incorrectly display Managed Standard SSD and Managed Standard HDD as the "Recovery Disk Type" instead of Standard Unmanaged. Both Managed Standard SSD and Managed Standard HDD are not supported in this configuration. Choosing either option will result in recovering to Unmanaged Disks. Recovering to Azure's Managed Disks is supported when the Azure site is 7.5 and above.

  Note: Premium Managed still recovers to Premium Managed.

• When upgrading your protected site to Zerto 7.5 and above and you are recovering to an Azure site running Zerto 7.5, VPGs recovering to Standard Unmanaged before upgrade will recover to Managed Standard HDD instead of Standard Unmanaged.

  Note: Premium Managed still recovers to Premium Managed.
• When your protected site runs Zerto 7.0 and you are recovering to an Azure site running Zerto 7.5, VPGs recovering to Standard Unmanaged will recover to Managed Standard HDD instead of Standard Unmanaged.

   Note: Premium Managed still recovers to Premium Managed.

• The supported number of data disks per virtual machine is dependent on the selected instance size. For example, instance size D3_v2 allows up to eight data disks per virtual machine.

• Restore from retention sets is not supported.

• When a VM is recovered to Azure, a temporary drive is automatically created in the drive letter, following the operating system drive. Due to this temp drive, the drives you had set up in your production site may be shifted when recovered to Azure (other than the OS drive) (Azure limitation).

• Use Move operation in order to failback from Azure.

• The minimum RPO from Azure is 1 minute.

• Long Term Retention is not supported for "From Azure" VPGs.

• Reverse protection VM network settings in a VPG are not saved when failing over a VPG from Azure.

• Tag checkpoints, Clone: These operations are not supported for VPGs which have protected VMs in Azure with multiple disks attached.

• For additional limitations, see Azure subscription and service limits, quotas and constraints: https://docs.microsoft.com/en-us/azure/azure-subscription-service-limits.

Cross-Replication

• NIC configuration in the VPG definition is not applied.

• Recovery of a virtual machine from Hyper-V to vSphere of a generation 1 virtual machine with more than one SCSI controller, fails. Bug 23083

• Under certain conditions, when the declared OS definition does not match the actual installed OS, recovery operations may not work. To prevent this situation, ensure that the declared and installed OS definitions match. If the two definitions cannot match, use the hypervisor guidelines of the protected virtual machine or contact Zerto support.

• You cannot install VMTools on a Hyper-V VM. VMTools on a Hyper-V VM are needed for re-IP to work.

VMware to Hyper-V Cross-Replication

• When protecting from VMware to Hyper-V, the protected volumes must be multiples of 1MB. If you resize a VMDK, the resize must be a multiple of 1GB. Bug 18008

• In VMware, a virtual machine with a guest operating system booting from UEFI firmware can only be protected by Zerto if the guest OS is supported by Hyper-V VM Generation 2.

• SUSE and CentOS Linux machines in VMware cannot be recovered to Hyper-V. Bug 18895
• Recovering a VPG to Hyper-V from vSphere will fail if the name contains any of the following special characters: ! * ’ ( ) ; : @ & = + $ , / ? % # ]. Bug 20583

Hyper-V to VMware Cross-Replication
• CentOS 7.3 Linux machines in Hyper-V cannot be recovered to VMware. Bug 35767
• When recovering from Hyper-V to VMware, the virtual machines are recovered with the same number of sockets as CPUs and not the original number of 19035. Bug 19035
• When protecting Windows 2012 R2 virtual machines from Hyper-V to VMware, after a failover test you may need to re-activate the virtual machine. Bug 20372
• Windows XP virtual machines cannot be protected from Hyper-V to VMware. Bug 20472

Remote Upgrade for Cloud Service Providers
• Upgrade of cloud sites that support Intra-Cloud Disaster recovery is not supported.
• Remote upgrade functionality assumes that both the Cloud Service Providers version and the customers Zerto version is v6.0 or above, or v5.5U4.
• VSS installers are not supported. Remote Upgrade should be used to download only non-VSS versions.

APIs
• Support of VPG Settings APIs when Creating VPGS from vCD to vCD:
  • vCD > VC is not supported.
  • No validations are performed on the inputs provided.
• Invalid Argument Validations:
  • Previously created REST API calls may fail if invalid arguments were used.
• VRA Bulk Upgrade:
  • The upgrade of VRAs provided will halt if one of the VRAs fails to upgrade.
• Copy VPG Settings API:
  • When using the Copy VPG Settings API, Long Term Retention settings cannot be applied to the copied VPG.

