Zetta Disaster Recovery

Frequently Asked Questions (FAQ)

What is Zetta Disaster Recovery?

In the event of human led malicious attacks, negligence, unforeseen circumstances or natural disasters, Zetta Disaster Recovery enables enterprise customers and partners to continue accessing business-critical applications with minimal disruption. Applications and databases can be recovered within five minutes and servers are up and running in the Zetta Cloud transparently.

What is the Zetta Cloud?

Zetta Cloud is the cloud infrastructure managed by Zetta that protects customer environments and serves as a recovery site in the event of a disaster or disruption to a customer's primary site.

How does Zetta Disaster Recovery work?

Zetta Disaster Recovery creates backup images of on-premise servers, and transfers those images to the Zetta Cloud. In the event of a disaster, the backup images are used to run virtual instances of the servers in the Zetta Cloud. Users are able to access the virtual instances running in the Zetta Cloud via secure virtual private network (VPN) connectivity. The Zetta Support Team is available to assist with failover to the Zetta Cloud, and with failback from the Zetta Cloud back to the on-premise environment.

What are the RTO (Recovery Time Objective) and RPO (Recovery Point Objective) for Zetta Disaster Recovery?

The RTO is under 5 minutes and the RPO is a single sync per day.

What is a Zetta Virtual Datacenter?

A Zetta Virtual Datacenter is a private virtual datacenter provisioned for reach customer in the Zetta Cloud that includes Random Access Memory (RAM), a VPN server, and an external IP address. It enables customers to power on the servers they are protecting in the Zetta Cloud.

What is the Zetta Agent?

Zetta Agent is the lightweight software application that easily installs on a server and creates a backup image of the server and its contents. The agent leverages built-in WAN optimization to efficiently transfer the backup image to the Zetta Cloud where it is stored and protected.

Does Zetta Disaster Recovery support both physical and virtual servers?

Yes, Zetta Disaster Recovery supports physical servers, as well as virtual servers running in a VMware environment. Virtual servers can be protected by deploying the Zetta Agent directly onto the server, or by leveraging the Zetta Virtual Appliance for VMware. In the event of a disaster, virtual instances of the protected servers can be powered on in the Zetta Cloud.

Do I have to contact Zetta Support to power on virtual instances of the servers in the Zetta Cloud?

No, you are not required to contact Zetta Support to power on virtual instances of servers in the Zetta Cloud. The virtual servers can be managed from the Disaster Recovery tab of the Zetta Portal.

Does Zetta Disaster Recovery support Windows and Linux operating systems?

Yes, Zetta Disaster Recovery supports Windows running on physical and virtual servers, and distributions of Linux running on virtual servers.

What are the options for connecting to the Zetta Cloud in the event of a disaster?

Zetta Disaster Recovery offers virtual private network (VPN) options for securely connecting to the Zetta Cloud. Options include Point to Site, Site to Site, and Site to Site with IP Takeover capability.

- **Point to Site VPN** – enables end users to establish a secure private connection to the Zetta Cloud.
- **Site to Site VPN** – enables secure private connection between on-premise environment and the Zetta Cloud. This type of connection makes it possible to have an on-premise Active Directory server to synchronize with an Active Directory server running in the Zetta Cloud.
- **Site to Site VPN with IP Takeove**r – enables secure private connection between on-premise environment and the Zetta Cloud. This provides a way for a virtual instance of a protected server to run in the Zetta Cloud and assume the IP address of its counterpart that may have failed in the on-premise environment.

How is failover managed?

Customers can initiate the failover process by accessing the Zetta Portal and activating virtual instances of servers from server image backups. End users can access their recovered virtual instances via secure connectivity to the Zetta Cloud. The Zetta Support Team is available to closely assist customers with the failover process.

How is failback managed?

The failback process involves leveraging server images of the virtual instances running in the Zetta Cloud. These images, which would include changes made while running in the cloud, are transferred from the Zetta Cloud back to the customer's on-premise environment. The Zetta Support Team is available to closely assist customers with the failback process.

Where are the Zetta datacenters located?

Zetta has two datacenters – one located in Santa Clara, CA, and one located in Secaucus, NJ. Zetta Disaster Recovery will initially be available in the Santa Clara, CA datacenter.

How does Zetta Disaster Recovery compare to other offerings in the market?

Zetta is the only end-to-end cloud-based disaster recovery solution on the market. Some notable highlights are:

- **No Hardware:** Does not require the presence of intermediary, on-premise hardware appliances for backup or recovery to the Zetta Cloud.
- **Direct-to-Cloud:** Back up larger amounts of data in the same timeframe as backups finish faster using fewer system resources. Data is encrypted via SSL in flight to and at rest in Zetta Cloud.
- **Five Minute Rapid Failover RTO:** Power on and run a high performing virtual server instance within five minutes with the click of a button.
- **Secure Cloud Connectivity:** Options for secure VPN connectivity to the recovered environment in Zetta Cloud include Point to Site, Site to Site, and IP takeover.
- **Engineering Support Expertise:** Our technical experts help customers and partners prior to a disaster by assisting with onboarding, server protection, network connectivity to recovery site and regular disaster.

How does the pricing for Zetta Disaster Recovery work?

Customers and partners purchase Zetta Disaster Recovery based on the amount of cloud storage needed to store server image files of protected servers, and the amount of random access memory (RAM) needed to run virtual instances of the protected servers in the Zetta Cloud. Included are licenses for the Zetta Agent, which is a lightweight software application deployed onto on-premise servers to capture server images and transfer them to the cloud. Also provided within the Zetta Cloud is a private virtual datacenter, private network, firewall, VPN server, and one external IP address. Additional external IP addresses and Active Directory servers are available for purchase.

How many Zetta Agent licenses are included with Zetta Disaster Recovery?

An unlimited number of licenses for the Zetta Agent are included with the purchase of Zetta Disaster Recovery. You may deploy the Zetta Agent on any number of servers.

Is there a separate charge for the Zetta Virtual Appliance for VMware?

No, there is no additional charge for the Zetta Virtual Appliance for VMware.

I am an existing Zetta Data Protection customer/partner. How will pricing work for me?

Customers and partners purchase Zetta Disaster Recovery based on the amount of cloud storage needed to store server image files of protected servers, and the amount of random access memory (RAM) needed to run virtual instances of the protected servers in the Zetta Cloud. Based on the needs of your business or your customer's organization, you may contact your Zetta Sales Account Manager to determine the incremental storage.

Who can be contacted to address any issues that may arise related to using Zetta Disaster Recovery?

The Zetta Support Team is based in Silicon Valley, California and is available 24x7x365. They can be contacted at +1. 650.590.0967.