

VMware vCenter Site Recovery Manager

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General FAQ

Overview

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Q: What is VMware® vCenter™ Site Recovery Manager™?

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A: vCenter Site Recovery Manager is the market-leading disaster recovery management product that ensures the simplest, most affordable and reliable disaster protection for all virtualized applications. Site Recovery Manager leverages cost-efficient VMware vSphere® Replication or storage-based replication to provide centralized management of recovery plans, enable non-disruptive testing, and automate site recovery and migration processes.

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Q: How does Site Recovery Manager work?

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A: Site Recovery Manager integrates closely with the VMware virtualization platform, including VMware vCenter Server, and vSphere Replication, or storage-based replication solutions from leading storage vendors. It guides users through the process of setting up and configuring recovery plans for their environment. At the time of failover or testing, Site Recovery Manager automates execution of the recovery plan—from allocating server resources to starting virtual machines in the proper order with the correct networking configuration to creating and deleting environments for non-disruptive testing.

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Q: What kind of technical support is available for Site Recovery Manager?

A: To ensure that you realize the full benefits of the Site Recovery Manager (SRM) product, a minimum of one year of Support and Subscription is required – either Basic or Production. For more details on Production and Basic subscription levels, please visit the [VMware Support Services Website](#).

Along with access to the world's largest virtualization support organization with the most experience supporting critical applications in a virtual infrastructure, both support offerings also include access to periodic fixes and enhancements to our products during the life of your support contract. These programs are offered on an annual or multi-year basis.

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.

VMware's 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 the support options, please the [VMware Support Services Website](#).

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

A: Yes. An evaluation copy of Site Recovery Manager 5.1 Standard can be downloaded from [vmware.com](#).

Pricing and Licensing

Q: Are current Site Recovery Manager 4 customers entitled to Site Recovery Manager 5.1?

A: Site Recovery Manager 4 customers with a current Support and Subscription contract for Site Recovery Manager are entitled to licenses for Site Recovery Manager 5.1 Enterprise 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.

Customers without an Enterprise License Agreement who have existing processor licenses for Site Recovery Manager 4 are entitled to virtual machine licenses of Site Recovery Manager 5.1 Enterprise, converted at a ratio of 5 virtual machines to 1 processor. (e.g., a customer with 25 processor licenses would receive 125 virtual machine licenses). The licenses are automatically made available in the VMware License Management portal. In cases in which the standard conversion ratio is not sufficient to support a customer's existing deployment, customers can contact VMware support (GSS) for more information.

Customers with Enterprise License Agreements who have existing processor licenses for Site Recovery Manager 4 can choose either to upgrade using the per-virtual machine licensing model by calling VMware GSS or remain with processor licenses by upgrading using the License Management portal.

Q: My Support and Subscription (SnS) contract expired before the Site Recovery Manager 5.1 release. What will I receive?

A: Because your SnS is expired, you are not entitled to receive an upgrade to Site Recovery Manager 5.1. To receive SRM 5.1, you will need to renew your SnS and pay the appropriate back fees/penalties. You may request a renewal quote [here](#).

Q: Can I perform an upgrade for a subset of my licenses to Site Recovery Manager 5.1?

A: Yes. You can upgrade all, some or none of your Site Recovery Manager licenses. For example, if you have 50 SRM 4 licenses and want to upgrade only 30 of them, you will have 30 SRM 5 licenses and 20 SRM 4 licenses after the upgrade process.

Q: My Subscription and Support (SnS) contract is active, but I do not wish to upgrade my licenses to Site Recovery Manager right 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 Site Recovery Manager 5.1, you are entitled to perform a version upgrade on your licenses at any time.

Q: Is Site Recovery Manager 5.1 available with processor licenses?

A: SRM 5.1 can be purchased either as a stand alone product a-la-carte or as part of vCloud Suite Enterprise Edition.

As a standalone product, Site Recovery Manager 5.1 can only be purchased on per-virtual machine basis and is available in two editions (Standard and Enterprise). For upgrades for existing customers, see preceding questions in this document.

Site Recovery Manager Enterprise can also be purchased as part of VMware vCloud® Suite Enterprise. In this case, SRM Enterprise is licensed on a per processor basis. For more information about vCloud Suite and its various editions go [here](#).

Q: Will customers receive Site Recovery Manager as part of their Support and Subscription contract for vSphere?

