



INSTALLATION DOCUMENTATION

The background of the lower half of the page features several overlapping, semi-transparent red geometric shapes, primarily triangles and polygons, creating a dynamic, layered effect. These shapes are positioned behind the title text.

# Installation - Frequently Asked Questions

## Frequently Asked Questions:

### SUMMARY:

During the installation process customers may have questions in regards to Zerto configuration options or questions about how Zerto interacts with their environment. In the following document we've provided some of the most frequently asked questions we receive from customers during the Zerto installation process.

NOTE: This FAQ is appropriate up to ZVR version 4.0u4. Always consult the documentation on [zerto.com/support](https://zerto.com/support) for your version of ZVR.

### Zerto Virtual Manager (ZVM):

1. Is it OK to run Anti-Virus on the Zerto VM?

Installing Anti-Virus on the ZVM is completely supported. Due to the unique proprietary writes Zerto does to its embedded data base Anti-Virus can sometimes believe this is virus and quarantine the data base. For that reason it is recommended to exclude the C:\Program Files x86\Zerto\Zerto Virtual Replication Directory from AV Scans. Another symptom can be that the ZVM service crashes at the same time every day during AV scans. This can be from the AV locking the data base file from being able to be written to while it is being scanned.

2. Once I've installed Zerto, can I change the service account or update any of the information to the account?

During initial installation the customer is prompted for the service account credentials for vCenter. In some situations the username and password need to be changed later on per customer policy. This can be done via the Zerto Diagnostic Utility on the Windows VM after the installation is complete.

3. Can I change the hostname or IP of my vCenter once Zerto is installed?

Hostname or IP information for vCenter can be updated using the Zerto Diagnostics Utility in the same manner that it can be used to update the service account.

4. I need to upgrade my vCenter, how will this affect Zerto?

As new versions and updates of VMware are continued to be released Zerto will continue to develop to support these. Our Compatibility Matrix and Supported Versions tab in the ZVM GUI will update as our support for these versions and features takes place

5. I am looking to upgrade my vCenter, what are some considerations I need to make in regards to Zerto?

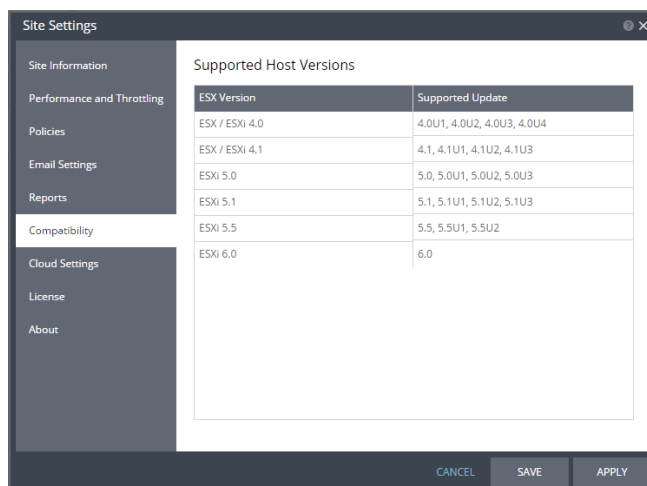
When upgrading your vCenter environment the biggest consideration needed to be made is to make sure you upgrade the current vCenter database. When upgrading vCenter you are given the option to upgrade your current data base or to create a new data base. Zerto relies on the unique MoRef IDs from vCenter and if the data base is not preserved these ID's change.

6. Is there somewhere within Zerto that I can check to see what versions of VMware are supported with the current version of ZVR that I'm on?

For an extensive list of the features that Zerto supports you can visit the following Interoperability Matrix:

[http://s3.amazonaws.com/zertodownload\\_docs/Latest/Zerto%20Virtual%20Replication%20Zerto%20Virtual%20Manager%20%28ZVM%29%20-%20vSphere%20Online%20Help/index.html#page/ZertoVirtualManagerInstallationandConfiguration%2FInstall\\_VC.1.3.html](http://s3.amazonaws.com/zertodownload_docs/Latest/Zerto%20Virtual%20Replication%20Zerto%20Virtual%20Manager%20%28ZVM%29%20-%20vSphere%20Online%20Help/index.html#page/ZertoVirtualManagerInstallationandConfiguration%2FInstall_VC.1.3.html)

Another option that is also available is to go to the icon in the upper right hand corner, and then select Site Settings. Once the Site Settings dialog box is loaded you will then navigate to Compatibility:



The Compatibility Window will list the versions of VMware that your current version of ZVR supports.

### Virtual Replication Appliance (VRA):

1. When deploying the VRA, I noticed it requires the host root password. Can this be changed after the installation?

During VRA installation the host root password is required for the VRA to be deployed successfully. This can be changed later on, to do so go to the ZVM GUI, select the VRA in question and then select edit. You will have the option to change the host root password in this section.

