vCloud Air - Dedicated Disaster Recovery Release Notes

vCloud Air Disaster Recovery

This document supports the version of each product listed and supports all subsequent versions until the document is replaced by a new edition. To check for more recent editions of this document, see http://www.vmware.com/support/pubs.
Contents

1 What's New  5
2 Supported Browsers  7
3 Performance Metrics  9
4 Known Issues  11
5 Troubleshooting  13
VMware® vCloud Air™ - Dedicated Disaster Recovery is a single-tenant, dedicated cloud-based solution that offers greater security and control. You can recover business-critical applications quickly and scale your protection capacity to meet variable demands.

These release notes describe new features and fixes in vCloud Air™ - Dedicated Disaster Recovery solution (hereafter, referred to as Dedicated Disaster Recovery), which is generally available to customers as of February 2017.

It allows you to seamlessly integrate and manage on-premises and cloud networks as a single network. Your virtual machines can move over stretched network without the need to configure MAC, IP, or manual routing updates after migration.

The key components of this solution are vCloud Air’s Dedicated Cloud platform and Hybrid Cloud Manager (HCM).

The important features of this solution are:

- **Higher Availability**
  - Dedicated instances available for replications
  - Better WAN pipe management (failover with multiple direct connects)

- **Better Performance**
  - Improved user interface (UI)
  - Better concurrency
  - Better throughput, as the hybrid networking enables performance boost with help of WAN-OPT

- **Usability**
  - If the Distributed Virtual Port Group is stretched to the cloud, then virtual machines will automatically recover over the stretched network.
  - IP renumbering is not required after recovery since the service comes with Proximity Routing
  - Partial failover can be addressed

In addition to the Release Notes, see the following documentation:

- **vCloud Air™ Hybrid Cloud Manager Installation and Administration Guide**, for information on installing HCM.
- **vCloud Air™ Hybrid Cloud Manager Release Notes**, for information on HCM Known Issues.
The Dedicated Disaster Recovery UI has been tested with the following Web browsers:

Table 2-1. Recommended Browsers

<table>
<thead>
<tr>
<th>Browser</th>
<th>Recommended Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chrome</td>
<td>54</td>
</tr>
<tr>
<td>Firefox</td>
<td>49</td>
</tr>
<tr>
<td>Safari</td>
<td>10</td>
</tr>
</tbody>
</table>
The maximum limits for Dedicated Disaster Recovery are as follows:

**Table 3-1. Maximum Limits**

<table>
<thead>
<tr>
<th>Metric</th>
<th>Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total virtual machines configured for replication per tenant</td>
<td>1000</td>
</tr>
<tr>
<td>Concurrent replications</td>
<td>30</td>
</tr>
<tr>
<td>Concurrent recovery operations</td>
<td>100</td>
</tr>
</tbody>
</table>
Known Issues

The following issues are known to occur while using Dedicated Disaster Recovery:

- **UI not compatible with Internet Explorer (IE) Web browser version 11**
  
  If you use IE 11, the login page is displayed. However, when you enter your credentials and click login, the page hangs.

  **Workaround:** The IE browser is not supported. Use the browser versions listed under Supported Browsers.

- **Replication sync failures on a second virtual data center**
  
  If you have created multiple virtual data centers with individual Cloud Gateway’s (CGW) deployed for each, and then you configure a virtual machine for replication in any of virtual data centers, except the first one created, by default, the replication gets routed through the CGW of first virtual data center, thereby failing to do a full sync.

  **Recommendation:** Up to 1,000 virtual machines are supported on a single Service Identifier (SID). If you need more than 1,000 virtual machines, you need to purchase a new SID.
This section lists some of the common issues and their causes. Wherever applicable, ensure that virtual machine or vApp limits adhere to the vCloud Director resource standards and constraints.

- **Second vCloud Director endpoint on the on-premises HCM cloud collection table causes virtual machine replications to go in to the 'Not Active' state**

  Initially you register HCM and vSphere Replication Management Server (VRMS) to one cloud endpoint and then you register both HCM and VRMS to another cloud endpoint and later remove the second registration. However, the second cloud registration still exists in the database and the Dedicated Disaster Recovery transport service receives two cloud registrations from HMS, which causes messages or events to be sent to the second (stale) cloud registration. This is not visible from the UI.

  To resolve this issue, contact vCloud Air support and they will delete the second cloud registration from the database.

- **Cannot configure replication on virtual machines that you created in an ESXi host**

  If you have created a virtual machine in ESXi and not in vCenter, when you configure it for replication, that virtual machine does not Power ON after recovery, because the replicated virtual machine has a MAC address that is not recognized by vCenter.

  After test recovery is complete, you can resolve this issue by resetting the MAC address and powering on the virtual machine manually.

- **User authentication failure**

  User authentication failure should not occur as OrgAdmin is directly authenticated against vCloud Director. However, if it does occur, it may be due to the role associated with the user account. Verify that the user role has the required privileges. Ensure that only OrgAdmin is used and do not create a new user with lower privileges in vCloud Director.

- **Cloud registration fails**

  It may be due to any of the following reasons:
  - The role associated with the user account may not have the correct privileges.
  - vCloud Director is not reachable from on-premises data center.
  - HCM does not retry if login credentials are incorrect. The credentials must be authenticated before HCM attempts to log in and start the cloud registration.

- **Virtual machine replication errors or virtual machine in 'Not Active' state**

  - A replication error is displayed when the tunnel does not get created due to the HCM transport service breakdown. Review the on-premises HCM log files.
A virtual machine may be shown as 'Not Active' state due to the CGW. Ensure that the CGW status is active in the on-premises HCM UI.

Virtual machine not displayed in the Dedicated Disaster Recovery UI

Some virtual machines may not be displayed in the UI due to a lag in vCloud Director inventory updates. The virtual machines created in vCloud Director will not be displayed in the Dedicated Disaster Recovery UI.

Cannot ping after test/recovery

If you cannot ping a virtual machine after test and recovery, verify if the pings are coming from the same subnet. In the case of recovery over a stretched network, the IP address should be preserved on the cloud side after successful recovery. You can test if the ping works in the same L2 segment before proceeding to a different segment.

Support Requests

For Technical Support, file a request through standard VMware process available at My VMware.