

VMware vCenter Site Recovery Manager

Overview

Q. What is VMware vCenter Site Recovery Manager?

A. VMware vCenter™ Site Recovery Manager™ is the industry-leading disaster recovery management solution. Site Recovery Manager offers automated orchestration and non-disruptive testing of centralized recovery plans for all virtualized applications.

Q. How does Site Recovery Manager work?

A. Site Recovery Manager integrates with VMware vSphere® through VMware vCenter Server™ and an underlying replication technology. It can integrate natively with vSphere Replication™ or with a broad range of storage array-based replication solutions from leading storage vendors through storage replication adapters. Site Recovery Manager guides users through the process of configuring recovery plans. At the time of failover or testing, Site Recovery Manager automates execution of the recovery plan.

Q. What is VMware vSphere Replication™?

A. vSphere Replication is VMware's hypervisor-based replication technology for vSphere virtual machines. vSphere Replication is a robust and scalable solution that simplifies DR protection through storage-independent, VM-centric replication with customizable recovery point objectives (RPO) and multiple point-in-time recovery. vSphere Replication is a feature of the vSphere platform, included at no additional cost.

Q. Is an evaluation copy of Site Recovery Manager downloadable from vmware.com?

A. Yes. A 60-day evaluation copy of Site Recovery Manager Standard edition can be downloaded from the [Product Evaluation Center](#).

Only the latest generally available version of the Site Recovery Manager product is available for free evaluation.

Q. Is an evaluation copy of vSphere Replication downloadable from vmware.com?

A. Yes. vSphere Replication is a feature of the vSphere platform. As such, it can be evaluated as part of the 60-day evaluation copy of [vSphere](#) or [vSphere with Operations Management™](#).

Technical Support

Q. What kind of technical support is required/available for Site Recovery Manager?

A. To ensure that you realize the full benefits of the Site Recovery Manager product a minimum of one year of Support and Subscription is required – either Basic or Production.

Depending on the criticality of your systems being managed by Site Recovery Manager, you may want to consider purchasing Mission Critical Support or Business Critical Support. The Mission Critical Support is a supplemental service to Production Support which provides the highest level of personalized, proactive customer support available from VMware. It includes an assigned Account Manager and quarterly business reviews. Business Critical Support is a supplemental service to Production Support which provides your centralized data center team with personalized technical support delivered by a designated team of experts familiar with your system configuration, past support experience and specific business needs.

For more details on Production and Basic subscription levels, please visit [the VMware Support Services Website](#).

Q. Does VMware offer support for earlier versions of Site Recovery Manager?

A. Up-to-date information regarding the Lifecycle Policy of Site Recovery Manager can be found [here](#).

Q. Who provides support for the components of a Site Recovery Manager deployment?

A. Questions and problems that appear to be caused by Site Recovery Manager should be directed to VMware support.

Questions and problems that appear to be caused by the array-based replication software, storage replication adapter (SRA) or storage array should be directed to the support services of the storage vendor.

VMware and the vendors who provide replication adapters have cooperative agreements in place to ensure that support requests can be coordinated between VMware and the storage partner.

Requirements and Compatibility

Q. What components are required for a Site Recovery Manager deployment?

- A. Instances of vSphere, vCenter Server and Site Recovery Manager are required at both the protected site and the recovery site (this does not involve licensing aspects. Licensing is covered in later segment of this document)

Site Recovery Manager also requires an underlying replication product to copy virtual machines to the recovery site. Customers have the choice to use either vSphere Replication or third-party array-based replication software.

When using array-based replication software, a Storage Replication Adapter (SRA) is also required.

Q. Which editions and versions of VMware vSphere are compatible with Site Recovery Manager?

- A. Site Recovery Manager is supported with any edition of vSphere, except for vSphere Essentials.

See the [Product Interoperability Matrix](#) for specific versions of vSphere that are supported for each version of Site Recovery Manager.

Site Recovery Manager does not require that all licenses of vSphere associated with its deployment be from the same edition.

Q. Which editions and versions of vCenter Server are compatible with Site Recovery Manager?

- A. Site Recovery Manager is supported with vCenter Server for Essentials, vCenter Server Foundation and vCenter Server Standard.

See the [Product Interoperability Matrix](#) for specific versions of vCenter Server that are supported for each version of Site Recovery Manager. Note that each version of Site Recovery Manager requires a specific version of vCenter Server.

Q. Which array-based replication products are compatible with Site Recovery Manager?

- A. Site Recovery Manager integrates with third-party storage array-based replication products through a Storage Replication Adapter (SRA). See the [Compatibility Guide](#) for supported SRAs.

