



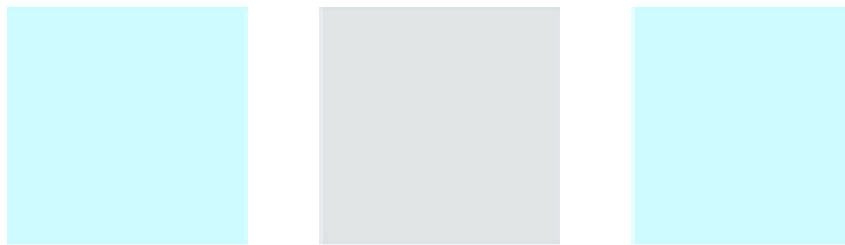
Azure Site Recovery

with

ZNETLIVE®
■ ■ ■ THE HOSTING ARCHITECT **SINCE 2001**

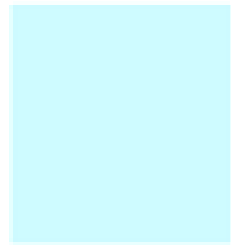
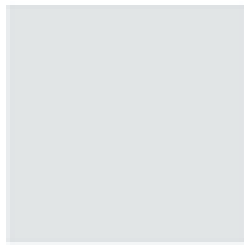
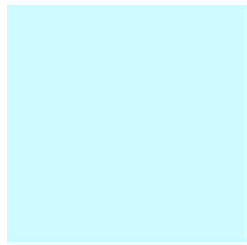
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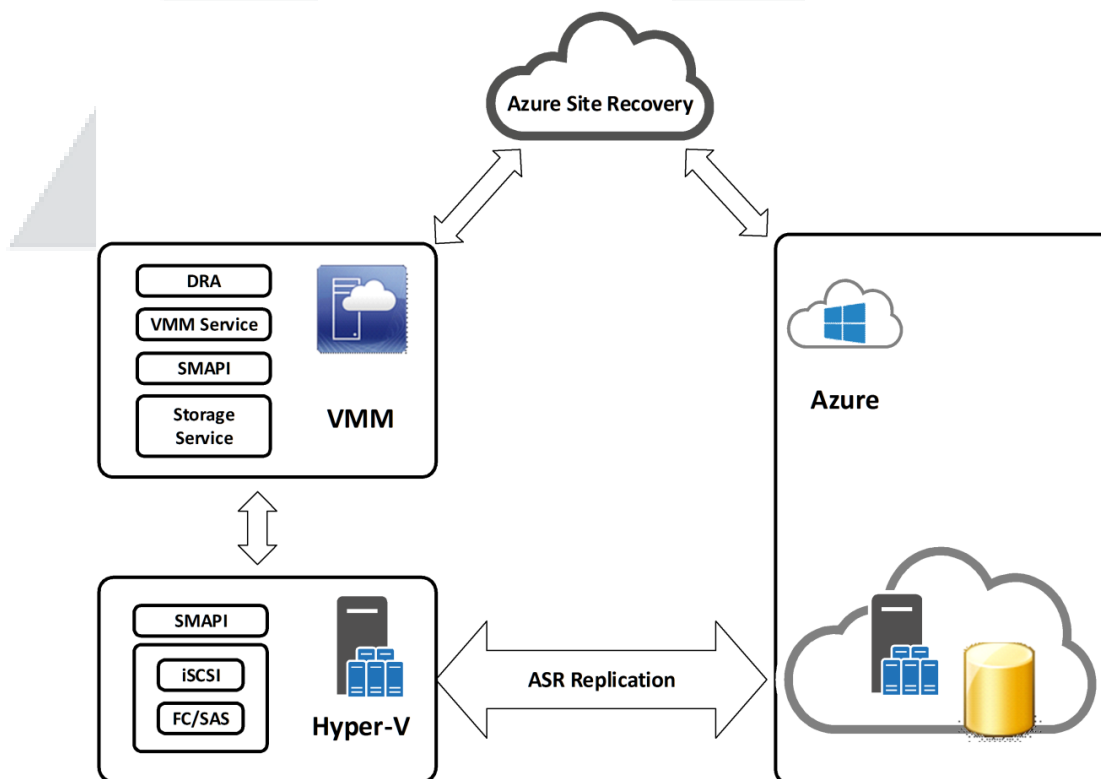
Features



Azure Site Recovery

Azure Site Recovery (ASR) is a service run on Azure to protect customer environments by moving server virtual machines between on-premises and cloud-based infrastructures. ASR helps you to protect important applications by coordinating VM failover, utilizing storage replication between clouds. You can replicate to your own data center to a hosting service provider, or even to Azure to avoid the expense and complexity of building and managing your own secondary location.

