

CERTIFICATION

Zerto Certified Service Partner

Become recognized as
an expert in Zerto
service delivery

Zerto

a Hewlett Packard
Enterprise company



Certification Exam Guide

May 2024

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The Certification

The Zerto Certified Service Partner certification is a comprehensive exam tailored for experienced Zerto partners to demonstrate their expertise in installing and troubleshooting Zerto technology. Achieving this new certification signifies an advanced skill set in configuring, managing, and resolving issues related to Zerto architecture and solutions.



This newly launched certification requires about 1 hour and comprises the following actions:

- Begin with this comprehensive guide that leads you through the process. You can also view this content on the certification web page by [clicking here](#). The web page is similar, but it does not include specific resources or links for preparing for the exam.
- Order the certification from your Zerto Channel Account Manager with a desired number of enrollment codes.
- Access and pass the robust certification exam comprising 60 randomized questions.
- Request a Credly badge of achievement to post on social media and further acknowledge your accomplishment.
- Once three individuals in an organization achieve the certification, the organization as a whole can receive the company certification designation.

Prerequisites

- Must be a Zerto partner or HPE Affiliate in good standing.
- Must possess a comprehensive understanding of Zerto technology in the categories listed further below. We encourage you to review relevant content prior to attempting the exam (see recommendations below).
- Note: there is no training required in order to attempt the certification exam.

Ordering the Exam

- To order the certification exam, contact your Zerto Channel Account Manager. If you are unsure who that is, reach out to partners@zerto.com.
- The Channel Account Manager will enter an order for the desired number of enrollment codes (one per individual).
- At the time of ordering, a Zerto Consulting Partner must also review and sign the **Addendum to Reseller Agreement**, which can be provided by your Zerto Channel Account Manager.
- You can then distribute the codes to selected individuals in your company—one per individual. The codes are not assigned to any particular individual, so be sure to hold on to each code and track their distribution.

About the Exam

The exam was designed by tenured, expert-level Zerto engineers and vetted cross-functionally by Zerto leaders. A meticulous process was used to pinpoint the key competencies for Zerto professional services.

Note: all questions in the exam are based on using Zerto version 10.0 and VMware.

About the Questions

The exam encompasses intricate subject matter, including scenarios designed to assess problem-solving skills. The questions are presented in three formats: multiple choice (one answer); multiple select (more than one answer); and true/false. The exam draws questions randomly from a question pool, providing a unique experience for each person.

About the Answers

During the exam, questions are presented one at a time, with answers sorted randomly. Scoring is shared after final completion. To pass the exam, participants must achieve a score of at least 80% (which is 48 questions out of 60 total).

Retaking the Exam

Participants have the opportunity to retake the examination a second time, subject to the following guidelines:

- If a participant fails to pass the exam on the first attempt, they may opt to retake it immediately.
- In the event of a second unsuccessful attempt, participants must order a new enrollment code.

Exam Preparation: Ensuring Your Success

To support your success, we've provided an outline of the exam content and recommended study methods below.

Content Acronyms

You will note that acronyms are used often. To ensure you understand the actual term being used in a question, we recommend printing or copy/pasting the full spellings below for reference.

- AMQP (Advanced Message Queuing Protocol)
- DRaaS (Disaster Recovery as a Service)
- EJS (Extended Journal Service)
- ICDR (Intra-Cloud Disaster Recovery)
- MPLS (Multi-Protocol Label Switching)
- NAT (Network Address Translation)
- ORGVC (Organizational Virtual Datacenter)
- OVF (Open Virtualization Format)
- POC (Proof of Concept)
- SCVMM (System Center Virtual Machine Manager)
- SSL VPN (Secure Sockets Layer Virtual Private Network (SSL VPN))
- VBA (Visual Backup Appliance)
- vCD (VMware Cloud Director)
- VRA (Virtual Replication Appliance)
- ZCC (Zerto Cloud Connector)
- ZCM (Zerto Cloud Manager)
- ZSSP (Zerto Self-Service Portal)
- ZVM (Zerto Virtual Manager)

Content Categories

The exam is structured around four categories. The source links are provided for category one to give a sense of where the content is housed. **Note:** For extra support, category one includes links to the sources. Categories two, three, and four can be learned by self-navigating through zerto.com help topics provided.