Q. If I am upgrading my Site Recovery Manager version, do I need to re-install my SRAs?

- A. Yes. SRAs are updated to support the latest generally available version of Site Recovery Manager.

Pricing and Licensing

Q. As a customer of a previous version of Site Recovery Manager, am I entitled to the latest version?

- A. Yes. Customers with a current Support and Subscription contract for Site Recovery Manager are entitled to licenses of the latest version of the product at no additional charge through their subscription entitlement.

Customers with current Support and Subscription contracts for bundles that contain Site Recovery Manager are entitled to new versions and new licenses based on the subscription entitlement for the individual products in the bundle.

Q. My Support and Subscription (SnS) contract expired before the latest Site Recovery Manager release. What will I receive?

- A. Because your SnS is expired, you are not entitled to receive an upgrade to the latest version of Site Recovery Manager. You will need to renew your SnS and pay the appropriate back fees/penalties. You may request a [Support Contract Renewal](#) quote.

Q. My SnS contract is active, but I do not wish to upgrade my licenses now. Can I wait to perform a version upgrade?

- A. Yes. As long as you have an active SnS contract at the time of general availability of the latest version of Site Recovery Manager, you are entitled to perform a version upgrade on your licenses at any time.

Q. Can I upgrade a subset of my licenses to latest version of Site Recovery Manager?

- A. Yes. You can upgrade all, some or none of your Site Recovery Manager licenses. For example, if you have 50 Site Recovery Manager 5.0 licenses and want to upgrade only 30 of them, you will have 30 licenses of the latest version of Site Recovery Manager and 20 licenses of Site Recovery Manager 5.0 after the upgrade process.

Q. How can I convert my existing “per processor” licenses to the current licensing model of “per virtual machine” licenses?

Customers without an Enterprise License Agreement (ELA) who have processor licenses for Site Recovery Manager are entitled to virtual machine licenses converted at a ratio of 5 virtual machines per 1 processor. (e.g., a customer with 20 processor licenses would receive 100 virtual machine licenses). The licenses are automatically made available in the VMware License Management portal upon an upgrade of the version of Site Recovery Manager.

In cases in which the standard conversion ratio is not sufficient to support a customer’s existing deployment, customers can contact VMware support for more information.

Customers with ELAs who have existing processor licenses can choose either to upgrade using the per-virtual machine licensing model by calling VMware support or remain with processor licenses by upgrading using the License Management portal.

Q. Can I combine “per processor” licenses with “per virtual machine” licenses on the same Site Recovery Manager instance?

- A. No. You may run “per processor” licenses and “per virtual machine” licenses only on separate instances of Site Recovery Manager.

If you need to expand a deployment on the same vCenter Server, you will need to convert your current “per processor” licenses. If you need to request a conversion go to the Support tab on the [My VMware® portal](#) to file a Licensing Support Request. For more information on the conversion process, please see the [per virtual machine licensing page](#).

Q. Is Site Recovery Manager available for purchase with “per processor” licenses?

- A. The latest version of Site Recovery Manager can be purchased either as a standalone product or as part of VMware vCloud Suite® Enterprise Edition.

As a standalone product, Site Recovery Manager is available in two editions, Standard and Enterprise, which can only be purchased on “per virtual machine” licensing model.

Site Recovery Manager Enterprise edition can also be purchased as part of vCloud Suite Enterprise edition. In this case, Site Recovery Manager is purchased on a “per processor” licensing model. Learn more about [vCloud Suite](#) and its various editions.

Q. What is the difference between Site Recovery Manager Standard and Site Recovery Manager Enterprise?

- A. Site Recovery Manager Enterprise provides enterprise-level protection to all virtualized applications with no licensing restriction on the number of virtual machines that can be protected.

Site Recovery Manager Standard is designed for smaller environments and is limited to 75 protected virtual machines per physical site and per Site Recovery Manager instance.

Q. Can Standard licenses be upgraded to Enterprise licenses?

- A. Yes. Customers may upgrade Site Recovery Manager Standard to Site Recovery Manager Enterprise in 25 virtual machine packs.

When a customer wants to expand beyond the 75 virtual machine limit of Site Recovery Manager Standard, all 75 existing licenses of the Standard edition must be upgraded to Enterprise in order to acquire new virtual machine licenses.

Q. Can I combine Standard and Enterprise licenses in a single Site Recovery Manager instance?

- A. No. Only one edition of Site Recovery Manager can be configured under a vCenter Server instance.

Q. Can Enterprise licenses be downgraded to Standard licenses?

- A. No. As a general policy, VMware does not allow for edition downgrades for any of its products. Site Recovery Manager is no exception.

Q. Can I downgrade licenses of the latest version Site Recovery Manager to earlier versions?

- A. Licenses of the latest version cannot be used with earlier versions of Site Recovery Manager. Customers will need to downgrade their Site Recovery Manager licenses via the License Portal.