Azure Recovery Services relies on a Hyper-V replica and is the primary replication technology used by ASR to replicate virtual machines between different locations. Azure Recovery Services enables asynchronous replication of Hyper-V VMs between two hosting servers. It is simple to configure and does not require either shared storage or any specific storage hardware. Any server workload that can be virtualized in Hyper-V can be replicated. Replication works over any ordinary IP-based network, and the replicated data can be encrypted during transmission. Azure Recovery Services works with standalone servers, failover clusters, or a mixture of both. The servers can be physically collocated or widely separated geographically. The physical servers do not need to be in the same domain or even joined to any domain at all.



Features	Details
Simple BCDR solution	Using Site Recovery, you can set up and manage replication, failover, and failback from a single location in the Azure portal.
Azure VM replication	You can set up disaster recovery of Azure VMs from a primary region to a secondary region.
Azure VM replication	You can replicate on-premises VMs and physical servers to Azure, or to a secondary on-premises datacenter. Replication to Azure eliminates the cost and complexity of maintaining a secondary datacenter.
Workload replication	Replicate any workload running on supported Azure VMs, on-premises Hyper-V and VMware VMs, and Windows/Linux physical servers.
Data resilience	Site recovery orchestrates replication without intercepting application data. When you replicate to Azure, data is stored in Azure storage, with the resilience that provides. When failover occurs, Azure VMs are created, based on the replicated data.
RTO and RPO targets	Keep recovery time objectives (RTO) and recovery point objectives (RPO) within organizational limits. Site Recovery provides continuous replication for Azure VMs and VMware VMs, and replication frequency as low as 30 seconds for Hyper-V. You can reduce RTO further by integrating with Azure Traffic Manager.
Keep apps consistent over failover	You can replicate using recovery points with application-consistent snapshots. These snapshots capture disk data, all data in memory, and all transactions in process.
Testing without disruption	You can easily run disaster recovery drills, without affecting ongoing replication.
Flexible failovers	You can run planned failovers for expected outages with zero-data loss, or unplanned failovers with minimal data loss (depending on replication frequency) for unexpected disasters. You can easily fail back to your primary site when it's available again.
Customized recovery plans	Using recovery plans, can customize and sequence the failover and recovery of multi-tier applications running on multiple VMs. You group machines together in a recovery plan, and optionally add scripts and manual actions. Recovery plans can be integrated with Azure automation runbooks.
Azure automation integration	A rich Azure Automation library provides production-ready, application-specific scripts that can be downloaded and integrated with Site Recovery.
BCDR integration	Site Recovery integrates with other BCDR technologies. For example, you can use Site Recovery to protect the SQL Server backend of

	corporate workloads, with native support for SQL Server Always On, to manage the failover of availability groups.
Network integration	Site Recovery integrates with Azure for simple application network management, including reserving IP addresses, configuring load-balancers, and integrating Azure Traffic Manager for efficient network switchovers.

