

## Overview

\*\*\*For the latest information on Zerto, please reference the active [HPE Zerto Software QuickSpecs](#)\*\*\*

**Shape the Future of QuickSpecs – Your Input Matters**

## Zerto

Zerto, a Hewlett Packard Enterprise company, empowers customers to run an always-on business by simplifying the protection, recovery, and mobility of on-premises and cloud applications. Zerto eliminates the risk and complexity of modernization and cloud adoption across private, public, and hybrid deployments. The simple, software-only solution uses continuous data protection at scale to solve for ransomware resilience, disaster recovery, and multi-cloud mobility.

Zerto helps over 9,500 customers accelerate IT transformation by reducing the risk and complexity of modernization and cloud adoption. By replacing multiple legacy solutions with a single platform, Zerto is changing the way disaster recovery, data protection and cloud are managed. At enterprise scale, Zerto delivers continuous data protection (CDP) for an always-on customer experience while simplifying multi-cloud mobility to protect, recover and move applications freely across hybrid and multi-clouds.

### Minimize downtime and data loss

Recover everything from files and folders, applications, or entire sites quickly with Zerto's ability to deliver RTOs of minutes and RPOs of just seconds. Whether a disruption is planned or unplanned, Zerto enables organizations to resume business and operations quickly, at scale, and across multiple sites, both on-premises and in the cloud.

### Become ransomware resilient

Unlike other disruptions, cyberattacks like ransomware can intentionally target your ability to recover. With Zerto, being resilient goes beyond RTOs and RPOs with real-time encryption detection, secure immutable extended journal copies, and the Zerto Cyber Resilience Vault for all levels of recovery protection.

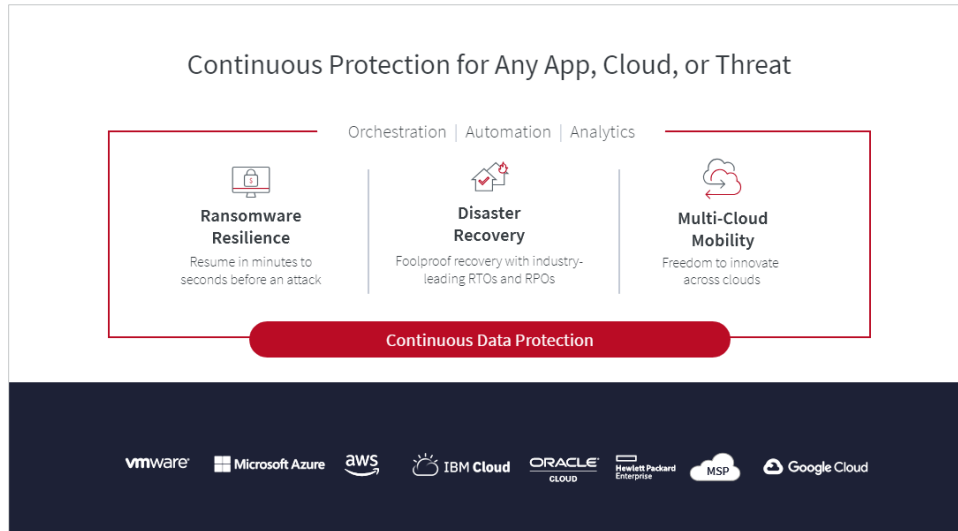
### Achieve multi-cloud mobility

Whether looking to permanently migrate workloads or just recover them temporarily from on premises-to-cloud, cloud-to-cloud, or cloud-to-on premises, Zerto enables organizations to unlock their multi-cloud and hybrid-cloud strategies. Supporting both VMware on cloud and native cloud infrastructure as a service (IaaS), Zerto allows movement of workloads and their applications to, from, and within the cloud with only a few minutes of downtime.

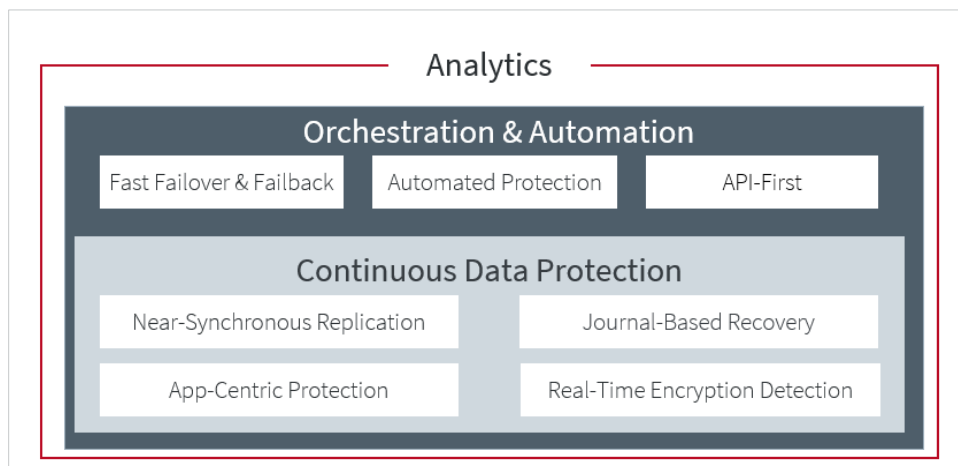
### Optimize with orchestration and automation