Category 1-Planning and Requirements

Topics in the column below on the left can be learned and referenced by clicking on the corresponding links.

Topics, Subtopics, and Content Sources to Review	
<ul style="list-style-type: none"> • Release notes: Content 	https://help.zerto.com/bundle/RN.HTML.10.0_U2/page/release_notes_for_zerto_10_0_update_2.html
<ul style="list-style-type: none"> • Discovery: vSphere environmental details; Storage cluster; VMware licensing; minimum supported version VMware; vSphere; and network 	https://www.zerto.com/try-or-buy/pricing-and-licensing/ https://help.zerto.com/bundle/Operability.Matrix.HTML/page/VMware_vSphere.htm https://help.zerto.com/bundle/Operability.Matrix.HTML/page/Interoperability_Matrix_for_All_Zerto_Versions.htm https://help.zerto.com/bundle/Operability.Matrix.HTML/page/VMware_vSphere.htm https://help.zerto.com/bundle/Linux.ZVM.HTML.10.0_U2/page/VRA_Installation_Requirements.htm https://help.zerto.com/bundle/Linux.ZVM.HTML.10.0_U2/page/DNS_Targets_Ports.htm
<ul style="list-style-type: none"> • Interoperability and lifecycle: prerequisites 	https://help.zerto.com/bundle/Operability.Matrix.HTML/page/Interoperability_Matrix_for_All_Zerto_Versions.htm https://help.zerto.com/bundle/Operability.Matrix.HTML/page/VMware-as-a-Service_Provider.htm
<ul style="list-style-type: none"> • Sizing and benchmarking: sizing limits; minimum dedicated bandwidth; and replication performance 	https://help.zerto.com/bundle/Scale.Bench.Guide.HTML.10.0/page/zerto_sizing_limits.html https://help.zerto.com/bundle/Scale.Bench.Guide.HTML.10.0/page/scale_and_benchmarking_guide_for_zerto_10_0.html https://help.zerto.com/bundle/Scale.Bench.Guide.HTML.10.0/page/scale_and_benchmarking_guide_for_zerto_10_0.html https://help.zerto.com/bundle/Scale.Bench.Guide.HTML.10.0/page/scale_and_benchmarking_guide_for_zerto_10_0.html https://help.zerto.com/bundle/Scale.Bench.Guide.HTML.10.0/page/system_components_and_configuration_considerations.html
<ul style="list-style-type: none"> • Network req's: MTU req's; Zerto port requirements 	https://help.zerto.com/kb/000003526 https://help.zerto.com/bundle/Security.Hardening.HTML/page/Port_Usage.htm
<ul style="list-style-type: none"> • Networking: firewall; DNS; and routing 	https://help.zerto.com/bundle/Security.Hardening.HTML/page/Virtual_Replication_Appliance.htm#vra_to_vra_encryption https://help.zerto.com/bundle/Admin.VC.HTML.10.0_U3/page/NewBackupRepository.htm

Category 2-Installation

Topics include:

- **ZVM Appliance deployment:** what's included and where to find it; on-prem vs cloud-based
- **Networking:** when providing DRaaS; when configuring pair site routing; during VRA installation; and for encrypted traffic between VRAs
- **KeyCloak Authentication Provider:** MFA; connecting to LDAP provider; and Active Directory
- External SQL server database: sizing; migration
- **Repositories:** access control; on-prem storage options (type); recovering VPG vs failover; and public cloud storage offering types (blob, s3)
- **Volume Shadow Copy Service (VSS):** VSS agent; application consistent checkpoints; credentials; and topology
- **VRA:** CPU/memory sizing; when to increase default sizing; IP address schemes; and vSphere VIB signing levels
- **Zerto storage uses:** separating journal and recovery storage locations; scratch disk settings
- Installing/automating VRA: network settings
- **Automating VRA:** evacuation of VRA