Replication Scenarios

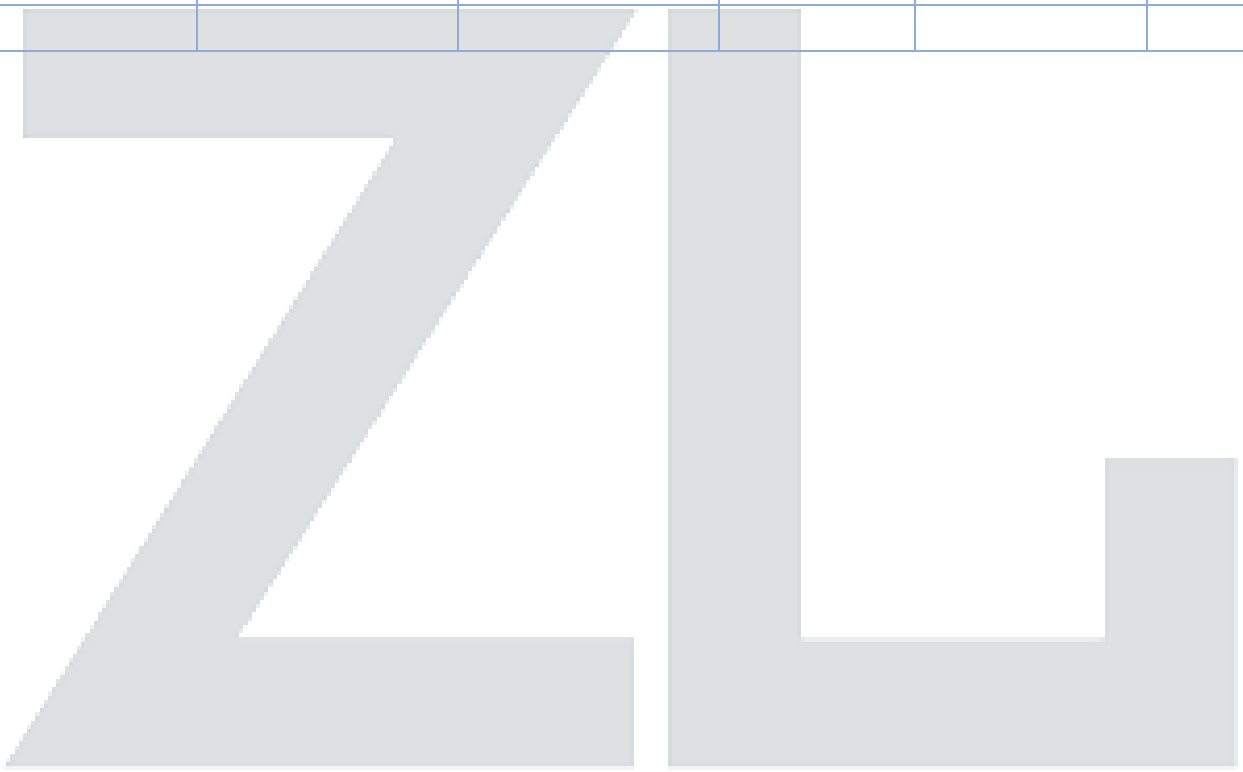
Supported	Details
Replication scenarios	<p>Replicate Azure VMs from one Azure region to another.</p> <p>Replicate on-premises VMware VMs, Hyper-V VMs, physical servers (Windows and Linux) to Azure.</p> <p>Replicate on-premises VMware VMs, Hyper-V VMs managed by System Center VMM, and physical servers to a secondary site.</p>
Region	ASR
United States: East Us, East Us 2, Central Us, North Central Us, South Central Us, West Central Us, West Us, West Us 2	YES
Canada: Canada East, Canada Central	YES
Brazil: Brazil South	YES
Europe: North Europe, West Europe	YES
France: France Central, France South	YES
Azure Germany: Germany Central, Germany Northeast	YES
Germany Non-Regional	NO
United Kingdom: UK West, UK South	YES
Asia Pacific: Southeast Asia, East Asia	YES
Australia: Australia East, Australia Southeast	YES
Australia Central, Australia Central 2	NO
India: Central India, South India	YES

West India	NO
Japan: Japan East, Japan West	YES
Korea: Korea Central, Korea South	YES
Azure Government: Us Gov Virginia, Us Gov Iowa, Us Gov Arizona, Us Gov Texas, Us Dod East, Us Dod Central	YES
Us Gov Non-Regional	NO