Zerto combines an API-first software strategy with built-in automation and orchestration to scale protection quickly and easily for tens to thousands of virtual machines across multiple sites. From ease of deployment to ease of integration to ease of management Zerto enables protection of entire sites and recovery across sites at enterprise scale while supporting RPOs of seconds and RTOs of minutes.

Overview



**Continuous Data Protection (CDP)**



**Zerto Analytics**

**Models**

Hewlett Packard Enterprise is making the following Zerto SKUs available:

**Zerto Advanced Resilience Edition**

**Description**

Zerto Advanced Resilience Edition 1 VM E-LTU

Zerto Enterprise Cloud Edition Upgrade to Advanced Resilience Edition 1 VM E-LTU

**SKU**

S5S60AAE

S5S61AAE



## Overview

### Zerto Enterprise Cloud Edition

#### Description

	SKU
Zerto Virtual Enterprise Cloud Edition 1 VM E-LTU	R6J72AAE
Zerto Virtual Enterprise Cloud Edition 25 VM E-LTU	R6J45AAE
Zerto Virtual Enterprise Cloud Edition 100 VM E-LTU	R6J46AAE
Zerto Virtual Enterprise Cloud Edition 250 VM E-LTU	R6J47AAE
Zerto Virtual Enterprise Cloud Edition 500 VM E-LTU	R6J48AAE
Zerto Virtual Enterprise Cloud Edition 1000 VM E-LTU	R6J49AAE
Zerto Virtual Enterprise Cloud Edition 2500 VM E-LTU	R6J50AAE

### Zerto Enterprise Cloud Edition Premium Maintenance

Zerto Virtual Enterprise Cloud Edition 1 VM 1yr Add-on Subscription and Premium Maintenance E-LTU	R6J81AAE
Zerto Virtual Enterprise Cloud Edition 25 VM 1yr Add-on Subscription and Premium Maintenance E-LTU	R6J82AAE
Zerto Virtual Enterprise Cloud Edition 100 VM 1yr Add-on Subscription and Premium Maintenance E-LTU	R6J83AAE
Zerto Virtual Enterprise Cloud Edition 250 VM 1yr Add-on Subscription and Premium Maintenance E-LTU	R6J84AAE
Zerto Virtual Enterprise Cloud Edition 500 VM 1yr Add-on Subscription and Premium Maintenance E-LTU	R6J85AAE
Zerto Virtual Enterprise Cloud Edition 1000 VM 1yr Add-on Subscription and Premium Maintenance E-LTU	R6J86AAE
Zerto Virtual Enterprise Cloud Edition 2500 VM 1yr Add-on Subscription and Premium Maintenance E-LTU	R6J87AAE
Zerto Virtual Enterprise Cloud Edition 1 VM 3yr Subscription and Premium Maintenance E-LTU	R6J88AAE
Zerto Virtual Enterprise Cloud Edition 25 VM 3yr Subscription and Premium Maintenance E-LTU	R6J89AAE
Zerto Virtual Enterprise Cloud Edition 100 VM 3yr Subscription and Premium Maintenance E-LTU	R6J90AAE
Zerto Virtual Enterprise Cloud Edition 250 VM 3yr Subscription and Premium Maintenance E-LTU	R6J91AAE
Zerto Virtual Enterprise Cloud Edition 500 VM 3yr Subscription and Premium Maintenance E-LTU	R6J92AAE
Zerto Virtual Enterprise Cloud Edition 1000 VM 3yr Subscription and Premium Maintenance E-LTU	R6J93AAE
Zerto Virtual Enterprise Cloud Edition 2500 VM 3yr Subscription and Premium Maintenance E-LTU	R6J94AAE
Zerto Virtual Enterprise Cloud Edition 1 VM 5yr Subscription and Premium Maintenance E-LTU	R6J95AAE
Zerto Virtual Enterprise Cloud Edition 25 VM 5yr Subscription and Premium Maintenance E-LTU	R6J96AAE
Zerto Virtual Enterprise Cloud Edition 100 VM 5yr Subscription and Premium Maintenance E-LTU	R6J97AAE
Zerto Virtual Enterprise Cloud Edition 250 VM 5yr Subscription and Premium Maintenance E-LTU	R6J98AAE
Zerto Virtual Enterprise Cloud Edition 500 VM 5yr Subscription and Premium Maintenance E-LTU	R6J99AAE
Zerto Virtual Enterprise Cloud Edition 1000 VM 5yr Subscription and Premium Maintenance E-LTU	R6K00AAE
Zerto Virtual Enterprise Cloud Edition 2500 VM 5yr Subscription and Premium Maintenance E-LTU	R6K01AAE
Zerto Virtual Enterprise Cloud Edition 1 VM 1-month Subscription and Premium Maintenance E-LTU	R7K82AAE
Zerto Virtual Enterprise Cloud Edition 25 VM 1-month Subscription and Premium Maintenance E-LTU	R7K83AAE
Zerto Virtual Enterprise Cloud Edition 100 VM 1-month Subscription and Premium Maintenance E-LTU	R7K84AAE
Zerto Virtual Enterprise Cloud Edition 250 VM 1-month Subscription and Premium Maintenance E-LTU	R7K85AAE
Zerto Virtual Enterprise Cloud Edition 500 VM 1-month Subscription and Premium Maintenance E-LTU	R7K86AAE
Zerto Virtual Enterprise Cloud Edition 1000 VM 1-month Subscription and Premium Maintenance E-LTU	R7K87AAE
Zerto Virtual Enterprise Cloud Edition 2500 VM 1-month Subscription and Premium Maintenance E-LTU	R7K88AAE

