


# Continuous Server Replication - Disaster Recovery - for Upgraded Users

## Armor Knowledge Base

### Topics Discussed

- [Order Continuous Server Replication \(Disaster Recovery\)](#)
- [Request a test failover and view a test failover virtual machine](#)
- [Request a live recovery and view a live recovery virtual machine](#)

 This document only applies to upgraded users.

If you are not an upgraded user, see [Continuous Server Replication - Disaster Recovery](#).

Armor highly recommends that you review the [FAQs for Upgraded Users with Disaster Recovery](#) to better understand how the Continuous Server Replication (Disaster Recovery) add-on product functions.


Armor, along with Zerto, provides a fully managed continuous server replication (disaster recovery) add-on product.

At a high-level, this add-on product recovers and replicates your resources into a recovery environment to help you:

- Maintain your applications during an outage in your primary data center
- Meet compliance requirements

 To fully use this screen, you must have the following permissions assigned to your account:

- Read Server Replication
- Write Server Replication

 Currently, **Disaster Recovery (Continuous Server Replication)** is available in the DFW01 (Dallas) and PHX01 (Phoenix) environments.

This add-on product recovers (and then restores) the following resources from your primary environment into a recovery environment:

Resource type	Specific components
Security	<ul style="list-style-type: none"><li>• Malware protection</li><li>• File Integrity Monitoring</li><li>• Patching</li><li>• Log Management</li></ul>
Infrastructure	<ul style="list-style-type: none"><li>• Workloads</li><li>• Virtual machines</li><li>• IP Addresses</li><li>• L2L VPN</li><li>• SSL/VPN</li></ul>

Typically, the recovery site is the closest data center to your primary data center. Currently, Armor offers this add-on product in the following locations:

Primary environment	Default recovery environment
Dallas (DFW01)	Phoenix (PHX01)
Phoenix (PHX01)	Dallas (DFW01)

## Order Continuous Server Replication (Disaster Recovery)



You can order Continuous Server Replication (Disaster Recovery) from the **Marketplace** screen or from the **Virtual Machines** screen.

### Option 1: Order from the Marketplace screen

To order from the **Marketplace** screen:

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Marketplace**.
2. Under **Business Continuity**, locate and select **Continuous Server Replication**.
3. In the drop-down menu, select the desired virtual machine.
4. Click **Choose This**.
5. Click **Purchase**.
  - This action will automatically create a support ticket. Armor Support will use this ticket to communicate with you regarding the provisioning process.
  - For first-time subscribers, it may take up to two business days for this add-on product to be fully provisioned in your account. After this first-time provisioning process, provisioning for additional virtual machines will only take 30 minutes to complete.
6. When Armor Support communicates that the add-on product has been fully provisioned:
  - a. Return to the **Virtual Machine** screen.
  - b. Locate and select the desired virtual machine.
  - c. Click **Backup + Recovery**.
  - d. Review the status for **Server Replication**. The status will change from **Configuring** to **Enabled**.



Review the following table to better understand the **Backup + Recovery** section:

Column	Description
<b>Server Replication</b>	The order status for this add-on product: <ul style="list-style-type: none"><li>• Configuring</li><li>• Enabled</li></ul>
<b>Protected Site</b>	Your primary data center location
<b>Recovery Site</b>	Your recovery data center location
<b>Status</b>	The replication / syncing status of this add-on product <ul style="list-style-type: none"><li>• Initializing</li><li>• MeetingSLA</li></ul>
<b>Current RPO (Recovery point objective)</b>	The time of the last sync of your primary environment to the recovery environment



After your add-on product has been fully provisioned, Armor recommends that you request a test failover, simply to verify the service is functional. To learn more, see [Request a test failover and view a test failover virtual machine](#).

### Option 2: Order from the Virtual Machines screen

To order from the **Virtual Machines** screen:

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Virtual Machines**.
2. Locate and select the desired virtual machine.
3. Click the **Backup + Recovery** tab.
4. Click **Add Server Replication**.
5. In the drop-down menu, confirm the selected virtual machine.
6. Click **Choose This**.
7. Click **Purchase**.
  - This action will automatically create a support ticket. Armor Support will use this ticket to communicate with you regarding the provisioning process.
  - For first-time subscribers, it may take up to two business days for this add-on product to be fully provisioned in your account. After this first-time provisioning process, provisioning for additional virtual machines will only take 30 minutes to complete.
8. When Armor Support communicates that the add-on product has been fully provisioned:
  - a. Return to the **Virtual Machine** screen.
  - b. Locate and select the desired virtual machine.

- c. Click **Backup + Recovery**.
- d. Review the status for **Server Replication**. The status will change from **Configuring** to **Enabled**.



Review the following table to better understand the **Backup + Recovery** section:

Column	Description
Server Replication	The order status for this add-on product: <ul style="list-style-type: none"> <li>• Configuring</li> <li>• Enabled</li> </ul>
Protected Site	Your primary data center location
Recovery Site	Your recovery data center location
Status	The replication / syncing status of this add-on product <ul style="list-style-type: none"> <li>• Initializing</li> <li>• MeetingSLA</li> </ul>
Current RPO (Recovery point objective)	The time of the last sync of your primary environment to the recovery environment



After your add-on product has been fully provisioned, Armor recommends that you request a test failover, simply to verify the service is functional. To learn more, see [Request a test failover and view a test failover virtual machine](#)

## Request a test failover and view a test failover virtual machine

You can request a test failover to meet compliance requirements or to verify that the **Continuous Server Replication (Disaster Recovery)** add-on product was successfully provisioned in your account.

