vCloud Air
Disaster Recovery

Q. What is VMware vCloud Air Disaster Recovery

A. VMware vCloud® Air™ Disaster Recovery is a recovery-as-a-service (RaaS) solution that offers VMware vSphere® customers the ability to protect their onsite business and mission-critical workloads and recover them in the cloud in the event of a disaster or disruptive event. Key features include:

- Self-service disaster recovery protection with failover and failback workflows per virtual machine
- Recovery point objectives (RPO) from 15 minutes to 24 hours
- Multiple point-in time snapshots to revert to previous known states
- Runbook creation for failover workflow plan possible using vRealize™ Orchestrator™ plug-in
- Elastic cloud compute and storage capacity
- Support for offline data seeding
- Unlimited quantity of failover testing

Q. Do I need to be an active vCloud Air subscriber to opt in for the service?

A. No. The service is designed to be independent of other core vCloud Air subscriptions and is available to any VMware vSphere customer, regardless of whether they have purchased infrastructure-as-a-service (IaaS) subscriptions from VMware in the past. There are version requirements for a customer's on premises environment, in order to properly use the service. The answer is outlined in another question within this document.

Q. Will vCloud Air Disaster Recovery be available as a core or add-on service?

A. vCloud Air Disaster Recovery is a core service offered by vCloud Air. This is by design in order to guarantee service availability to both existing vCloud Air subscribers, as well as vSphere customers who are only interested in purchasing disaster-recovery-as-a-service (DRaaS or RaaS).

Q. Will the service allow data replication and recovery into

existing Dedicated or Virtual Private Cloud offerings if a customer has already purchased either (or both)?

A. No. Customers who have purchased a Dedicated or Virtual Private Cloud subscription and are interested in vCloud Air Disaster Recovery are required to purchase a separate subscription for the service. Data replication and associated recovery services are tied exclusively to the DR virtual data center(s) that are provisioned under the service.

Q. Will VMware vCenter Site Recovery Manager be supported as a part of the service?

A. No. Current releases of VMware vCenter™ Site Recovery Manager™ (5.x) are not interoperable with vCloud Air Disaster Recovery.

Q. What are the requirements for vCloud Air Disaster Recovery?

A. The minimum requirements are:

- VMware vCenter Server 6.0 (or above) [on premises]
- VMware vSphere Replication™ appliance 6.0 [on premises]
- VMware ESXi Host 5.0, 5.1.x, 5.5.x, and 6.0
- DR virtual data center (DR-VDC) [vCloud Air]
- Internet connection between customer's on premises environment and vCloud Air

Q. How does vCloud Air Disaster Recovery differ from a Virtual Private Cloud instance or Dedicated Cloud instance in vCloud Air?

A. vCloud Air Disaster Recovery resembles the same multitenant architecture as a Virtual Private Cloud instance with two key differences: warm compute capacity versus active compute and 1 TB of storage instead of 2 TB.

Q. As a vSphere customer, I already use vSphere Replication. Can I use it with vCloud Air Disaster Recovery?

A. Yes. The vSphere Replication appliance needed for vCloud Air Disaster Recovery is the same one that comes included with VMware vSphere Essentials Plus Kit and higher editions of VMware vSphere, VMware vSphere with Operations Management™ editions, and VMware vCloud Suite® editions. If you don't already have access to the appliance, you will receive a download link after you have purchased the DR service from vCloud Air.

Q. Will there be any special or additional licensing costs for software associated with the service?

A. No. The required version of VMware vSphere Replication will not require any special licensing and is included as part of the vCloud Air Disaster Recovery subscription.

Q. How is vCloud Air Disaster Recovery packaged and how can it be purchased?

A. vCloud Air Disaster Recovery is a subscription-based service offering with term lengths of 1, 3, 12, 24, and 36 months. The service is packaged based on the amount of resource capacity (Compute, Storage and Bandwidth) reserved for replication and failover. A customer can purchase a core subscription (set increment of Compute, Storage and Bandwidth) and then any additional add-on options needed to properly accommodate a customer's disaster recovery requirements.

Q. What types of service levels will be included in vCloud Air Disaster Recovery?

A. Recovery point objective (RPO) service levels will be configurable on a self-service basis per virtual machine and will range from 15 minutes to 24 hours (variable based on actual data change rates and available bandwidth). VMware will guarantee a recovery time objective (RTO) of four (4) hours or less, per the vCloud Air Level Agreement (SLA).

Q. How many test failovers will be included with a core vCloud Air Disaster Recovery subscription?

A. A customer is allowed to test as many times as they like during their subscription term length. A test failover must be scheduled and coordinated through VMware Support and has a run time lease of 7 days per test.

Q. When a customer has declared a disaster and has failed over to their vCloud Air Disaster Recovery environment in vCloud Air, how long can they operate before requiring failback or migration?

A. A customer has 7 days to run a test failover and for an actual failover, a customer has 30 days to run active in their Disaster Recovery instance. The customer may operate from their vCloud Air Disaster Recovery environment for up to 30 days without incurring any penalties. After 30 days a daily usage fee will be applied. Customers will have the option to failback their virtual machines to their primary data center at any time, or, optionally, migrate their virtual machines to another class of service offered by vCloud Air.

Q. Will there be an additional fee when customers declare a disaster?

A. No.

Q. How is a failback supported with the service?

A. Failback is performed by using reverse replication. By following the same steps used to enable replication to the cloud, you can easily replicate from the cloud to your on-premises data center, then initiate a controlled failover and resume running your workloads on premises.

Q. Can I failover to more than one previous point in time?

A. Yes. With the multiple point in time feature, you have the ability to failback up to 24 previous replication points. For example, if your RPO is set at 24 hours, you can failback up to 24 days. This is extremely useful if your workload has suffered data corruption and you need to resume running at a previous point of time in the cloud.

Q. Can I automate the failover order of my Disaster Recovery Virtual Machines?

A. Yes. By leveraging vRealize Orchestrator you can install a plug-in and create workflows that allow you to automate the full fail over. For example, you could create a simple workflow that would power on virtual machines in a particular order. This is extremely useful if you are protecting multiple tiered application workloads.

Q. Are there scalability limits with the core subscription?

A. Your vCloud Air Disaster Recovery core subscription can scale up to 500 VMs.

Q. What options are available for management of the service?

A. Customers have several options when it comes to management of their vCloud Air Disaster Recovery environment on vCloud Air. Options include:

- vCloud Air console
- vCloud Air APIs
- vCloud Air Disaster Recovery API Extensions (allow customers to automate test/failover workflows). This does not enable automated enrollment of VMs for protection.
- vCenter – for local management of vSphere Replication

Q. What do I manage and what does the service manage for me?

A. vCloud Air Disaster Recovery is not a managed DR offering and does not develop or maintain runbooks for customers. Failover testing and live recovery must be planned, scheduled and/or executed by the customer as needed.

Q. Where do I go for more information about this service?

A. Customers can go to vmware.com to learn more about vCloud Air Disaster Recovery.

Q. Is there a way to demo the service?

A. There is a catalog of demo videos on vCloud Air Disaster Recovery, available at vmware.com. Additionally, customers may consider purchasing a one- month subscription to vCloud Air Disaster Recovery to get hands-on experience with minimal upfront investment.

Q. Where can I find pricing for vCloud Air Disaster Recovery sizing?

A. For budgetary guidance, customers can go to vmware.com to review pricing.

vmware®