A: No. Site Recovery Manager requires an additional purchase.

Q: Do all virtual machines require Site Recovery Manager licenses?

A: No. Only virtual machines that are protected by VMware Site Recovery Manager require Site Recovery Manager licensing. If Site Recovery Manager is configured only to fail over virtual machines from the protected site to the recovery site, then Site Recovery Manager licenses are required only for the protected virtual machines. If Site Recovery Manager is configured to fail over a set of virtual machines from a protected site to a recovery site at the same time that it is configured to fail over a different set of virtual machines from the recovery site to the protected site, Site Recovery Manager licenses must be purchased for the protected virtual machines at both sites. Licenses are also required for virtual machines that are powered off but protected with Site Recovery Manager.

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

A: Site Recovery Manager 5.1 Enterprise provides enterprise-level protection to all virtualized applications. Site Recovery Manager 5.1 Standard is designed for smaller environments and limited to 75 protected virtual machines per physical site and per Site Recovery Manager instance.

Q: Can Site Recovery Manager 5.1 Standard licenses be upgraded to Site Recovery Manager 5.1 Enterprise licenses?

A: Yes. Customers may upgrade SRM 5.1 Standard to SRM 5.1 Enterprise in 25 virtual machine packs.

Q: Can Site Recovery Manager 5.1 Enterprise edition licenses be downgraded to Site Recovery Manager 5.1 Standard edition licenses?

A: No. SRM 5.1 Enterprise licenses cannot be converted to SRM 5.1 Standard edition licenses.

Q: I'm expanding my deployment of Site Recover Manager 4.1, but the only version of Site Recovery Manager that's available for sale is SRM 5.1. What do I do?

A: Customers can expand their SRM deployments by purchasing Site Recover Manager 5.1 and then downgrading the license.

Q: Can Site Recovery Manager 5.1 licenses be downgraded to Site Recovery Manager 4.1 licenses?

A: Site Recovery Manager 5.1 licenses cannot be used with earlier versions of Site Recovery Manager. Customers that are deploying SRM 4.1 (e.g., for compatibility with vCenter) will need to downgrade their SRM licenses via the License Portal.

SRM 5.1 Enterprise edition licenses may be downgraded with a conversion ratio of 1 virtual machine to 1 virtual machine. SRM 5.1 Enterprise edition licenses cannot be downgraded to earlier versions such as SRM 4.0.

SRM 5.1 Standard edition licenses cannot be downgraded to an earlier version of SRM.

Q: I'm expanding my Site Recovery Manager 4 deployment, but my current SRM 4 licenses are per processor. What do I do?

A: You may run per-processor licenses and per virtual machine licenses only on separate instances of vCenter Server. If you need to expand the deployment on the same vCenter Server, you will need to convert your current per processor licenses. You may request this conversion by filing a [Licensing Support Request](#). For more information on the conversion process, please see the virtual machine [information page](#).

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

A: Site Recovery Manager can be used to protect virtual machines running VMware vSphere. Site Recovery Manager 5.1 is supported with vSphere Essentials Plus, Standard, Advanced, Enterprise and Enterprise Plus editions. It is not supported with vSphere Essentials. In addition, earlier versions of SRM are not supported with vSphere Essentials Plus.

See the [Compatibility Matrix](#) for specific versions that are supported. Site Recovery Manager does not require that all licenses of vSphere associated with a Site Recovery Manager deployment be for the same edition.

Q: Which editions of vCenter Server are compatible with Site Recovery Manager?

A: Site Recovery Manager is supported with vCenter Server for Essentials, vCenter Server Standard and vCenter Server Foundation only. Site Recovery Manager 5.1 is designed for compatibility with vCenter Server 5.1. Site Recovery Manager 5.1 is incompatible with vCenter Server 5.0 and earlier releases.

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

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: Does vSphere Replication require separate licensing?

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

Q: After failover, what are the license requirements for the recovery site including for failback?

A: vSphere licenses are required for the servers at the recovery site as described in the answer to the preceding question. If—after failover is performed from Site A to Site B—new recovery plans are created to enable failback from Site B to Site A, Site Recovery Manager licenses are required for the virtual machines at Site B that are protected by those plans. The 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.

