

Nutanix Xi Cloud Service - Leap External FAQ

Q: *In which regions will Leap be available at launch?*

A: Leap will be available in two regions: US-EAST (Northern Virginia) and US-WEST (San Francisco Bay Area). Each region comprises multiple fault-tolerant zones known as Availability Zones. The service will be expanded to other regions across the world in the future.

Q: *Can I replicate a VM to more than 1 region (i.e., both US-EAST and US-WEST regions)?*

A: No, at launch, you can replicate a virtual machine to only one Xi region. You could, however, use 2 separate Xi accounts.

Q: *Can non-US customers use Leap before it becomes available around the world?*

A: Leap's initial geo-footprint is most appropriate for North American customers. International customers have to closely evaluate potential latency issues and SLA implications.

Q: *Which on-premises hypervisors are supported for Leap?*

A: At GA, Nutanix AHV is supported for Leap, with ESX support coming within 2-3 months of GA.

Q: *Which on-premise hardware models are certified for Leap?*

A: The following are all certified: All Nutanix Hardware, Nutanix Xpress software edition, Nutanix-certified hardware from OEMs (Dell, Lenovo), Dell PowerEdge, and HP and Cisco solutions on Nutanix's HFCL. IBM Power is not supported at time of launch.

Q: *Will there be a free trial?*

A: Yes! Sign up for an Xi account and get 30 days or \$500 usage--whichever happens first.

Q: *How do I get started?*

A: To get started, create a new Xi account using your My Nutanix ID. Then, follow instructions to set up networking connectivity from your on-premises to Xi Cloud, and then set up DR replication to a specific region.

Q: *What is the support model for Xi Leap?*

A: Xi Leap offers single-level support: “Xi Leap Support” as a part of the service. The benefits are similar to the on-premises production level support where applicable.

Q: *What is the price for Xi Leap Support?*

A: There is no additional price for Xi Leap support; it is included in the Xi service price.

Q: *What do customers need to do to request Xi Leap support?*

A: Customers need to call Nutanix support or open a service request online using their Xi Cloud account number, on-premises cluster information (if required), and information about the issue they are experiencing.

Q: *What Recovery Point Objectives (RPO) do Leap offer?*

A: At launch, Leap will offer RPO of 60 minutes or longer and RTO of 60 minutes.

Q: *Does Leap provide run-book automation for bringing up my applications (web/app/db ordering) and run my custom script?*

A: Yes, the recovery plan contains all the information to successfully failover an application in Xi Cloud, such as boot ordering and IP address management.

Q: *If I were to failover a VM to Xi Cloud, will it receive the same or more CPU and memory capacity in a Xi VM?*

A: Your VM will get the same CPU and Memory capacity. You can provision additional CPU and memory as needed.

Q: *Does Leap offer application awareness/consistency?*

A: Yes, Leap leverages a software Volume Shadow Copy Service(VSS) writer to quiesce the system before taking a snapshot.

Q: *What do I need to connect my on-premises Nutanix clusters to Xi Cloud?*

A: We offer 3 options: (1) VPN brought by customer (2) Nutanix-provided VPN (shortly after general availability) and (3) Direct connect. Currently, we support Checkpoint, Cisco ASA, Palo Alto, Juniper, and Fortinet VPN devices on on-premise connecting to Xi Cloud.

Q: *Can I specify the region where my replicated data and the associated metadata are stored to meet our data sovereignty requirements?*

A: Yes, all the data and the associated metadata are stored in the same region you replicate to.

Q: *What compliance-related certifications does Leap offer?*

A: Currently, Leap is certified for ISO 27001, ISO 27017, and ISO 27018. For more details, refer to the [Nutanix Trust website](#).

Q: *We use Active Directory (AD) for authentication and authorization on-premises. Can I integrate AD with Xi so that I can use the same credentials for authentication and authorization in Xi Cloud?*

A: Yes, you can use the same credentials you use on-premises. You can integrate your on-premises AD with Xi Cloud using Active Directory Federation Services.

Q: *When I failover my application, can I preserve the IP addresses of my applications?*

A: Yes, you can preserve the IP addresses of your applications upon failover. This is possible because every tenant fails over their VMs into their own isolated virtual networks. One caveat is that the IP addresses of VMs can be preserved only when an entire subnet fails over to Leap. If you need partial failover within a subnet, you would need to re-IP your VMs.

Q: *Once I failover my application, can I create and launch new virtual machines on Xi Cloud?*

A: Yes, If you need additional capacity for your application, you can create and launch new virtual machines

Q: *Does Xi Cloud support IPV6 addresses?*

A: No, currently Xi Cloud supports IPv4 addresses.