### Zerto Migration / Upgrade Software

Zerto Migration Software E-LTU	R6J57AAE
Zerto Virtual Replication to Enterprise Cloud Edition Upgrade Service	R6J70AAE
Zerto Data Protection to Virtual Enterprise Cloud Edition Upgrade 1 VM Perpetual E-LTU	R7K72AAE

## Overview

### Zerto Professional Services

#### Description

	<b>SKU</b>
HPE Zerto Quick Start Remote SVC	H36NMA1
HPE Zerto Quick Backup Remote SVC	H36NKA1
HPE Zerto Quick LTR Remote SVC	H36NJA1
HPE Zerto Quick Cloud Remote SVC	H36NLA1
HPE Zerto Quick Migration Remote SVC	H36NNA1
HPE Zerto Quick Upgrade Remote SVC	H36NVA1
HPE Zerto Quick Automation Remote SVC	H36NXA1
HPE Zerto Quick Advisor Remote SVC	H36NPA1
HPE Zerto Full-Day Training Remote SVC	H36NYA1
HPE Zerto Half-Day Training Remote SVC	H36NZA1
HPE Zerto Health Check per Site SVC	H36NSA1
HPE Zerto Virtual TAM 1mo 8x5 Remote SVC	H36PBA1
HPE Zerto Virtual TAM 3mo 8x5 Remote SVC	H36PCA1
HPE Zerto Virtual TAM 6mo 8x5 Remote SVC	H36PDA1
HPE Zerto Virtual TAM 1yr 8x5 Remote SVC	H36NRA1
HPE Zerto Strutd TAM 1yr 12x5 Remote SVC	H36NQA1
HPE Zerto Custom UoS SVC	H36NTA1

### Zerto (HPE) Education Services

<https://education.hpe.com/ww/en/training/portfolio/zerto.html>

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## Standard Features

### Key Features

**Continuous Data Protection (CDP):** Keep all your applications running 24/7 using Zerto's CDP technology that delivers RPOs of seconds and the fastest RTOs in the industry for all applications. Unlock:

- **Always-on replication** - Say goodbye to periodic backups and snapshots with Zerto's near-synchronous replication. Create thousands of recovery checkpoints, seconds apart.
- **Journal-based recovery** - Every change made is automatically written into a journal with a granularity of seconds, so you can rewind to a point in time seconds before an incident.
- **Application-centric protection** - Quickly and consistently recover multi-VM applications as one entity to accelerate your RTOs.
- **Ransomware resilience** - With Zerto, being ransomware resilient goes beyond RTOs and RPOs with real-time encryption detection, secure immutable extended journal copies, and more.

### Multi-Cloud Mobility and Migrations

- **Total infrastructure flexibility** - Easily move and protect your applications on-premises, in the public cloud, to or from a managed service provider, or even within a multi-cloud environment.
- **Hybrid and multi-cloud agility** - Create seamless recovery, consolidation, and migration experiences in four easy clicks. Migrate to and from the cloud, and even across hypervisors.
- **Data center consolidations and modernizations** - Quickly migrate entire data centers for consolidation projects without any impact to your production environment.