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 servers running protected virtual machines. In a shared recovery site scenario—multiple protected sites configured to failover into a shared recovery site—Site Recovery Manager licenses are required only at those 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 5.1 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 5.1 is licensed through vCenter.

Q: Which edition of Site Recovery Manager should I use for my remote-office and branch-office locations?

A: Customers with multiple remote sites can use Site Recovery Manager Standard edition if each physical site has a dedicated Site Recovery Manager instance and a maximum of 75 protected virtual machines. Site Recovery Manager Enterprise must be purchased if a shared Site Recovery Manager instance manages more than 75 virtual machines, or for any single physical site with more than 75 virtual machines.

Q: Does VMware provide support for Site Recovery Manager 5.0 or 4.1?

A: Up-to-date information regarding support policy for Site Recovery Manager can be found at <https://www.vmware.com/support/policies/lifecycle/enterprise-application/index.html>.

Key Features**Q: Which replication software is supported?**

A: Site Recovery Manager requires either vSphere Replication or storage-based replication for iSCSI, FibreChannel, or NFS storage arrays. For storage-based replication, VMware works with storage partners to ensure that customers can deploy Site Recovery Manager with their choice of storage and storage replication platform. Site Recovery Manager is architected to work with a wide variety of replication software through “storage replication adapter” plug-ins developed and certified by storage vendors for use with Site Recovery Manager. The current list of storage replication adapters and supported storage is available online in the Storage Partner Compatibility Matrix. http://www.vmware.com/support/pubs/srm_pubs.html.

New adapters can be added at any time without requiring a new release of Site Recovery Manager. Please contact your storage partner for specific information about when specific replication adapters will be available.

Q: Can Site Recovery Manager protect workloads on physical servers?

A: Site Recovery Manager orchestrates the recovery process for virtual machines. In cases in which some workloads are running on physical servers with a separate disaster recovery solution, Site Recovery Manager coordinates the recovery process by allowing users to create custom scripts that ensure that workloads are restored in appropriate order.

Q: Should I use vSphere Replication or my storage vendor’s replication software?

A: Site Recovery Manager provides a choice between vSphere Replication and storage-based replication, enabling customers to choose the best solution for their specific needs. For instance, larger sites and business-critical applications may be protected using powerful storage-based replication, while smaller sites and Tier 2 applications benefit from the simplicity and cost-efficiency of vSphere Replication. vSphere Replication enables the use of heterogeneous storage across sites, and the failover site can be provisioned with lower-end storage to reduce costs.

Q: Does Site Recovery Manager provide automated failback?

A: Yes, Site Recovery Manager 5.1 provides automated failback. The first step is to perform a “reprotect” of the virtual machines from the failover site to the original production site. This consists in coordinating the reversal of replication to the original site, and mapping virtual machines back to their original virtual machine folders, virtual switches, and resource pools. The second step is to execute the planned migration back to the original site, using the original recovery plan executed in reverse direction.

Q: What is the difference between planned migration and DR failover?

A: Planned migration and DR failover both leverage the same recovery plans. DR failover is used in the event of a disaster and is designed to quickly recover virtual machines at the failover site. Planned migration is used for preventive failovers or for routine migrations. Planned migration ensures an orderly shutdown of virtual machines at the protected site, synchronizes the data with the failover site by ensuring complete replication of all the data, and finally recovers virtual machines at the failover site. Planned migration ensures application-consistent to the secondary site with no data loss.

Q: Does Site Recovery Manager provide application-consistent or crash-consistent recovery?

A: The level of consistency depends on the recovery process and the underlying replication solution. For DR failovers, consistency is provided by the underlying replication solution. With storage-based replication, many VMware partners offer solutions to ensure application-consistent replication and recoveries. vSphere Replication supports VSS-based application consistency for Windows environments. In all other environments, Site Recovery Manager provides file-consistent recovery. When executing a planned migration (as opposed to DR failover), Site Recovery Manager provides fully application-consistent migrations between sites, since virtual machines are gracefully shutdown before completing replication and initiating the recovery plan.

Q: Does Site Recovery Manager support active/active sites?

A: Yes, Site Recovery Manager supports configurations in which both sites are running active virtual machines that Site Recovery Manager can recover at the other site. Site Recovery Manager also supports active/passive sites in which Site Recovery Manager recovers virtual machines from a protected site at a recovery site that is not running other virtual machines during normal operation.

