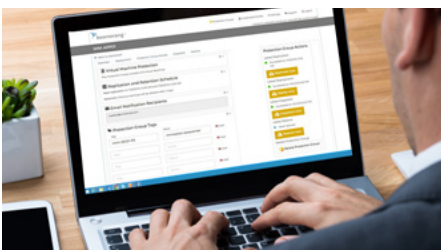


A photograph of five hands raised in a gesture of participation or agreement. The hands are of various skin tones and are wearing different colored sleeves: a dark red sweater, a white shirt, a blue and white striped shirt, a light blue patterned shirt, and a dark blue shirt. The background is a plain, light-colored wall.

Unitrends Boomerang Frequently Asked Questions

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Unitrends Boomerang is available as a virtual appliance that lets you easily replicate your VMware VMs to low cost AWS S3 or Azure Blob storage, without costing you a cent for cloud compute. When needed, Boomerang will automate the conversion and spin-up of your VMware VMs into native AWS and Azure formats for failover, DR testing, or permanent migration. What's most comforting, is that if you need to come back to VMware, Boomerang will return the VMs running in the cloud back into your VMware environment in a single-step.



Free Trial and Not For Resale (NFR) Editions

1. What are the trial options?

You can opt for a standard [30-Day Free Trial](#) using your own VMware environment and cloud account. You are responsible for the cloud infrastructure costs.

Additionally, you can choose to leverage the [7-Day Test Drive](#). This also requires that you install Boomerang into your own VMware environment, but you can use a Unitrends-owned cloud account so you do not incur cloud costs for the trial period. Test Drive is only available for Amazon Web Services (AWS).

2. Are software upgrades available to the Trial Edition?

Yes. Virtual appliances with a trial key qualify for software upgrades that may be released during your evaluation.

3. Can I upgrade to a paid license directly from the Trial Edition?

Yes. During or after your trial, you can apply a paid license and will experience no interruption.

4. Are not for resale (NFR) editions available?

Yes. NFR licenses can be requested through Unitrends sales and channel representatives.

5. Are the trial and NFR options limited in functionality?

No. You get full functionality while they are active.

6. What happens after my trial or NFR expire?

Replication ceases to function until a valid license is applied.

Licensing and Purchase Options

7. What licensing options are available for purchase?

Boomerang has two licensing options:

- Disaster Recovery
- Migration

8. How is Disaster Recovery licensed?

Disaster Recovery (DR) is licensed per VMware virtual machine. The license is a recurring annual subscription (multi-year options are available). Subscriptions must be renewed for the product to continue to function.

9. How are VM licenses counted for DR?

Active DR licenses are counted against the total number of virtual machines included across all Protection Groups. Licenses are not tied to individual virtual machines. They can be switched based on how your Protection Group policies change over time.

10. How is Migration licensed?

Migration licenses are a one-time charge per virtual machine. There is no renewal or subscription. They remain active for 30-days. For longer-term migrations, contact your channel or Unitrends representative to discuss options, or simply purchase a DR subscription license instead.

11. How are VM licenses counted for Migration?

Migration licenses are tied to a specific virtual machine. Once the VM is included in the Protection Group for Migration, the license is tied to that virtual machine.

12. Can I purchase Migration and Disaster Recovery licenses for the same environment?

Yes. Some virtual machines can be licensed for Migration. Some can be licensed for DR. A VM cannot be licensed for both at the same time.

13. Are there minimum quantity restrictions for purchase?

No. You are free to purchase from 1 to as many VM licenses as you need.

Functionality and Hidden Gems

14. What is a Protection Group?

A Protection Group is a set of VMs that you choose to logically group together in the Boomerang user interface. Replication policies are applied to the Protection Group – such as scheduling and retention. Additionally, failover and failback procedures can be automated for an entire Protection Group or only certain VMs within the Protection Group.

15. What is Deployment?

Deployment is the process of spinning up virtual machines in the cloud. It is called Deployment because the process deploys VMs from the cloud object storage into the compute platform.

16. What is Copyback?

Copyback is performed against VMs that are already deployed into the cloud. This is a failback process that automates the capture of the latest data running in the cloud, the reverse replication back to the VMware environment, and the import process into the VMware environment. At the end of a Copyback, you have running VMs in your local VMware environment.