### Orchestration, Analytics, and more

- **Non-disruptive testing** - Validate recoverability, perform a migration dry-run, or test against production replicas, all with no production or protection impact.
- **Flexible REST APIs** - Fully automate deployment & VM protection using ready-made examples.
- **Built-in analytics** - Provide unparalleled multi-site, multi-cloud visibility, including a mobile app for monitoring SLAs from anywhere.
- **Compliance reporting** - Pass audits and stay in compliance with built-in reporting and hassle-free testing.
- **Security** - Rapid recovery from ransomware and visibility/scanning capabilities so you can remain proactive and alert.

### Zerto Product Portfolio - Offered in Perpetual and Subscription licensing models

- **Enterprise Cloud Edition (ECE)** - Zerto's flagship VM product that offers all of the functionality developed over 10+ years. ECE uses near-synchronous, continuous replication of workloads in virtualized environments. ECE offers enterprise-class ransomware resilience, disaster recovery, and multi-cloud mobility. One product for all of your data protection needs.
- **Migration License** - The Zerto Migration license delivers workload mobility for cloud migration, infrastructure modernization, and data center refreshes. This time-limited license enables migrations within a fixed six-month period, and it allows customers to make an easy upgrade to ECE afterward as needed.

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## How Zerto Works

### Continuous Data Protection (CDP)

CDP is Zerto's technology foundation that enables your organization to keep applications running 24/7 no matter what disruption or threat arises. CDP helps you say goodbye to periodic, snapshot-based backups, to deliver always-on replication for disaster recovery and data protection with industry-leading RTOs and RPOs.

- Thousands of restore and recovery points, seconds apart, to recover enterprise applications without using snapshot copies that are up to 24-hours out of date.
- Application-centric recovery for accelerated RTOs with quick and consistent recovery of complex multi-VM applications.
- Instant journal-based recovery for a simple, granular recovery experience that doesn't impact production systems.



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## Standard Features

### Orchestration and Automation

Gain easier management of workloads at scale with minimal touch so IT can shift resources to focus on greater innovation and efficiency.

- Full orchestration and automation removes manual processes and takes the pain out of even the most complex disaster recovery, data protection, cloud migration, and infrastructure modernization projects.
  - An easy-to-use interface offers centralized management and one experience, whether on-premises or in the cloud
  - Flexible REST APIs fully automate deployment and VM protection using ready-made examples.
  - Non-disruptive testing to validate recoverability, perform a migration dry-run, or test against production replicas, with no production or protection impact.
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### Zerto Analytics

Gain built-in analytics for complete visibility of your entire on-premises and cloud environments from wherever you are.

- Built-in dashboards and reporting, access from desktop, tablet or mobile device for monitoring SLAs from anywhere
  - Forecast future infrastructure needs with Zerto Resource Planner. Perform accurate infrastructure planning using your own real-world application data to predict and size your protection needs for both protected and unprotected VMs
  - Gain insights & reporting across all resources to ensure you have the right data, right when you need it, whether for compliance and auditing or performance analysis.
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### Licensing Guide and SKUs

Zerto ECE is priced per protected VM and offers convenient options to purchase in volume-based license packs or on a per VM basis.

Zerto Advanced Resilience Edition (ARE) is priced per protected VM

Zerto Migration License is per protected VM. Migration licenses are valid for 6 months from date of order fulfillment.

Maintenance and support are required for all perpetual licenses. Premium support is standard, which provides 24x7 access to a dedicated support specialist, or standard which provides 9 am - 5 pm phone and email support. Additionally, multi-year discounting is available for customers looking for more than a single year term. Please refer to the full Support Services guide for complete terms.

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## Service and Support

### HPE Tech Care Service

HPE Tech Care Service is the new operational service experience for HPE products. Tech Care goes beyond traditional support by providing access to product-specific experts, an AI-driven digital experience, and general technical guidance to not only reduce risk but constantly search for ways to do things better.

HPE Tech Care Service has been reimagined from the ground up to support a customer-centric, AI-driven, and digitally-enabled customer experience to move your business forward.