In an active/active scenario, users configure recovery plan workflows in one direction from Site 1 to Site 2 for the protected virtual machines at Site 1. Recovery plan workflows are configured in the opposite direction from Site 2 to Site 1 for the protected virtual machines at Site 2.

Q: Does Site Recovery Manager support a many-to-one disaster recovery configuration?

A: Yes. Site Recovery Manager provides the option to protect multiple sites using a common “shared recovery site”. At this shared recovery site, you will still need to have multiple instances of Site Recovery Manager running. Each instance manages the pairing with one of the protected sites. However, to provide simpler disaster recovery management in a many-to-one configuration, only one instance of vCenter Server is required at the shared recovery site. All instances of Site Recovery Manager register with that single vCenter Server instance. Please consult the product documentation for more details on how to use this feature.

Q: Does Site Recovery Manager replace other products for disaster recovery?

A: Site Recovery Manager provides capabilities for disaster recovery automation and management for a virtual environment. Work with your VMware and VMware partner contacts to understand which products complement VMware technology for disaster recovery and the use cases to which they apply.

Q: Does VMware have preferred storage and replication partners for Site Recovery Manager?

A: VMware does not have preferred storage and replication partners, only a list of currently supported replication adapters provided by partners.

Q: Is server-based replication software supported by Site Recovery Manager?

A: Site Recovery Manager does not support server-based replication.

Technical FAQ

Product Requirements

Q: Which versions of vSphere does Site Recovery Manager support?

A: Site Recovery Manager requires a supported version of vSphere and a supported version of vCenter Server. Consult the Site Recovery Manager Compatibility Matrix at http://www.vmware.com/support/pubs/srm_pubs.html for your specific version of Site Recovery Manager.

Q: Is Site Recovery Manager compatible with vSphere Essentials?

A: Site Recovery Manager 5.1 is compatible with vSphere Essentials Plus. It is not compatible with vSphere Essentials. Earlier versions of SRM are only supported with vSphere Standard or above.

Q: Does Site Recovery Manager support vSphere ESXi™?

A: Site Recovery Manager does not support the free version of vSphere ESXi but does support licensed versions of vSphere ESXi used with a supported vSphere or VMware Infrastructure edition and version. See the Compatibility Matrix http://www.vmware.com/support/pubs/srm_pubs.html for the latest information.

Q: Does Site Recovery Manager require two active vCenter Server instances?

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 need Site Recovery Manager installed at both sites (protected and recovery)?

A: The Site Recovery Manager Service must be installed at both the primary site and the recovery site. However, Site Recovery Manager licenses are required for both sites (protected virtual machines) only when each site acts as a recovery site for the other. For protection in one direction (e.g., Site 1 site fails over to Site 2), licenses are required only for the protected virtual machines at Site 1.

Q: Does the Site Recovery Manager Service run on the same physical server as vCenter Server or on a different physical server?

A: The Site Recovery Manager Service can run on either the same physical server as vCenter Server or a separate server.

Q: Can I run the Site Recovery Manager Service in a virtual machine?

A: Yes.

Q: Is the vCenter Site Recovery Manager client-side plug-in installed on each vCenter Server instance or each vSphere or VMware Infrastructure client?

A: The client-side plug-in does not need to be installed on vCenter Server but can be if necessary. The client-side plug-in is installed on every vSphere (or VMware Infrastructure) client that is used to manage Site Recovery Manager.

Q: Does the server where Site Recovery Manager is running need to have host bus adapters?

A: The answer depends on the communication needs for the storage array and replication software in use. Consult your storage vendor's documentation for more details.

Q: What are the requirements for the Site Recovery Manager database?

A: Site Recovery Manager does not provide its own database software. The database must be installed by the user. Each Site Recovery Manager service requires Open Database Connectivity (ODBC) only to the database at its own site. See the Compatibility Matrix http://www.vmware.com/support/pubs/srm_pubs.html for a list of specific databases and database versions supported with Site Recovery Manager.

Q: How does vCenter Server Heartbeat™ work with Site Recovery Manager? Can vCenter Heartbeat protect Site Recovery Manager?

A: Currently, vCenter Heartbeat cannot protect Site Recovery Manager. However, vCenter Heartbeat can protect the vCenter Server associated with a particular instance of Site Recovery Manager. Under this scenario, Site Recovery Manager must be running on a separate server from vCenter Server. If a vCenter Server failover occurs while Site Recovery Manager is executing a recovery plan workflow, that workflow might fail. Executing the recovery plan (failover or test) again will resolve the issue.