After a successful test failover, you can view the test failover virtual machine in the Armor Management Portal (AMP).

1. In the Armor Management Portal (AMP), on the left-side navigation, click **Support**.
2. Click **Tickets + Notifications**.
3. Click the plus ( + ) icon.
4. In **Subject**, enter **Request for a test failover**.
5. (Optional) In **Add Recipient**, enter the name or username of additional recipients to add to the ticket, and then select the name.
6. In **Description**, enter the name of the corresponding virtual machine.
7. Click **Create Ticket**.
  - Armor Support will update the ticket when the test failover is complete.
8. To view the test failover virtual machine, on the left-side navigation, click **Infrastructure**.
9. Click **Virtual Machines**.
  - The name of the test failover virtual machine will include the name of the primary virtual machine, along with **- Test** added to the name. For example, if the name of the primary virtual machine is **My Company**, then the name of test failover virtual machine will be **My Company - Test**.
  - The **Continuous Server Replication** section will not appear in the detailed screen for the test failover virtual machine.
10. (Optional) To access the test failover virtual machine in the test failover site, you must download and install the SSL/VPN client for the test failover environment.
  - You must download the client for your correct recovery location (**DFW01-Recovery** or **PHX01-Recovery**).
    - If your primary environment is **DFW01**, then you should download the client for **PHX01-Recovery** environment.
    - If your primary environment is **PHX01**, then you should download the client for **DFW01-Recovery** environment.
  - To learn how to download and install the SSL/VPN client, see [SSL VPN](#).
11. To end the test failover, create a support ticket and indicate your interest to end the test failover.
  - Armor Support will remove the test failover virtual machine from your AMP account.



To request a certificate for compliance reasons, create a support ticket and indicate your interest to receive a certificate.

## Request a live recovery and view a live recovery virtual machine

You can request a live recovery to troubleshoot during an outage in your primary environment. After a successful live recovery, you can view the live recovery virtual machine in the Armor Management Portal (AMP).



During a live recovery, Armor recommends that you do not make any changes to your recovery virtual machine. Any change you make will not be replicated in the primary virtual machine.

1. In the Armor Management Portal (AMP), on the left-side navigation, click **Support**.
2. Click **Tickets + Notifications**.
3. Click **New Ticket**.
4. In **Ticket Subject**, enter **Request for a Live recovery** or **Request for a test failover**.
  - Armor will notify you of a data center outage. In this case, you must still submit a support ticket to request a live recovery.
5. (Optional) In **Add Recipient**, enter the name or username of additional recipients to add to the ticket, and then select the name.
6. In **Ticket Explanation**, enter the name of the corresponding virtual machine.
7. Click **Create Ticket**.
8. To view the status of your ticket, in the left-side navigation, click **Support**, and then click **Tickets + Notifications**.
  - Armor Support will update the ticket when the test failover is complete.
9. On the left-side navigation, click **Infrastructure**.
10. Click **Virtual Machines**. The recovery virtual machine will be listed in the table.
  - The name of the recovery virtual machine will be the same as the primary virtual machine, along with a yellow icon.
  - The primary virtual machine will not be listed in this table.
  - The **Continuous Server Replication** section will not appear in the detailed screen for the test failover virtual machine.
11. To access the live recovery virtual machine in the live recovery site, you must download and install the SSL/VPN client for the live recovery environment.
  - You must download the client for your correct recovery location (**DFW01-Recovery** or **PHX01-Recovery**).
    - If your primary environment is **DFW01**, then you should download the client for **PHX01-Recovery** environment.
    - If your primary environment is **PHX01**, then you should download the client for **DFW01-Recovery** environment.
  - To learn how to download and install the SSL/VPN client, see [SSL VPN](#).
12. To end the live recovery, create a support ticket and indicate your interest to end the live recovery.



## Troubleshooting

If you cannot view or access the **Backup + Recovery** section in the **Virtual Machine** screen, consider that:

- You have not ordered **Continuous Server Replication** service.
  - To learn how to order this service, see [Order Continuous Server Replication \(Disaster Recovery\)](#).
- Armor Support has not completely provisioned the service.
  - This service may take up to two business days to appear in your AMP account.
- You do not have permission to order and view this service.
  - You must have the **Read Server Replication** and **Write Server Replication** permissions enabled. Contact your account administrator to enable this permission. To learn how to update your permissions, see [Roles and Permissions](#).

## Related Documentation

- [Advanced Backup](#)
- [Armor Marketplace](#)
- [Continuous Server Replication - Disaster Recovery](#)
- [Continuous Server Replication - Disaster Recovery - for Upgraded Users](#)
- [FAQs for Upgraded Users with Disaster Recovery](#)
- [Firewall Rules](#)
- [Install SSL VPN for Ubuntu 16.x](#)
- [Install SSL VPN for Ubuntu 18.x](#)
- [IP Address](#)
- [Virtual Machines](#)



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