Workloads

Workload	Replicate Azure VMs to Azure	Replicate Hyper-V VMs to a secondary site	Replicate Hyper-V VMs to Azure	Replicate VMware VMs to a secondary site	Replicate VMware VMs to Azure
Active Directory, DNS	YES	YES	YES	YES	YES
Web apps (IIS, SQL)	YES	YES	YES	YES	YES
System Center Operations Manager	YES	YES	YES	YES	YES
SharePoint	YES	YES	YES	YES	YES
SAP	YES (tested by Microsoft)	YES (tested by Microsoft)	YES (tested by Microsoft)	YES (tested by Microsoft)	YES (tested by Microsoft)
Replicate SAP site to Azure for non-cluster					
Exchange (non-DAG)	YES	YES	YES	YES	YES
Remote Desktop/VDI	YES	YES	YES	YES	YES
Linux (operating system and apps)	YES (tested by Microsoft)	YES (tested by Microsoft)	YES (tested by Microsoft)	YES (tested by Microsoft)	YES (tested by Microsoft)
Dynamics AX	YES	YES	YES	YES	YES

Oracle	YES (tested by Microsoft)	YES (tested by Microsoft)	YES (tested by Microsoft)	YES (tested by Microsoft)	YES (tested by Microsoft)
Windows File Server	YES	YES	YES	YES	YES
Citrix XenApp and XenDesktop	YES	N/A	YES	N/A	YES



ZNetLive Support Services

Creating support ticket at ZNetLive - Support ticket allows users to report problems or ask for help/action on certain issues to experience seamless services.

- It is a system of records which helps you in keeping track of your issue from your member panel at any given time. As details and responses related to the issue are recorded in the ticket system, you do not need to repeat your problem or explain it repeatedly to different customer support personnel. Request is automatically allocated to the relevant department which ensures speedy resolution of the issues.
- Ticket system is easy to access as you can raise ticket directly using your registered mail id as well as from within your support panel anytime, as per your convenience.
- Since it is registered on the system, you are always well informed throughout the process.
- The entire process of ticket raising at ZNetLive is client friendly and easy to use.
- It gives visibility and clarity to your issue as you can include screen shots or multiple attachments with ticket to provide a more apparent description of the issue.

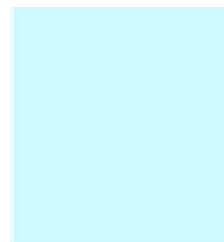
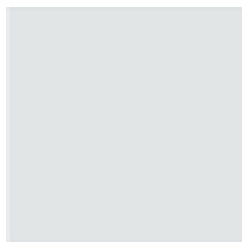
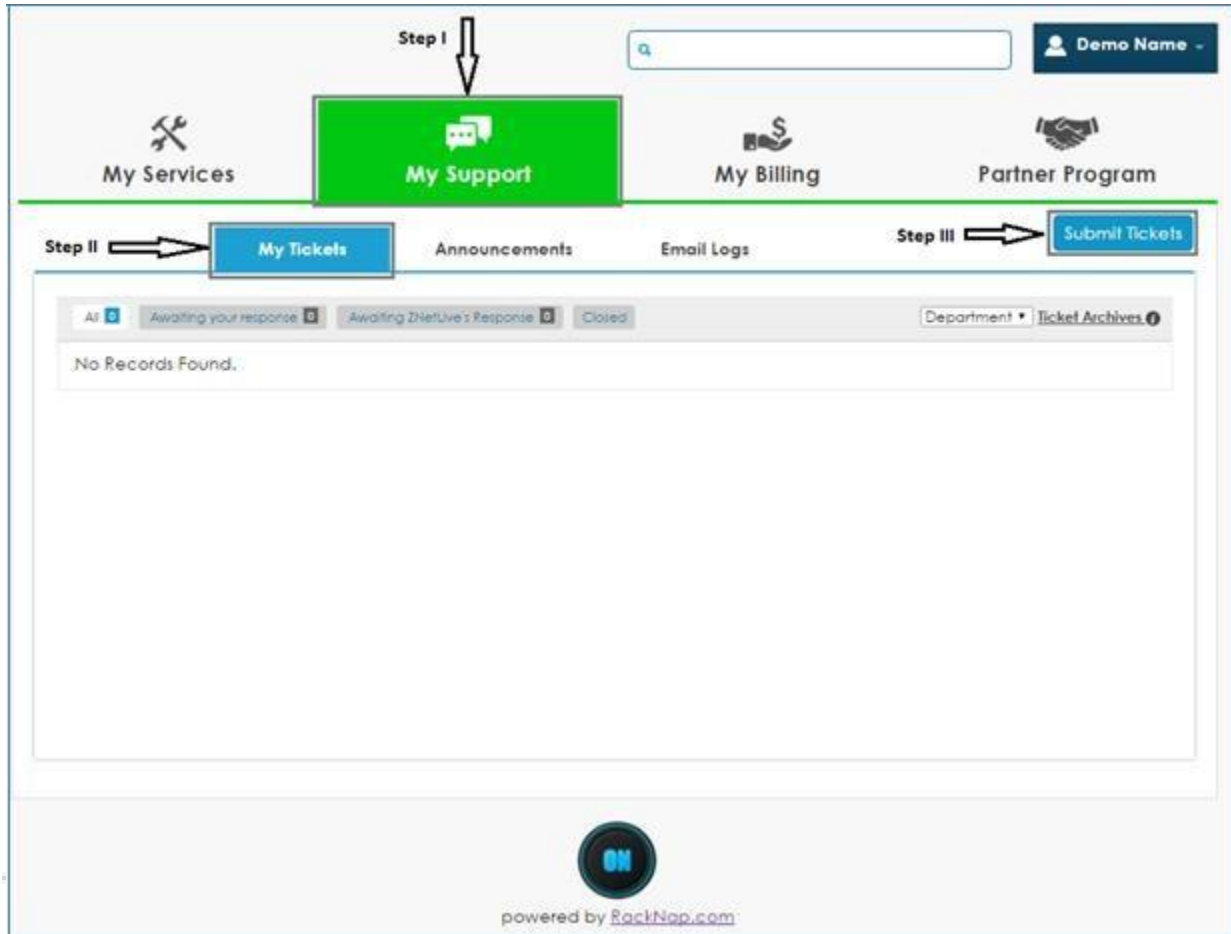
Who Can Create Support Ticket at ZNetLive?