File and Folder Level Recovery
• If the Windows virtual machine with files to be restored uses dynamic disks, files cannot be restored from these disks.
• You can only recover files or folders when Long Term Retention is not running.
• Journal File Level Restore (JFLR) is not supported with the vSphere plugin.

• File Level Restore (JFLR) cannot be performed on volumes where data de-duplication is enabled on the operating system level.

• **Linux file systems only**: Downloading files larger than 1.5GB is not recommended and may take a long time. Bug 37234

• bug 34849Zerto will not download files from Linux file systems, when the file name contains the following special characters:
  \ / : * ? " < > |

• Bug 39422When recovering files/folders from Zerto 7.0 to 7.5, the Ide 0:0 disk indication appears as the root folder during browse and as the mounted disk regardless of the selected disk. This does not affect the files/folders selected for mounting.

• If the recovery site is 7.0 and the protected is 7.5, the user cannot initiate FLR from the protected site.

• When running FLR from 7.0 and the recovery is 7.5, the user experience is different but all drives are still visible.

**Downloading Files/Folder from Search and Restore**:

• The Search and Restore wizard does not filter unsupported files. If an unsupported file is selected for download from Search, a mount session will be executed but the download will fail.

• The user must unmount the VM manually.

**Search and Restore**:

• Saving indexed meta-data is currently only supported on SMB Repositories which are not PBBA based.

• When configuring SMB repositories used for indexing, do not use a local user account.

• Operating Systems, File Systems and Volume Manager that Zerto can index:

  • Operating Systems: Windows Vista and 2008 server and above and Linux
  • File System and Volume Manager: NTFS and EXT2/EXT3/EXT4
  • LVM is not supported for indexing

• A VM with over 100 million entries (files or folders) cannot be indexed.

• Rate of entries (files or folders) indexed in NTFS per second: 2000 files.

• Rate of entries (files or folders) indexed in EXT per second: 1500 files.

• Supported partitioning methods: GPT, MBR.

• Zerto can index up to 3 VMs in parallel and no more than one per recovery host.

• Search and Restore is available only from a recovery ZVM GUI.

• While indexing, only a Failover operation is allowed and this will stop the indexing process (indexing cannot be resumed).
• Modified date: displayed in the browser local time.
• Search is not case sensitive.
• Support only search according to entry name (not full path).
• No multi-tenancy support.
• Search and Restore requires Enterprise Cloud Edition, Cloud One2Many or NFR/Trial license.
• If the recovery site is 7.0 and the protected is 6.5, the user cannot set File System Indexing. Both the protected and recovery site must be 7.0 and above.

Long Term Retention

• Upgrade:
  • Existing 6.5 NFS Repositories will be renamed to deprecated and can be used for Restores only. New repositories must be created for continued LTR use with Zerto 7.0 and above.
  • Retention processes will fail until all VRAs have been upgraded to 7.0 and above.
• Repository Supported Protocols:
  • NFS - For list of supported versions, see the Interoperability Matrix.
  • SMB - For list of supported versions, see the Interoperability Matrix.
  • SMB can be configured using IP address only.
  • SMB cannot be configured using DNS naming.
• HPE StoreOnce Catalyst:
  • Catalyst API Server version installed on the server should be v9 and above.
  • Prior to defining the HPE StoreOnce Catalyst store as a repository, Client Access should be enabled on the Catalyst store level. This is the only access mode supported for HPE StoreOnce store, which should be configured on the HPE StoreOnce itself.
  • Low-bandwidth (LBW) is the only Transfer Policy supported for a Catalyst store, to allow source side de-duplication by Zerto. This way, only unique data is sent over the wire.
  • High-bandwidth (HBW) Transfer Policy is not supported.
  • Source side de-duplication is enabled by default for this Repository and cannot be disabled.
  • In order to support source side de-duplication for a Catalyst repository, VRA restart is automatically initiated upon the first LTR operation (Retention/Restore) on that VRA to allow sufficient memory allocation. VRA restart is only initiated once running recovery operations are completed.
    • This will fail the first LTR operation running on this VRA. Upon Restore, if the VRA is different than the one chosen for Retention, this operation is expected to fail as well.
  • The maximum number of concurrent streams supported when working with Catalyst type of repository is 60.
• If the number of available streams on the HPE StoreOnce appliance is smaller than 60, an “Out of Sessions” error will be triggered. (For example, if the HPE StoreOnce appliance supports a smaller number of concurrent streams, or the streams are already utilized by another software).

• That means, that each VRA can support up to 5 concurrent volumes to be processed for Retention or Restore operations, in a given time. Other volumes will be queued and processed once the current ones are completed.

