



Acronis[®] Backup & Recovery[®] 10 Workstation

Update 5

Installation Guide

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1 Before installation

This section answers questions that might arise before the product installation.

1.1 Acronis Backup & Recovery 10 components

This section contains a list of Acronis Backup & Recovery 10 components with a brief description of their functionality.

Components for a managed machine (agents)

These are applications that perform data backup, recovery and other operations on the machines managed with Acronis Backup & Recovery 10. Agents require a license to perform operations on each managed machine. Agents have multiple features, or add-ons, that enable additional functionality and so might require additional licenses.

Console

The console provides Graphical User Interface and remote connection to the agents. Usage of the console is not licensed.

Bootable media builder

With bootable media builder, you can create bootable media in order to use the agents and other rescue utilities in a rescue environment. Availability of the agent add-ons in a rescue environment depends on whether an add-on is installed on the machine where the media builder is working.

1.1.1 Agent for Windows

This agent enables disk-level and file-level data protection under Windows.

Disk backup

Disk-level data protection is based on backing up either a disk or a volume file system as a whole, along with all the information necessary for the operating system to boot; or all the disk sectors using the sector-by-sector approach (raw mode). A backup that contains a copy of a disk or a volume in a packaged form is called a disk (volume) backup or a disk (volume) image. It is possible to recover disks or volumes as a whole from such backup, as well as individual folders or files.

File backup

File-level data protection is based on backing up files and folders residing on the machine where the agent is installed or on a network share. Files can be recovered to their original location or to another place. It is possible to recover all files and folders that were backed up or select which of them to recover.

Other operations

Conversion to a virtual machine

Rather than converting a disk backup to a virtual disk file, which requires additional operations to bring the virtual disk into use, Agent for Windows performs the conversion by recovering a disk backup to a new virtual machine of any of the following types: VMware Workstation, Microsoft

Virtual PC, Parallels Workstation, Citrix XenServer Open Virtual Appliance (OVA) or Red Hat KVM. Files of the fully configured and operational machine will be placed in the folder you select. You can start the machine using the respective virtualization software or prepare the machine files for further usage.

Disk management

Agent for Windows includes Acronis Disk Director Lite - a handy disk management utility. Disk management operations, such as cloning disks; converting disks; creating, formatting and deleting volumes; changing a disk partitioning style between MBR and GPT or changing a disk label, can be performed either in the operating system or using bootable media.

1.1.1.1 Universal Restore

The Universal Restore add-on enables you to use the restore to dissimilar hardware functionality on the machine where the agent is installed, and create bootable media with this functionality. Universal Restore handles differences in devices that are critical for Windows start-up, such as storage controllers, motherboard or chipset.

1.1.2 Management Console

Acronis Backup & Recovery 10 Management Console is an administrative tool for local access to Acronis Backup & Recovery 10 agent.

1.1.3 Bootable Media Builder

Acronis Bootable Media Builder is a dedicated tool for creating bootable media. The media builder that installs on Windows can create bootable media based on either Windows Preinstallation Environment, or Linux kernel.

The Universal Restore (p. 4) add-on enables you to create bootable media with the restore to dissimilar hardware functionality. Universal Restore handles differences in devices that are critical for Windows start-up, such as storage controllers, motherboard or chipset.

1.2 Supported operating systems

Acronis Backup & Recovery 10 Management Console, Acronis Backup & Recovery 10 Agent for Windows

- Windows 2000 Professional SP4
- Windows XP Professional SP2+ (x86, x64)
- Windows Vista - all editions (x86, x64)
- Windows 7 SP1 - all editions (x86, x64)

Remote connection to the agent is not possible.

Acronis products do not support systems with Extensible Firmware Interface (EFI). Although it is possible to restore a GPT partition with Acronis if Windows is installed on it, the restored system will not be bootable. Acronis Backup & Recovery 10 can back up and recover operating systems if they are installed in BIOS/MBR mode, even if they run on EFI-capable servers. Most servers have BIOS settings that allow booting the

installation CD in BIOS/MBR mode instead of EFI mode. The MBR mode ensures that after installation the boot disk is partitioned in MBR standard, not GPT.