- **Registered Users of the Customer** - They can create ticket either directly through the member panel or via email: support@znetlive.com/billing@znetlive.com
- **Sub-users of the Customer** - They can also create ticket with the access rights provided to them by the main user - registered client of ZNetLive. The process of creating sub-users is detailed in subsequent sections.

Steps to Raise a Support Ticket:

1. **Log into ZNetLive support panel** - Initiate the process of raising Support Ticket by logging into your ZNetLive member panel with your registered mail ID. Please use the correct URL and E.g. the URL will be like this: <https://manage.znetlive.com/memberp/>

2. **Click on My Support** -After you log into the member panel, click on the tab - **My Support** to initiate the process of raising ticket. Here you will find the tab **Submit Tickets**. Click on it.



3. **Create New Ticket in customer portal**- After you click on the tab - Submit Tickets, it takes you to the page where you need to fill in certain details required by the ZNetLive team for better understanding of the issue.
4. **Select the service for which you need Support** - Select that service from the drop-down list in which you are facing issue.
5. **Select the department from which you need support**- Next choose the concerned department for your issue - Billing, Support, Renewals or Sales. This will help you to get in touch directly with those who will resolve your issue.
6. **Mention the subject and write description for the issue** - Include as much information as you can, regarding the issue which you are facing. Define your issue Title in one line in the Subject Tab. Explain your issue in detail (as given by the ZNetLive) in the General Description tab. You can also attach screenshots for the errors in this section. This will help in better understanding the problem and in processing your request faster.

Basic issue logging template:

- Problem description.
- Is the problem consistent or intermittent?
- If problem is reproducible, provide step by step instructions on how to reproduce the reported issue, including the user who encountered the issue.
- Legible screenshots displaying the full URL and exact error message/ error condition.
- Date, time, and time zone when issue occurred.

7. **Submit the ticket** - Once you have filled in all the details to raise the ticket, do recheck them and click the Tab - Submit Ticket.

The screenshot shows the 'My Support' section of the ZNetLive member panel. At the top, there are navigation tabs: 'My Services', 'My Support' (highlighted in green), 'My Billing', and 'Partner Program'. Below these are sub-tabs: 'Dashboard', 'My Tickets' (highlighted in blue), 'Announcements', and 'Email Logs'.