Category 3-Configuration and Validation

Topics include:

- **Pairing vCenter:** legacy permissions/diagnostic tool; reconfiguring vCenter connection; what's needed for ZVM in clustered environments; and vCD settings (required port number to connect ZVM to SQL)
- **Licensing:** license type for Zerto ZVR 10; migration licenses; and ECE features
- **Pairing sites:** site pairing workflow; and vCenter Linked Mode
- **Updating customer certificate:** certificate support; and workflow
- **NSX-T:** feature support; topology; upgrade topologies; and migration tool
- **Failover test:** theory; and user-defined scratch disc settings
- **Cloning:** clone VPG operation; and when operation is vCD
- **Commit options:** changing policies; and commit policy timeouts
- **One-to-many:** workflows; VM Instant Restore; and failover criteria

Category 4-Knowledge Transfer

Topics include:

- **Documentation portal:** myZerto; hands-on labs; ZAP portal; and zerto.com. Also InterOp guide; release notes; and feature requests
- **Application consistency:** configuring app-consistent checkpoints
- **Working with Support:** remote log collection; types of logs and where to collect; escalation process; and Zerto diagnostics tool
- **Troubleshooting:** can't connect vCenter; the Zerto troubleshooting model; putting into the VRA; and VRA doesn't install
- **Analytics:** how to enable it; KPIs; reports; and Zerto planner
- **Reporting:** reports and report categories
- **Analytics Alerting:** configuring options
- **Zerto Planner:** platforms supported and stats that are monitored

Recommended Study Methods

To excel in the exam, consider the following study strategies:

Online Review

Begin by reviewing each of the four primary Zerto categories mentioned above on [Zerto.com](https://www.zerto.com). In category one, click the links provided and review the content to ensure you have a solid grasp of the core principles.

Some other content recommendations to review include:

- [Troubleshooting and Best Practices](#)
- [Zerto Architectures](#)
- [Zerto -Installation and Configuration](#)
- [Failover](#)
- [Migrations](#)
- [Analytics](#)

Company Resources

Make optimal use of Zerto's official documentation, including manuals, guides, and knowledge base articles. You will also find many resources in the [ZAP Portal](#) with valuable and practical information. Some recommendations include:

- Quick Start Guides
- Administration Guides (ZVM, ZCM)
- Scale and Benchmarking Guide
- Technical Docs

Hands-On Practice

Whenever possible, engage in our [hands-on labs](#) to experience Zerto software. This practical experience can reinforce your theoretical knowledge.

Online Courses and Tutorials

Seek out courses in [Zerto University](#) that align with the exam content. Some recommendations include:

- ZCP: Enterprise Engineer
- Managing Zerto, Setup, Protection, and Recovery (virtual Instructor-Led Course)
- Zerto Architecture: Setup and Management (recordings of live instructor-led webinar)

Accessing the Certification in Zerto University

Once you have received the enrollment codes from your Channel Account Manager, you are ready to access Zerto University and take the exam. You need a myZerto account to do this.

Logging in

1. If you do not have a **myZerto** account, you can [request a login here](#).
2. Once in myZerto.com, navigate to the **Training** tab at the top right of the page and select **Zerto University**.
3. On the home page, each individual should enter their unique code in the enrollment code box (see below). You may need to scroll down the page.

The screenshot displays the 'Instructor-Led Training' section of the Zerto University website. It features three red buttons for upcoming public classes: 'January 30-31, 2024', 'March 25-26, 2024', and 'July 1-2, 2024'. To the right, there is a dashed red box highlighting an enrollment code input field. Below the input field, a red arrow points to the text 'Enter your code here'.

4. You should be taken to the certification in Zerto University. If you have technical difficulties, contact training@zerto.com.

Completing the Certification

- Complete the certification by passing the exam, which is 80% (or 48 out of 60 questions).
- After successfully completing the exam, watch for an email from Acclaim/Credly to request your badge.

Thank you for your partnership. We wish you the best of luck on your certification journey!