Site Recovery Manager Enterprise edition licenses may be downgraded with a conversion ratio of 1 virtual machine to 1 virtual machine. Licenses cannot be downgraded to versions earlier than Site Recovery Manager 5.0.

Site Recovery Manager Standard edition licenses cannot be downgraded to an earlier version of Site Recovery Manager.

Q. Do I need to purchase VMware vSphere licenses for both the protected and recovery sites?

- A. vSphere licenses are required for any server on which vSphere is installed, whether that host is at a protected site or a recovery site, and whether a server is running or powered down at the recovery site. Site Recovery Manager requires at least one licensed vSphere server at both the protected site and the recovery site.

Q. Do I need vCenter Server licenses for both the protected and recovery sites?

- A. Yes, Site Recovery Manager requires two active and licensed vCenter Server instances, one at each site (protected and recovery).

NOTE: The shared recovery sites feature in Site Recovery Manager enables multiple protected sites with multiple vCenter Server instances to be recovered at a site with a single vCenter Server instance. (i.e., the multiple instances of Site Recovery Manager running at the shared recovery site are registered with the same single instance of vCenter Server at the shared recovery site, so you do not need multiple vCenter Server instances at the shared recovery site.)

Q. Do I require Site Recovery Manager licenses for the recovery site?

- A. Only virtual machines that are protected by Site Recovery Manager require Site Recovery Manager licensing. There are two scenarios to consider:

Uni-directional protection: Site Recovery Manager is configured only to fail over virtual machines from site A to the site B. In this case, licenses are required only for the protected virtual machines at protected site A.

Bi-directional protection: Site Recovery Manager is configured to fail over virtual machines from site A to site B at the same time that it is configured to fail over a different set of virtual machines from site B to site A. In this case, Site Recovery Manager licenses must be purchased for the protected virtual machines at both sites.

Licenses are required for all protected virtual machines, even if they are powered off.

Q. If I license VMware vCloud Suite Enterprise at my primary site, which includes Site Recovery Manager, what do I need to license for my secondary disaster recovery site?

A. Licensing requirements depend on how DR is setup at the customer site. The table below shows the licensing requirements in both sites.

DR SETUP	LICENSING REQUIREMENTS AT SITE A	LICENSING REQUIREMENTS AT SITE B
Uni-directional – Site Recovery Manager is configured only to fail over virtual machines from the primary site A to the secondary site B only.	<ul style="list-style-type: none"> vCloud Suite Enterprise for all CPUs with virtual machines protected by Site Recovery Manager that will fail over to site B vCenter Server 	<ul style="list-style-type: none"> vSphere for all CPUs used for either failover or production vCenter Server No Site Recovery Manager licenses needed
Bi-directional – Site Recovery Manager is configured to fail over virtual machines from site A to site B AND fail over other virtual machines from site B to site A.	<ul style="list-style-type: none"> vCloud Suite Enterprise for all CPUs with virtual machines protected by Site Recovery Manager that will fail over to site B vCenter Server 	<ul style="list-style-type: none"> vCloud Suite Enterprise for all CPUs with virtual machines protected by Site Recovery Manager that will failover to site A vCenter Server

Q. After failover, what are the license requirements for failback?

A. To fail back from site B to site A (after failover from site A to site B), Site Recovery Manager licenses are required for the “re-protected” virtual machines at Site B. The “per virtual machine” licenses originally used at site A can be used at site B for this purpose, as long as the licenses are no longer in use at site A.

If Site Recovery Manager is being licensed “per processor” through the vCloud Suite Enterprise at site A and virtual machines are failed over to a site B that originally licensed with vSphere only, the vCloud Suite licenses can be transferred to site B in order to “re-protect” and fail back the virtual machines.

Q. If I’m using the shared recovery sites feature, do I need extra licenses at the shared recovery site?

A. Site Recovery Manager licenses are required only for protected virtual machines. In a shared recovery site scenario (multiple protected sites configured to fail over into a shared recovery site) Site Recovery Manager licenses are required only at the protected sites. The shared recovery site does not require any additional Site Recovery Manager licenses to protect those sites.

Q. What license file keys does Site Recovery Manager use?

A. Site Recovery Manager uses the same license-key system used by vSphere and vCenter Server.

Q. Where do I enter the license keys for Site Recovery Manager?

A. Site Recovery Manager is licensed through vCenter Server.

Q. Does vSphere Replication require separate licensing?

A. No. vSphere Replication is included with vSphere Essentials Plus and higher editions. Usage of vSphere Replication for disaster recovery with Site Recovery Manager does not require any additional licensing.