For Zerto products, HPE Tech Care Service Essential support packaging is available to order 24x7 reactive support. Service and support for Zerto products are still provided directly by Zerto. For details regarding the differences between HPE Tech Care Service and Zerto support, go to: <https://www.hpe.com/psnow/doc/a50006580enw>

Tech Care Support Level	Tech Care Base SKU ("x" is for 1, 3, 4, or 5 years)
Tech Care Basic Service	HU4B2Ax
Tech Care Basic wDMR Service	HU4B3Ax
Tech Care Basic wCDMR Service	HU4B4Ax
Tech Care Essential Service	HU4A6Ax
Tech Care Essential wDMR Service	HU4A7Ax
Tech Care Essential wCDMR Service	HU4A8Ax
Tech Care Critical Service	HU4A3Ax
Tech Care Critical wDMR Service	HU4A4Ax
Tech Care Critical wCDMR Service	HU4A5Ax

Product SKU	Product Description	Support Band
R6J72AAE	Zerto Virtual Enterprise Cloud Edition 1 VM E-LTU	00AF
R6J45AAE	Zerto Virtual Enterprise Cloud Edition 25 VM E-LTU	00AG
R6J46AAE	Zerto Virtual Enterprise Cloud Edition 100 VM E-LTU	00AH
R6J47AAE	Zerto Virtual Enterprise Cloud Edition 250 VM E-LTU	00AJ
R6J48AAE	Zerto Virtual Enterprise Cloud Edition 500 VM E-LTU	00AK
R6J49AAE	Zerto Virtual Enterprise Cloud Edition 1000 VM E-LTU	00AL
R6J50AAE	Zerto Virtual Enterprise Cloud Edition 2500 VM E-LTU	00AM
R6J70AAE	Zerto Virtual Replication to Enterprise Cloud Edition Upgrade Service	00AT
R7K72AAE	Zerto Data Protection to Virtual Enterprise Cloud Edition Upgrade 1 VM Perpetual E-LTU	00AR
S5S60AAE	Zerto Advanced Resilience Edition 1 VM E-LTU	0C4A
S5S61AAE	Zerto Enterprise Cloud Edition Upgrade to Advanced Resilience Edition 1 VM E-LTU	0C4B

**Service and Support for Zerto products are provided directly by Zerto.**

### Opening a Support Case

- Directly through the Zerto interface
- Open a Support case through the self-service portal at <https://www.zerto.com/myzerto/support/>



## Service and Support

- Call the Zerto Support Line
  - US/Canada: +1-866-271-3145
  - UK: +44-800-088-5495
  - Australia: +61-1800-466-227
  - Germany: +49-32221090005
  - China: +86-400-120-8535
  - For a full list of numbers available locally, please visit:  
<http://www.zerto.com/myzerto/support/support-options/>

### Self-Service on myZerto

- Simply go to <http://www.zerto.com/myzerto>

The myZerto portal is the hub for all things Zerto. Via myZerto, Support cases may be opened/monitored, and users added or removed. MyZerto is the authoritative source for all Zerto technical documentation and knowledge base articles, as well as self-paced online training and verified Zerto product downloads.

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### Case Escalation Guidelines

**Option 1:** Call the Zerto Support line directly to speak in real time with a Customer Support Representative.

**Option 2:** Email [support@zerto.com](mailto:support@zerto.com) and CC your Zerto Account Team members to receive a response within 30 minutes.

**In your conversation or email**, please be prepared to discuss the following:

- Case number
- Reason for escalation
- Detailed symptoms and problems you are experiencing

Zerto Licensors' service delivery organizations are responsible for responding to and assigning severity levels to calls and determining the service Severity Level acceptable to the Hewlett Packard Enterprise customer.

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## Warranty

### Software

Zerto software purchases include a 30-day manufacture defect warranty

### Restrictions

Zerto warranties as set forth herein ("Warranty") are contingent on proper use of the Zerto branded hardware and software ("Products") and do not apply if (a) the Products have been modified without the written approval of Zerto, (b) the Products' serial number label is removed, (c) the Product has been damaged or subjected to abnormal physical or electrical stress, abnormal environmental conditions, misuse, negligence, or accident, or (d) the Product is licensed for beta, evaluation, testing or demonstration purposes. The terms of the Warranty are limited to the remedies as set forth in this Warranty. This warranty is provided in lieu of all other rights, conditions and warranties. Zerto makes no other express or implied warranty with respect to the software, hardware, products, documentation or Zerto support, including, without limitation, any warranty of merchantability, fitness for a particular purpose and non-infringement of third-party rights. Zerto does not warrant that any products will be error-free, or that any defects that may exist in its products can be corrected. In no event shall Zerto be liable for cost of procurement of substitute goods, lost profits or any other special, indirect, consequential or incidental damages (including but not limited to lost data), however caused whether or not Zerto has been advised of the possibility of such damages. Some jurisdictions do not allow limitation or exclusion of liability for consequential or incidental damages, so that limitation or exclusion may not apply.

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### Return Policy for Resellers

Stocking of Zerto products are not recommended. Please purchase accurate quantity required to fulfil the customer order.