Product Features

Q: Does Site Recovery Manager support virtual machines using raw disk mapping (RDM) disks?

A: Yes, Site Recovery Manager provides full support for virtual machines using RDMs.

Q: Does Site Recovery Manager require that protected site and recovery site networks be the same?

A: No. Site Recovery Manager can change the IP address and VLAN of virtual machines at the time of recovery to the configuration the user specifies during setup.

Q: Does Site Recovery Manager update Domain Name System (DNS) tables at the recovery site?

A: Site Recovery Manager can update the IP address and virtual switch for recovered virtual machines but does not update DNS tables at the recovery site. However, both Windows and Linux have dynamic DNS options that can do this.

Q: During failover, are virtual machines shut down and started serially or in parallel?

A: Virtual machines are shut down serially on each host but can be configured to start in parallel throughout a datacenter. The user can specify which virtual machines must be started serially because of dependencies, and which other virtual machines should start in parallel.

Q: How much overhead does Site Recovery Manager place on each virtual machine?

A: Site Recovery Manager does not run any components in the virtual machine or on the vSphere ESX server during normal operation, so it does not affect the performance of virtual machines.

Q: How much bandwidth is required between sites?

A: Bandwidth requirements depend on the amount of data being replicated, the frequency of replication and the specific replication software. Site Recovery Manager sends very little information between sites itself and as a result generally has no impact on the bandwidth required between sites. Your replication vendor can help to determine the required bandwidth for replication.

Q: Does Site Recovery Manager verify that the virtual machines have booted successfully at the recovery site?

A: Yes. Site Recovery Manager monitors whether VMware Tools has started running in each virtual machine to determine whether the virtual machines have booted successfully.

Q: If Site Recovery Manager is running in a virtual machine and the virtual machine fails, can Site Recovery Manager still execute failover?

A: Execution of recovery does not depend on the vCenter Server or Site Recovery Manager Service at the protected site. However, recovery does depend on having a running vCenter Server and Site Recovery Manager Service at the recovery site. When the Site Recovery Manager Service is running in a virtual machine, vSphere High Availability can be used to restart the Site Recovery Manager virtual machine in the event of a physical server failure.

Q: How does Site Recovery Manager handle loss of network connectivity between sites?

A: Site Recovery Manager notifies the administrator when it cannot connect to the remote site. Failover is always manually initiated to avoid split-brain scenarios. Recovery does not require connectivity to the protected site.

Q: Are logs of test and failover execution exportable from Site Recovery Manager?

A: Yes.

Q: Can Site Recovery Manager recover virtual machine images that have been converted from physical systems?

A: This scenario has not been tested with Site Recovery Manager.

Q: Can Site Recovery Manager automatically initiate failover?

A: Site Recovery Manager does not automatically initiate failover. Failover initiation must be done manually. A best practice is to strictly limit which users have permission to initiate failover. Site Recovery Manager does include an SDK that can be used to externally initiate failover if required.

Q: If we have two sites with enough bandwidth between them, why do we need Site Recovery Manager rather than just using vSphere vMotion® between the sites?

A: vSphere vMotion is useful only when the virtual machine is still running. If an outage occurs, vSphere vMotion has no running virtual machine to operate on. Site Recovery Manager is designed to handle cases in which virtual machines are no longer running at the production site because of an outage and must be recovered at a recovery site.

Q: Can Site Recovery Manager be integrated with other disaster recovery management software?

A: VMware provides an SDK for Site Recovery Manager that enables some degree of custom integration with other disaster recovery software. Site Recovery Manager does not provide built-in integration with third-party software products other than array-based replication software.

Replication

Q: What is vSphere Replication?

A: vSphere Replication is the industry's first hypervisor-based replication, purpose-built for vSphere and Site Recovery Manager. vSphere Replication enables replication between sites at an individual virtual machine level and is managed directly in vCenter Server. With vSphere Replication, customers can deploy heterogeneous storage arrays across sites, reducing costs by using lower-end storage at the failover site.

Q: What RPO can I expect with vSphere Replication?

A: With vSphere Replication, users can select the replication schedule for each individual ESX host. The RPO can be selected from a range of 15 minutes to 24 hours.