• **Incremental:**
  • Zerto can track up to 40TB of changes per volume.

• **Scheduling and Retention Policy:**
  • All scheduled Retention process periods (Daily, Weekly, Monthly, Yearly) are scheduled to run at the same time of the day.
  • If a Full and Incremental are scheduled for the same day, the system will run a Full Retention process. For example, if a Daily Retention process is set to run an Incremental on Sunday and a Weekly is set to run a Full on Sunday, a Full Retention process will be performed.
  • Deleted VPGs are not managed and their Retention sets are not removed from the repository, even when the retention period has passed.
  • Retention sets generated in 6.5 will not be managed by any Retention policy and will need to be manually deleted from the Repository.
  • In some scenarios, the Retention process will wait in queue and will start running only on the following day, resulting in two Retention sets on the same day.
  • If the VPG's status does not allow for Long Term Retention processes to run due to other recovery operations, the Retention process will wait in queue until the running operation on the VPG completes.

• **Restore:**
  • Restoring VPGs is allowed for VPGs which currently exist, or which were deleted.
  • If one or more volumes are in "initial sync" state during a Retention process, these volumes are excluded and the Retention process will be considered as Failed.

• **Licensing:**
  • Long Term Retention requires Enterprise Cloud Edition, Cloud One2Many or NFR/Trial license.

• **Performance:**
  • DSS and VRA consume CPU. As such, if the CPU on the VRA reaches high consumption rates, another CPU should be added to the VRA machine.

• **Manual Retention Processes:**
  • If the scheduled Retention process on that day has already executed, manual Retention will either run the last settings used, or run a default of 90 days incremental.

• **Cloud Service Providers and Zerto Cloud Manager Users:**
• "Extended Recovery" Service profiles are not supported and are removed as part of the upgrade.

• **ZSSP Users:**
  • Restoring VPGs or VMs is not supported.

• **Other:**
  • When editing a VPG where the protected site is 6.5Ux, and the recovery site is 7.0 and above, the user will not be able to see updated scheduling settings. Any scheduling configuration done on the 6.5 GUI will be ignored.
  • Partial Retention and Restore processes are not supported.
  • Long Term Retention is not supported where the protected or recovery site is a Public Cloud. Therefore, the SETUP tab in the ZCA was removed.
  • Only one Long Term Retention task can run on a VPG concurrently.
  • Retention Reports are not available in 7.0 and above.
  • When configuring FreeNAS as an LTR Repository connected via the SMB protocol, the “Server minimum protocol” parameter needs to be explicitly set with “3_00.”

**Upgradeability**

• **VRA upgrade:** The user is recommended to follow the VRA upgrade via the Zerto Virtual Manager GUI.
  • When an update/hotfix installation occurs and the VRA auto upgrade checkbox is still enabled, there is a second event that is presented in the GUI, even though there was no VRA upgrade.

**VSS**

• VSS checkpoints are only implemented when protecting Windows 2012 generation 2 virtual machines.
  
  Bug 16872
  
  • Invoking the Zerto VSS Agent can cause errors to be written to the Windows application log. These errors can be ignored. Bug 7504
  
  • If you use Chrome to download the VSS agent installation, you are warned that the software is malicious. You can ignore this warning. Bug 5117

**General**

• The backslash character (\) is displayed as %5c in the GUI, for example when used in a virtual machine name. Bug 5159

• If the local site Zerto service is down, you can still recover and clone VPGs. When cloning a VPG, the clone progress bar in the VPG Details screen is not updated. Bug 8801
Known Issues

- In a multi-site environment and when masking is not implemented, adding a virtual machine to a VPG by editing the VPG from the recovery site, displays all virtual machines on the protected site, including those protected to a different recovery site. Bug 9121
- Zerto Cloud Connector *.vswp files are not included in the DATASTORES tab, DR Usage value. Bug 15868
- When creating a VPG and there is no available recovery site, the GUI display is corrupted. Bug 18721
  Workaround: Make sure the connection to the replication site is restored and refresh the browser.
- Increasing a protected virtual machine disk size to greater than 2TB causes the VPG to enter a the state, Needs Configuration. Bug 19456
- When replication is to a VSAN, disk space used by the journal is not deallocated when the journal size decreases. Bug 24893
- Protecting DVD drives is not supported.
Zerto enhances the Zerto IT Resilience Platform by converging disaster recovery and backup to deliver continuous availability within a simple, scalable platform. Zerto delivers enhanced analytics, platform improvements and cloud performance upgrades required in the future of IT resilience.

Learn more at Zerto.com.

For assistance using Zerto’s Solution, contact: @Zerto Support.

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