The main content area is titled 'Create New Ticket'. It contains several input fields: a dropdown menu set to 'None', another dropdown set to 'Support', a text field for 'Enter issue's subject', and a larger text area for 'General Description (Required)' with the placeholder text 'Summarize the issue you are facing.' Below the description is an 'Attachments' section with two 'Choose File' buttons, both showing 'No file chosen'. An arrow points to the second button with the text: 'Upload attachment of error snapshot, document want to share to figure out the issue.' Below the attachments is a list of 'Allowed File Attachment Types': .jpg, .gif, .jpeg, .png, .doc, .docx, .pdf, .xls, .xlsx, .txt, .JPG, .JPEG, .PNG, .TXT, .PDF, .ZIP, .rar, .RAR. At the bottom of the form are 'Submit Ticket' and 'Cancel Ticket' buttons. An arrow points to the 'Submit Ticket' button with the text: 'Click here to submit a ticket'.

To the right of the form is a 'Ticket Queue Load' table:

Queue	Load
Support	High
Billing	High
Sales	Low

8. **Support Ticket is generated** - After you click **Submit Ticket**, a new support ticket is generated which automatically moves to the relevant ZNetLive department and admin will start working on it to resolve the issue ASAP.
9. **Ticket ID Tracking Number** - You get an ID number when support ticket is generated successfully. Keep it safe for future communications regarding the issue. Moreover, you can view the status of your ticket by visiting My Support > My Tickets in your member panel.

✓ Thank You. Your message has been submitted and we will contact you as soon as possible! We can't wait to help. Don't worry, we don't have a big automated support system filled with canned responses. You'll usually hear from us within 2 hours or less. Have a great day. One of us will be in touch soon. **Ticket No. - 157FE80**

← Details of Ticket after submission


My Services


My Support


My Billing


Partner Program

Dashboard **My Tickets** Announcements Email Logs

Create New Ticket

Choose Service (Required): ▾

Choose Department (Required): ▾

Subject (Required)

General Description (Required)

Attachments

No file chosen

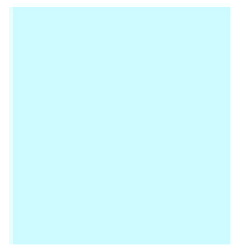
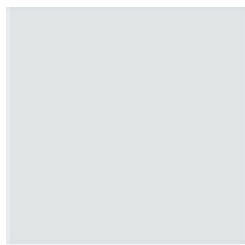
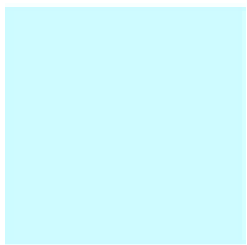
No file chosen