Q: Are there any additional restrictions for using vSphere Replication?

A: vSphere Replication cannot be used in conjunction with vSphere Fault Tolerance, Virtual Machine templates, linked clones, and physical RDMS.

Q: Does Site Recovery Manager support discrete, asynchronous or synchronous replication?

A: Site Recovery Manager can support discrete, asynchronous and synchronous replication. See the Storage Partner Compatibility Matrix http://www.vmware.com/support/pubs/srm_pubs.html to determine which storage replication adapters support which types of replication for a specific array.

Q: What is the purpose of the storage replication adapters?

A: The storage replication adapters translate generic commands generated by Site Recovery Manager for tasks such as querying replicated datastores and promoting replicated data stores into array-specific commands. They enable Site Recovery Manager to work with a variety of array types.

Q: Where can I find the current list of replication adapters and supported replication for Site Recovery Manager?

A: The Storage Partner Compatibility Matrix http://www.vmware.com/support/pubs/srm_pubs.html includes a list of storage replication adapters that have passed VMware certification for Site Recovery Manager as well as the storage array and replication with which they are supported.

Q: Will new storage replication adapters be available in the future, and will they require a new release of Site Recovery Manager?

A: VMware continues to work with additional storage partners to help them develop new adapters for Site Recovery Manager. New adapters can be added and used at any time without requiring a new release of Site Recovery Manager. If you are interested in using Site Recovery Manager with replication solutions that are not currently supported, contact your storage vendor. Also, let VMware know about your request by contacting your VMware representative or reseller.

Q: Does the storage replication adapter need to be installed on the same physical server as Site Recovery Manager?

A: Yes.

Q: Can multiple storage replication adapters be used with Site Recovery Manager simultaneously?

A: Yes. Multiple replication adapters can be installed in Site Recovery Manager to enable it to communicate with multiple arrays simultaneously.

Q: Is Site Recovery Manager compatible with storage virtualization solutions?

A: Site Recovery Manager is designed to work with all devices that present themselves as storage targets and can replicate their underlying storage. Many storage-virtualization solutions can operate in this manner. For Site Recovery Manager to work with a given storage-virtualization device, a storage replication adapter must be available for that device. The Storage Partner Compatibility Matrix http://www.vmware.com/support/pubs/srm_pubs.html includes a complete list of supported storage-virtualization solutions.

Q: Does Site Recovery Manager support NFS arrays?

A: Yes. Site Recovery Manager supports NFS storage and replication.

Q: Does Site Recovery Manager monitor the status of replication?

A: Site Recovery Manager monitors the replication configuration to detect when replication is turned off for a datastore containing protected virtual machines, so that it can notify administrators.

Q: Does Site Recovery Manager support using consistency groups in the replication configuration?

A: Site Recovery Manager takes consistency groups into account, although support varies depending on storage vendor. Consult the storage vendor storage replication adapter readme for details.

Q: How does Site Recovery Manager run a test without actually failing-over storage?

A: The answer depends on the capabilities of the array. For some arrays, the storage replication adapter takes a snapshot or clone of the datastore replica and presents it to the vSphere ESX hosts to use for testing. For other arrays, it halts replication temporarily to do testing.

Q: Can we write our own storage replication adapter?

A: VMware supports configurations that use storage replication adapters written by storage partners only. Storage partners who wish to write a new adapter should contact VMware directly.

Q: Who provides support for Site Recovery Manager deployments?

A: Problems that appear to be caused by Site Recovery Manager should be directed to VMware support. Problems that appear to be caused by the replication software, storage replication adapter or storage array should be directed to the appropriate storage partner's support services. VMware and the vendors who provide replication adapters have cooperative support agreements in place to ensure that support requests can be coordinated between VMware and the storage partner.

Q: Where should we ask additional questions about whether Site Recovery Manager works with software from storage partners?

A: VMware publishes a list of currently supported storage and replication in the Storage Partner Compatibility Matrix http://www.vmware.com/support/pubs/srm_pubs.html. Remaining questions should be directed to the appropriate storage vendor.

Q: If I'm upgrading from Site Recovery Manager 4.x to Site Recovery Manager 5.1, do I need to re-install my storage replication adapters?

A: Yes. Storage Replication Adapters for Site Recovery Manager 5.1 have been updated and are currently available for download.