## Configuration Information

### Zerto Software configurations are as follows

Choose the License type that fits the deployed environment from these listed:

- Zerto Virtual Enterprise Cloud Edition (steps 1a, 1b and 1c)
- Zerto Advanced Resilience Edition (ARE) (steps 1a, 1b (no Subscription option))
- Zerto Migration License & Upgrade Licenses to move from one Zerto VM-Based Platform to another (steps 2 and 2a, 2b, 2c, and 2d)
- Zerto Professional Services – Step 3
- Zerto (HPE) Education Services – Step 4

### Ordering Guidelines

A license is required for every protected VM in the enterprise.

For perpetual licenses, a minimum of one year of Tech Care is required with the initial order. Additional years of Tech Care can be ordered for up to 5 years using the relevant SKUs.

Zerto Enterprise Cloud Edition (ECE) licenses are perpetual (Tech Care is required) or subscription (Tech Care is included),

Choose a license and maintenance as required for the number of VMs in the enterprise.

## Step-1

### Step-1a

Select License Perpetual Zerto Virtual Enterprise Cloud Edition (ECE) “or ARE”

**Notes:** Zerto Virtual Enterprise Cloud Edition Software, select based on the number of VMs to be protected. Note that Tech Care, step 1b, is required

#### Description

	SKU
Zerto Virtual Enterprise Cloud Edition 1 VM E-LTU	R6J72AAE
Zerto Virtual Enterprise Cloud Edition 25 VM E-LTU	R6J45AAE
Zerto Virtual Enterprise Cloud Edition 100 VM E-LTU	R6J46AAE
Zerto Virtual Enterprise Cloud Edition 250 VM E-LTU	R6J47AAE
Zerto Virtual Enterprise Cloud Edition 500 VM E-LTU	R6J48AAE
Zerto Virtual Enterprise Cloud Edition 1000 VM E-LTU	R6J49AAE
Zerto Virtual Enterprise Cloud Edition 2500 VM E-LTU	R6J50AAE
Zerto Advanced Resilience Edition 1 VM E-LTU	S5S60AAE

**Notes:** Zerto Cyber Resilience Vault Solution Tracking SKU S3T71AAE should be included to indicate a customer has purchased a Zerto CRV with ARE.

### Step-1b

Select relevant Tech Care SKUs for ECE or ARE Support

### Step-1c

Select Virtual Enterprise Cloud (ECE) Subscription SKUs

#### Notes:

- Zerto Enterprise Cloud Edition Subscription SKUs come with Tech Care included, select based on the number of VMs to be protected and number of years desired (1, 3 or 5 years)
- Zerto Enterprise Cloud Edition Subscriptions SKUs with a 1-month term is not meant to be the primary product ordered. It is to be used to align subscription cycles that will be out of sync due to additional capacity being ordered.



## Configuration Information

Description	SKU
Zerto Virtual Enterprise Cloud Edition 1 VM 1yr Add-on Subscription and Premium Maintenance E-LTU	R6J81AAE
Zerto Virtual Enterprise Cloud Edition 25 VM 1yr Add-on Subscription and Premium Maintenance E-LTU	R6J82AAE
Zerto Virtual Enterprise Cloud Edition 100 VM 1yr Add-on Subscription and Premium Maintenance E-LTU	R6J83AAE
Zerto Virtual Enterprise Cloud Edition 250 VM 1yr Add-on Subscription and Premium Maintenance E-LTU	R6J84AAE
Zerto Virtual Enterprise Cloud Edition 500 VM 1yr Add-on Subscription and Premium Maintenance E-LTU	R6J85AAE
Zerto Virtual Enterprise Cloud Edition 1000 VM 1yr Add-on Subscription and Premium Maintenance E-LTU	R6J86AAE
Zerto Virtual Enterprise Cloud Edition 2500 VM 1yr Add-on Subscription and Premium Maintenance E-LTU	R6J87AAE
Zerto Virtual Enterprise Cloud Edition 1 VM 3yr Subscription and Premium Maintenance E-LTU	R6J88AAE
Zerto Virtual Enterprise Cloud Edition 25 VM 3yr Subscription and Premium Maintenance E-LTU	R6J89AAE
Zerto Virtual Enterprise Cloud Edition 100 VM 3yr Subscription and Premium Maintenance E-LTU	R6J90AAE
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Zerto Virtual Enterprise Cloud Edition 1000 VM 1-month Subscription and Premium Maintenance E-LTU	R7K87AAE
Zerto Virtual Enterprise Cloud Edition 2500 VM 1-month Subscription and Premium Maintenance E-LTU	R7K88AAE

## Step 2 Zerto Migration and Upgrade License Options

### Step-2a Select Zerto Migration Software

**Notes:** Zerto Migration License is per protected VM. Migration licenses are valid for 6 months from date of order fulfillment.