Allowed File Attachment Types

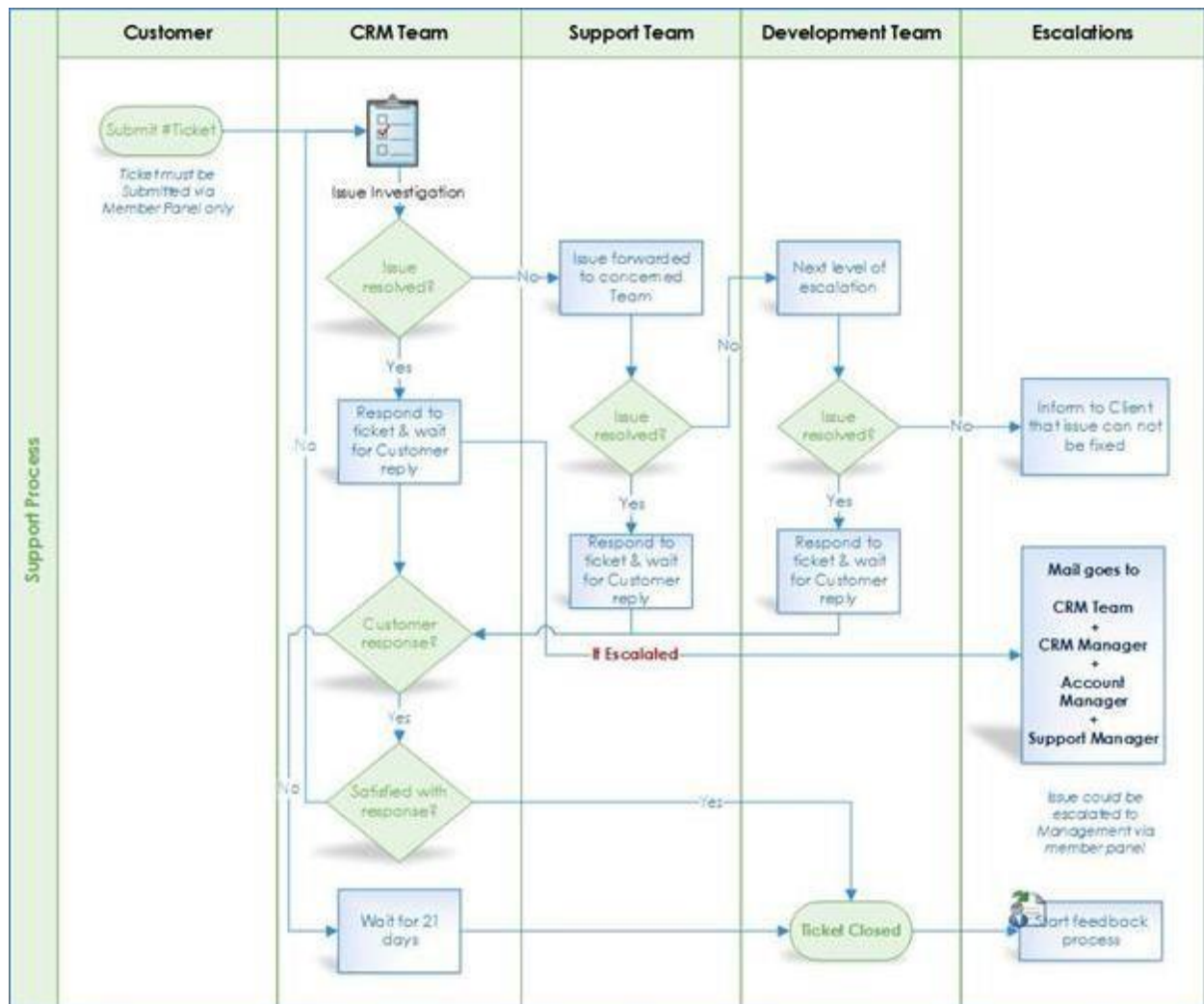
.jpg,.gif,.jpeg,.png,.doc,.docx,.pdf,.xls,.xlsx,.txt,.JPG,.JPEG,.PNG,.TXT,.PDF,.ZIP,.zip,.rar,.RAR

Ticket Queue Load

Queue	Load
Support	High
Billing	High
Sales	Low



ZNetLive Support Process Overview



ZNetLive has a very clear escalation processes for the internal teams. Automated ticket escalations are in place, which help in immediate escalation of unhandled / pending issues and thus avoiding breach of SLA. The CRM team constantly monitors the ticket queue and provides timely response on the queued-up tickets.

Technical Support Team (Level 1)

This team handles the proactive monitoring and first level technical support. This team is also responsible for providing timely updates on your trouble tickets and ensuring that we never breach the defined SLA.

Technical Support Team (Level 2)

This team is the first level of internal escalation, handles issues escalated by Level 1 support team.

Technical Support Team (Level 3)

Top Engineers are level 3 within the internal escalation chart and provide the final level of operations' assistance and engineering assistance. If the Incident Management team

Escalation Matrix

Once you register the case, a Ticket ID will be created. Use this ID as reference in all levels of escalation. Once the escalation crosses Level 1 & the issue is not resolved, customer can contact the concerned authority as mentioned below via their member panel.

First Escalation	Second Escalation	Third Escalation	Final Escalation
Duty Manager	Team Leader	Account Manager	Management
managename@znetlive.com	teamleader@znetlive.com	accountmanagename@znetlive.com	management@znetlive.com

If you need additional users to be able to create and manage tickets, then you can do so as per process defined:

Create Sub-Users

Sub-users are the additional users to your account that can be given separate login credentials and granted limited permissions i.e. to log tickets to the Support team

Login to your member panel.