1.3 System requirements

The components installed in Windows

Edition name	Memory (above the OS and running applications)	Disk space required during installation or update	Disk space occupied by the component(s)	Additional
Server for Windows	80 MB	1 GB	500 MB	Screen resolution 1024*768 pixels or higher
Workstation	80 MB	1 GB	500 MB	
Bootable Media Builder (Windows)	80 MB	700 MB	300 MB	

Bootable media

Media type	Memory	ISO image size	Additional
Based on Windows PE	512 MB	300 MB	
Linux-based	256 MB	130 MB	

1.4 Licensing policy

Acronis Backup & Recovery 10 licensing is based on the number of machines managed and protected by the product. Acronis Backup & Recovery 10 agents require a license to perform operations on each managed machine.

Acronis Backup & Recovery 10 Server for Windows (ABR10 SW)

Acronis Backup & Recovery 10 Workstation (ABR10 W)

The license key for the appropriate Acronis Backup & Recovery 10 edition is required to install an agent delivered with any of these editions. The license key has to be entered during the agent installation.

2 Installation of Acronis Backup & Recovery 10

This section helps answer questions that might arise during the product installation.

2.1 Local installation (Windows)

You have a choice between downloading a full installation package and a small executable package that will download only those components that you select to install, from the Acronis Web site.

2.1.1 Preparation

Acronis Backup & Recovery 10 uses TCP port 9876 for local installation and for communication between components. The setup program automatically opens this port through Windows Firewall. If you use a different firewall, make sure that the port is open for both incoming and outgoing requests through that firewall.

2.1.2 Installation procedure

Do the following to install Acronis Backup & Recovery 10:

1. Run the Acronis Backup & Recovery 10 setup file.
2. Click **Install Acronis Backup & Recovery 10**.
3. Do either of the following:
 - To install the product with full functionality (including online backup), click **Fully-functional Acronis Backup & Recovery 10**.
 - To install the product for online backup only, click **Acronis Backup & Recovery 10 for online backup only**.
4. If you chose to install the fully-functional product, type in your license key. Likewise, you can add a license key for Acronis Universal Restore (if purchased).
5. Specify credentials for the account under which the Agent for Windows service will run. By default, the setup program will create a dedicated user account for the service. See "Specifying credentials for Acronis services (p. 6)".
6. The summary page displays a list of components that will be installed according to the previously entered license key(s).

Note: When canceling the installation process, only the last component is removed. Other components, if any, remain installed.

2.1.3 Specifying credentials for Acronis services

Acronis Backup & Recovery 10 Agent for Windows runs as service. When installing this component, you need to specify the account under which the agent's service will run.

You can either create a dedicated user account or specify an existing account of a local or domain user.

If you choose to create a dedicated user account for the service (recommended), the setup program will create the following user account:

- **Acronis Agent User**

The newly created account is given the following privileges:

- The account is assigned the **Log on as a service**, **Adjust memory quotas for a process**, and **Replace a process level token** user rights.
- The account is included in the **Backup Operators** group.

If you choose to specify an existing local or domain user account—for example, **.\LocalUser** or **DomainName\DomainUser**—make sure that the account is a member of the **Backup Operators** group, before proceeding with the installation. The setup program will assign the above listed user rights to such account.

If the machine is part of an Active Directory domain, make sure that the domain's security policies do not prevent the account from having the above listed user rights.

Important: After the installation, do not specify a different user account for the agent service. Otherwise, the agent may stop working.

2.1.4 Update

To update one or more Acronis Backup & Recovery 10 components:

1. Run the installation package, containing the updated version of Acronis Backup & Recovery 10.
2. Click **Install Acronis Backup & Recovery 10**.
3. Click **Update**.
4. Follow the on-screen instructions.

Updating components in the unattended mode

For information about updating a component in the unattended mode, see "Unattended installation in Windows (p. 7)".

2.2 Unattended installation in Windows

Acronis components can be installed in the unattended mode, as opposed to the interactive mode.

You will need the configuration script **mst_gen.vbs**, which is located in the folder where Acronis Backup & Recovery 10 Management Console is installed—by default, C:\Program Files\Acronis\BackupAndRecoveryConsole. If the management console is installed on a different machine, you can copy the script from that machine.

The following components and features can be reinstalled or updated in the unattended mode:

- Acronis Backup & Recovery 10 Agent for Windows **AcronisAgentWindows.msi**
- Acronis Backup & Recovery 10 Universal Restore: **AcronisUniversalRestore.msi**
- Acronis Backup & Recovery 10 Bootable Media Builder: **AcronisBootableComponentsMediaBuilder.msi**
- Acronis Backup & Recovery 10 Management Console: **AcronisStandaloneManagementConsole.msi**

Before installing the agent's features (such as Universal Restore), you need to install the agent itself.