Description	SKU
Zerto Migration Software E-LTU	R6J57AAE

### Step-2b Select Zerto Upgrade License ZVR to ECE

**Notes:** Zerto Virtual Replication (ZVR) to Zerto Enterprise Cloud Edition (ECE) Upgrade license is per protected VM. This is a perpetual upgrade and the appropriate Tech Care option must be selected.

Zerto Virtual Replication to Enterprise Cloud Edition Upgrade Service	R6J70AAE
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## Configuration Information

### Step-2c Select Zerto Maintenance Upgrade ZVR to ECE

**Notes:** If less than one year remains, then the ECE Maintenance must be selected. Refer to Step 1b for the appropriate SKU.

### Step-2d Select Zerto Upgrade License ZDP to ECE

**Notes:** Zerto Data Protection (ZDP) to Zerto Enterprise Cloud Edition (ECE) Upgrade license is per protected VM. This is a Perpetual upgrade and the appropriate Tech Care option must be selected.

#### Description

Zerto Data Protection to Virtual Enterprise Cloud Edition Upgrade 1 VM Perpetual E-LTU

#### SKU

R7K72AAE

### Step-2e Select Zerto Upgrade License ECE to ARE

**Notes:** Zerto Enterprise Cloud Edition (ECE) to **Zerto Advanced Resilience Edition (ARE)** Upgrade license is per protected VM. This is a Perpetual upgrade and the appropriate Tech Care option must be selected.

Zerto Enterprise Cloud Edition Upgrade to Advanced Resilience Edition 1 VM E-LTU

S5S61AAE

## Step 3

Optional Zerto Professional Services – For all current Zerto versions. Zerto versions passed their EOSL date require liability release.

Zerto provides a set of Professional Services that are focused to help optimize the users' environment through training, guidance, health checks and access to subject matter experts.

HPE SKU	HPE SKU Description	Additional Details
H36NMA1	Zerto Quick Start Service	Remote guidance, direction and knowledge transfer for customers new to Zerto.
H36NKA1	Zerto Quick Backup Service	Remote guidance, direction and knowledge transfer for customers using Zerto for backup.
H36NJA1	Zerto Quick LTR Service	Remote guidance, direction and knowledge transfer for customers using Zerto for long term retention.
H36NLA1	Zerto Quick Cloud Service	Remote guidance, direction and knowledge transfer for customers using Zerto in the cloud.
H36NNA1	Zerto Quick Migration Service	Remote guidance, direction and knowledge transfer for customers using Zerto for migrations.
H36NVA1	Zerto Quick Upgrade Service	Remote guidance, direction and knowledge transfer for customers upgrading Zerto.
H36NXA1	Zerto Quick Automation Service	Remote guidance, direction and knowledge transfer for customers using Zerto APIs and cmdlets.
H36NPA1	Zerto Quick Advisor Service	Remote access to a Zerto technical expert, for general guidance and direction, over a three-month period.
H36NYA1	Zerto Full-Day Training Service	Remote 8-hour instructor led, custom training curriculum, recorded for an unlimited number of participants.
H36NZA1	Zerto Half-Day Training Service	Remote 4-hour instructor led, custom training curriculum, recorded for an unlimited number of participants.
H36NSA1	Zerto Health Check Service	Remote engagement to identify issues that can create risk to Zerto operation. (1) Zerto protected site per order.
H36PBA1	Zerto Virtual TAM Service - 1 month	1mo 8x5 access to technical SME, proactive insight, guidance and direction for improved operational efficiency and risk mitigation. No on-site visits.

## Configuration Information

H36PCA1	Zerto Virtual TAM Service - 3 months	3mo 8x5 access to technical SME, proactive insight, guidance and direction for improved operational efficiency and risk mitigation. No on-site visits.
H36PDA1	Zerto Virtual TAM Service - 6 months	6mo 8x5 access to technical SME, proactive insight, guidance and direction for improved operational efficiency and risk mitigation. No on-site visits.
H36NRA1	Zerto Virtual TAM Service - 12 months	1yr 8x5 access to technical SME, proactive insight, guidance and direction for improved operational efficiency and risk mitigation. No on-site visits.
H36NQA1	Zerto Structured TAM Service	1yr, 12x5 access to technical SME, proactive insight, guidance and direction for improved operational efficiency and risk mitigation. On-site quarterly.
H36NTA1	Zerto Custom Service	Specialized engagement for expedited benefit realization, mitigation of operational risk and education across expanded Zerto use cases. SoW required.