[Home](#) >> [User](#) >> [Profile](#) >> [Sub-users](#)

To manage the Sub-users of your account:

- Click on the Sub-users tab in the Profile section.

See sample screenshot of the Sub-users section:

The screenshot shows a user profile page with a blue header bar containing the text "Profile" and "You are here: Profile". Below the header is a navigation menu with four tabs: "Personal", "Preferences", "Subusers", and "Identity Verification". The "Subusers" tab is currently selected and highlighted in blue. Underneath the tabs, there is a section titled "Subusers" with a small circular icon to its left. To the right of this section is a button labeled "Add New Subuser". Below the button are three input fields containing the text "h", "test", and "sd" respectively.

Add a new Sub User Account

To add a new sub user to your account:

- Click on the Add New Sub-user button in the Sub-users section.
- This will open the Add New Sub User window.
- Enter the details of the new sub user.
- Tick Activate Sub-Account to enable the new sub user account.
- Assign the rights and permissions by tick marking them.
- Click on the Save button.

Edit a Sub User Account:

To edit the details or permissions of a sub user account:

- Click on the Sub user account name in the Sub-users section.
- Click on the Edit User button.
- This will open the Edit User Window.
- Make the desired changes in the sub user details and permissions.
- Click on the Update button.

Delete a Sub User Account:

To delete an existing sub user account:

- Click on the Sub-user account name in the Sub-users section.
- Click on the Delete User button.

SERVICE LEVEL AGREEMENT

ZNetLive guarantees 99.9% availability of its monitoring services and infrastructure for Managed Windows service along with the commitment to maintain services in proper operational condition.

However, this assurance excludes infrastructure components that are not in High Availability deployment and unavailability of infrastructure due to hardware/software issues related to OEM.

Severity 1 (S1) -> System down impacting customer significantly

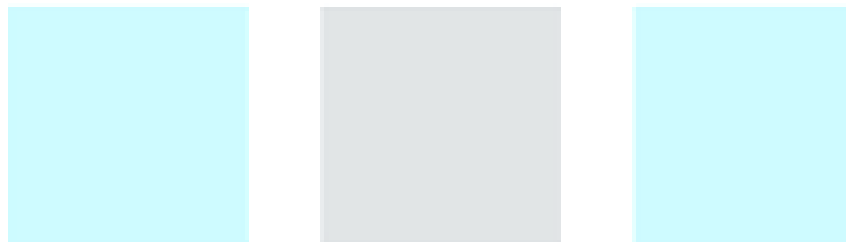
Severity 2 (S2) -> System functioning despite degraded performance

Severity 3 (S3) -> Error not impacting the end customer

We adhere to the service response time commitments as mentioned in the table below.

Severity	Log Time	Respond Time	Target time to update customer
S1	20 minutes	15 minutes	Every 1 hour
S2	40 minutes	30minutes	Every 4 hours
S3	60 minutes	60 minutes	Every 8 hours
Change Request	30 minutes	2 hours	4hrs or up on completion of the CR

We will keep you updated throughout the entire troubleshooting process, in-case of Severity or if there is any request regarding it. You will also receive alerts and notifications via mail, by default. If customers wish to get details, they can login to [ZNetLive Member panel](#).



About ZNetLive

ZNetLive provides managed services to large enterprises and SMBs on latest technologies and enterprise grade hardware with value added benefits. ZNetLive specializes in infrastructure analysis to provide dynamic managed solutions tailored to specific industry processes.

ZNetLive, owned by ZNet Technologies Pvt. Ltd., was founded in 2001 and has been providing managed services to customers in over 141+ countries worldwide.

In addition to industry's best accreditations such as the Host Review Readers' Choice Award; The Deloitte Technology Fast 500 Asia and Fast 50 India Awards for 2010 & 2011; ISO 27001 and D&B certifications, ZNetLive has a number of Microsoft certifications.

For more information, please visit: <https://www.znetlive.com>

Get in touch with us: misp@ZNetLive.com

India and from other countries: (91) 141 4070666

India Toll Free: 1-800-102-9638

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