2. The VRA deployment also requires a static IP, what if I want to change the IP address of the VRA later on?

During VRA Installation it is recommended to provide a static IP address, subnet, and default gateway. After the VRA is deployed these can be changed. Once you have saved the new configuration you will need to give the ZVM a few minutes to save the configuration and re-establish communication with the VRA.

3. I'd like to choose a new vCenter network for my VRA replication traffic, is this possible?

Many customers will find that they would like to isolate their replication traffic to a specific VM network or VLAN. This configuration change can be done after the VRA's have been installed. To do this you will need to select the VM from within vSphere and select Edit Settings. Highlight the Network Adapter and then change the network from the drop down in VMware. Once the configuration change is made, select save. It will take a moment for this change to reflect in the ZVM.

4. As part of my vCenter upgrade, I need to upgrade my hosts, is this OK and will it affect the VRA?

ESXi Host upgrades are supported, and our compatibility is listed in the Compatibility Matrix as well as the Support Versions tab of the ZVM GUI. When upgrading the ESXi host the one recommendation is to not remove it from the cluster with the VRA still on the host. Sometimes staging is done for upgrades in a secondary vCenter Host Cluster. If this is done and the host is moved from one cluster to another its VMware Host ID MoRef is changed.

5. Our company requires VRA access for network scanning or troubleshooting, is it possible to get log in credentials?

Zerto does offer you the ability to have a SUDO user account created on the VRA's if you need direct access to the appliance for any reason. To have the account created please contact Zerto Support and request "Sudo User for VRA's". Our Support Department will be able to help assist in configuring the user accounts.

#### Virtual Protection Group (VPG):

1. Do the Journal and Replica VMDK have to be on the same data store?

With Zerto you have the ability to choose separate datastores for your Replica VMDK and your Journal disk. In some instances customers want additional ability to limit their Journal disks as well as monitor the storage performance specifically for these VMDKs.

2. If I don't have all of my datastores configured when I perform the installation will I be able to move the Replica and Journal VMDK's after?

Every environment goes through constant changes, whether it's re-architecting your current storage or even adding or upgrading new storage. With Zerto version 3.5 and newer you have the option to change the current location of your Journal or Replica VMDK's. Zerto will then contact vCenter and request the Storage vMotion of the disks for you to the newly desired location.

3. When performing a Fail Over can I fail over only one or two of the VM's instead of the entire protection group?

At this time when performing a Fail Over or Move operation all VM's in the VPG will be failed over.

4. How do I calculate the journal size for my VMs?

Customers interested in setting hard limits for their journals or looking for extended journal history may need an average disk size for their journals to calculate necessary storage space. A simple way to calculate this could be to take the overall change rate of the VM per day and multiply it by the overall VM size. This will give you the average amount of data changed per day. You then take this number and divide by 24 to get the average data changed per hour. Once you have the average data change per hour multiply this by the journal history you are looking to achieve and you should have a rough estimate of your journal size. An example is provided below:

**Virtual Machine Size = 1 TB (1024 GB)**

**VM Change Rate per day = 10%**

**VM Data Change per day = 102.4 GB**

$$102.4 \text{ GB} / 24 = 4.27$$

**VM Data Change per hour = 4.27**

**VM Journal History (example) = 4 hours**

$$5.27 \text{ (GB)} * 4 \text{ (hours)} = \mathbf{17.08 \text{ GB (journal size)}}$$

Another method to calculating journal size is by using the Zerto Journal Over, Sizing, and Best Practices documentation located at [www.zerto.com/support](http://www.zerto.com/support) under the Documentation Downloads section. This will contain a PDF with best practices as well as the Zerto Journal Sizing Utility.

### Zerto Advanced Settings:

1. We are currently replicating with Zerto but are looking to throttle the amount of replication traffic during business hours, is this possible?

Under the Zerto Site Settings Dialog box Zerto has a Performance and Throttling page which allows customers the ability to throttle bandwidth all of the time, or to initiate time based throttling. Please note this setting is an egress setting and should be applied on the ZVM sending replication traffic outbound. If you are doing bi directional replication than this setting should be applied on both ZVM's.

The screenshot shows the 'Site Settings' dialog box with the 'Performance and Throttling' tab selected. The left sidebar contains a list of settings categories: Site Information, Performance and Throttling (selected), Policies, Email Settings, Reports, Compatibility, Cloud Settings, License, and About. The main content area is divided into two sections: 'Bandwidth' and 'IO Throttling'. In the 'Bandwidth' section, 'Bandwidth Throttling' is checked and set to 'Unlimited'. 'Time-based Throttling' is unchecked. In the 'IO Throttling' section, 'Enable IO throttling' is checked, with 'Bad IO Latency VM' set to 40 and 'Requested Duration (ms)' set to 5000. At the bottom right are 'CANCEL', 'SAVE', and 'APPLY' buttons.

Setting	Value
Bandwidth Throttling	Unlimited
Time-based Throttling	Unlimited
From	00 h
To	00 h
Enable IO throttling	Checked
Bad IO Latency VM	40
Requested Duration (ms)	5000