### Step 4

Recommended – HPE Education Services for all new Zerto customers

#### HPE Education Services

HPE Education Services is the exclusive provider of Zerto instructor-led training for all audiences. The two-day class, “Managing Zerto: Setup, Protection, and Recovery” (ID #H61K2S) is ideal for new or intermediate Zerto users. HPE Education provides superior high quality delivery coupled with extended hands-on remote access to our virtual lab systems for learning enhancement on HPE systems.

#### **HPE Education Services for Zerto (web site)**

HPE training credits offer flexibility and ease of purchase for training courses providing for flexible consumption over the term of the training agreement (typically 12 months). Learn more at <http://www.hpe.com/us/training/credits> or contact your authorized HPE reseller for more information.

Training credits for HPE Education Services may be included up-front with the software and hardware solution, included with a support agreement, or ad-hoc from HPE or HPE resellers.

- Training Credits for up-front purchase: SKU HF383A1 (**solution brief**)
  - Typical quantity of 2-credits per learner, where 1-credit is needed per training day.
  - Zerto courses are 2-days in duration.

Course	HPE Course ID	Duration	Training Credits
Managing Zerto: Setup, Protection, and Recovery	H61K2S	2-days	2-credits

- Training Credits for HPE support agreements: SKU HA167AC (**solution brief**)

Contact your HPE support specialist for more information.



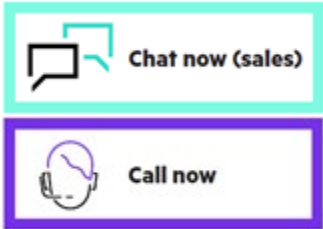
## Summary of Changes

Date	Version History	Action	Description of Change
28-Jul-2025	<b><u>Version 25</u></b>	Changed	Update survey link.
14-Apr-2025	<b><u>Version 24</u></b>	Changed	Overview and Configuration Information sections were updated. Multiple SKUs were added to the QS
07-Apr-2025	<b><u>Version 23</u></b>	Changed	QS Survey applied
18-Feb-2025	<b><u>Version 22</u></b>	Changed	Overview and Service and Support sections were updated.
06-Jan-2025	<b><u>Version 21</u></b>	Changed	Overview and Standard Features sections were updated.
15-Apr-2024	<b><u>Version 20</u></b>	Changed	Overview section was updated
04-Dec-2023	<b><u>Version 19</u></b>	Changed	Document content was change dramatically across all sections. Updated Overview, Features, removal of Zerto for Kubernetes and older Zerto Virtual Replication licensing.
17-Apr-2023	<b><u>Version 18</u></b>	Changed	Overview, Standard Features and Configuration Information sections were updated.
06-Mar-2023	<b><u>Version 17</u></b>	Changed	Overview section was updated OBS SKUs were removed
15-Aug-2022	<b><u>Version 16</u></b>	Changed	Overview section was updated.
01-Aug-2022	<b><u>Version 15</u></b>	Changed	Overview and Service and Support sections were updated.
06-Jun-2022	<b><u>Version 14</u></b>	Changed	Standard Features and Service and Support sections were updated.
21-Feb-2022	<b><u>Version 13</u></b>	Changed	EOL Skus removed from QS
18-Oct-2021	<b><u>Version 12</u></b>	Changed	Configuration Information section was updated.
01-Sep-2021	<b><u>Version 11</u></b>	Changed	Overview, Standard Features and Configuration Information sections were updated.
06-Jul-2021	<b><u>Version 10</u></b>	Changed	Overview, Standard Features and Configuration Information sections were updated.
01-Feb-2021	<b><u>Version 9</u></b>	Changed	Changes made throughout the QuickSpecs
06-Jul-2020	<b><u>Version 8</u></b>	Changed	Updated the product messaging and re-numbered all SKUs offered
02-Mar-2020	<b><u>Version 7</u></b>	Changed	Added the Enterprise Government Edition SKUs
04-Nov-2019	<b><u>Version 6</u></b>	Changed	Updated the SKUs offered through HPE (Zerto Enterprise Cloud Edition subscriptions)
10-Jun-2019	<b><u>Version 5</u></b>	Changed	Configuration Information section and Configuration Information Sections were updated
04-Feb-2019	<b><u>Version 4</u></b>	Changed	Updated messaging content to align with Zerto 6.5 release Overview, Features and Benefits, Configuration Information and Service and Support sections were updated.
05-Feb-2018	<b><u>Version 3</u></b>	Changed	Added 16hr installation SKU. Overview and Configuration Information were revised.
25-Sep-2017	<b><u>Version 2</u></b>	Changed	Changes made throughout the QuickSpecs.
05-Jun-2017	<b><u>Version 1</u></b>	New	New QuickSpecs

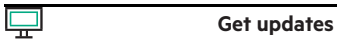


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