17. What is Restore?

Restores occur from your cloud object storage. You use the restore feature if you have an on-premises issue and need to recover a VM from cloud storage back to your local VMware environment. The process is similar to Copyback, except the restored VM is recovered from cloud object storage instead of the compute platform after Deployment.

18. How long does it take to Deploy/Failover into AWS or Azure?

Your mileage will vary, especially since resources in the cloud are dynamically shared. Small VMs can take minutes. Large VMs can take many hours. This [Boomerang Community article](#) shows one benchmark run by Unitrends with AWS. We recommend you test a few times to see for yourself.

19. Do I need to pay for Boomerang to run in the cloud?

Any VMs that run in the cloud will incur costs from the cloud provider. The good thing with Boomerang is that you do not need Boomerang in the cloud for the replication process at all. In a failover scenario, when your on-premises virtual appliance is no longer accessible, you will need to run Boomerang in the cloud to execute the failover.

20. If my VMware environment is not accessible, how do I use Boomerang to failover to the cloud?

In essence, you use Boomerang to replicate and pre-deploy a copy of the software in the cloud, but keep it powered down to avoid any compute costs. Spin it up, only in a

disaster scenario. For more details, visit the [Unitrends Support site](#).

21. **Does Boomerang support physical servers or VMs running on hypervisors other than VMware vSphere?**
Boomerang only supports VMware virtual machines at this time.
22. **Can I use Boomerang with other VMware backup products, including UEB and Recovery Series?**
Yes. Please note that it is best practice to attempt to offset their schedules so as not to attempt to snapshot the same VM at the same time.
23. **What if I replace my Boomerang appliance?**
No worries. The appliance is completely stateless. All Protection Group, configuration, and licensing information is stored within your cloud storage account. A new Boomerang appliance can connect to it with your account credentials and pick up where the previous appliance left off.

Maximums and Restrictions

24. **How many VMs can a single Boomerang instance protect?**
It is best practice to limit a single instance of Boomerang to 40-50 VMs. Your mileage will vary. You can add more appliances to scale out without any licensing impact.
25. **Are there limitations on VM size?**
Yes. The limitations are imposed by AWS and Azure, not Boomerang. You cannot deploy VMs with virtual disks (VMDKs) larger than 1TB. You can replicate them to cloud storage, but you cannot spin them up in the compute platforms.

For AWS, the limitation is in their import API from S3 to EC2. For Azure, virtual disks greater than 1TB are simply not supported to run at all.

To work around this issue, reduce the size of your virtual disks to below 1TB and log a feature request with the provider if you have a support agreement. More requests will hopefully inspire them to lift these limitations.

26. **What CPU and memory configurations can be used in the cloud?**
Amazon EC2 instances and Azure VMs have predefined CPU and memory configurations and consumption costs. Boomerang will select the one that most closely resembles the configuration of the VMware VM. However, you can customize which instances you want Boomerang to configure when you Deploy.

Support and Services

27. **How is Boomerang supported?**
Boomerang uses an online support model that allows partners, customers and those evaluating the product to self-serve for most technical inquiries using the interactive [Online Boomerang Community](#) and state-of-the-art context sensitive help are built into the user interface.
28. **How do I open a support ticket?**
You can open a ticket very simply using the Boomerang user interface. Simply use the **Support** menu at the top. Provide your appliance ID in your ticket, which can be found under the **Settings** menu of the UI. Unitrends can then access all relevant logs needed to diagnose your issue.
29. **Why can't I just call support on the phone?**
The aggressive pricing, simplicity of the user experience, and online community make self-service fast and easy for customers to solve support issues. The online support case creation functionality and state-of-the-art logging also allow for fast, effective support without having to add cost to the product for phone support infrastructure.
30. **How does the pre-sales support process work?**
During an evaluation, you will receive helpful emails with tips and tricks to make the most out of your evaluation and educate you on the product. A dedicated sales engineer can also be available to answer any questions. It is highly recommended to view the [Online Step-By-Step Demo](#) to get acquainted with the product on your own time.



Ready to get started
with Unitrends Backup?
Download a Free Trial today.