To install, reinstall, or update a component in the unattended mode

1. Run the setup program.
2. Click **Extract installation files**.
3. Extract the component's installation package.
4. If you are installing Agent for Windows, create a transform (an .mst file) for the agent's installation package by running the configuration script. Otherwise, skip this step.

For example, the following command creates a transform to install Agent for Windows with the license key ABCDE-54321:

```
mst_gen.vbs /msi_path C:\AcronisAgentWindows.msi /serial ABCDE-54321
```

The complete syntax of the configuration script is described in "Configuration script parameters (p. 8)".

5. Do either of the following, depending on whether you are installing, reinstalling, or updating the component:

- If you are installing the component, run Windows Installer (the **msiexec** program) specifying the names of both the installation package and (if needed) the transform as follows:

When installing Agent for Windows:

```
msiexec /i c:\AcronisAgentWindows.msi TRANSFORMS=AcronisAgentWindows.mst /qb
```

Otherwise (in this example, when installing the Universal Restore feature):

```
msiexec /i c:\AcronisUniversalRestore.msi /qb
```

- If you are reinstalling or updating the component, run Windows Installer as follows:

When reinstalling or updating Agent for Windows:

```
msiexec /i C:\Share\AcronisAgentWindows.msi  
TRANSFORMS=C:\Share\AcronisAgentWindows.mst ADDLOCAL=ALL /qb
```

Otherwise (in this example, when reinstalling or updating the Universal Restore feature):

```
msiexec /i C:\Share\AcronisUniversalRestore.msi ADDLOCAL=ALL /qb /l*v  
C:\log.log
```

2.3 Configuration script parameters

The configuration script **mst_gen.vbs** creates an .mst file (known as a transform, a modification, or a modification file) for the installation package of an Acronis component, such as Acronis Backup & Recovery 10 Agent for Windows.

By using the transform together with the installation package, you can install the component in the unattended mode.

The following is the complete syntax of the configuration script:

```
mst_gen.vbs  
  /msi_path Full_Path  
  [/current_user]  
  [/target_dir Installation_Folder]  
  {/serial License_Key [/old_serial Echo_License_Key] | /online_backup}  
  [/account User_Name Password]  
  [/cep_enabled]
```

The script parameters are the following.

General parameters

/msi_path *Full_Path*

Specifies a full path to the component's installation package. Enter a local path, such as **D:\folder\AcronisAgentWindows.msi**; or a universal naming convention (UNC) path, such as **\\server\folder\AcronisAgentWindows.msi**.

/current_user

Specifies that the component will be installed for the current user only, rather than for all users on a machine.

This parameter is not effective for Acronis Backup & Recovery 10 Agent for Windows, which runs as a service.

Avoid using this parameter when installing the component through Group Policy, because the “current user” in such installation is typically a system account.

/target_dir *Installation_Folder*

Specifies the folder where to install the component. Without this parameter, the component will be installed to the default folder: %ProgramFiles%\Acronis\BackupAndRecovery

Agent-specific parameters

The following parameters are effective only when installing Acronis Backup & Recovery 10 Agent for Windows.

/serial *License_Key*

Specifies the license key to use when installing the package. A license key is a sequence of letters and numerals separated by dashes. Enter the license key exactly, including the dashes.

/old_serial *Echo_License_Key*

When upgrading from Acronis True Image Echo, specifies the license key for that edition. Use this parameter with the ***/serial*** parameter.

/online_backup

Specifies that the agent will be installed for online backup only. A license key is not required.

Note: Specify either the ***/serial*** parameter or the ***/online_backup*** parameter, but not both.

/account *User_Name Password*

Specifies the user name and password of the user account under which Acronis Managed Machine Service will run on the machines. The user account must have appropriate privileges, as described in Specifying credentials for Acronis services (p. 6). Separate the name of the domain and the account by a backslash, as in: **mydomain\User**

Without this parameter, the agent will run under the default account: **Acronis Agent User**

/cep_enabled

Specifies whether the machine will participate in the Customer Experience Program.

With this parameter, information about the hardware configuration, the most and least used features and about any problems will be automatically collected from the machine and sent to Acronis on a regular basis. The terms of participation can be found on the Acronis Web site.

Without this parameter, the information will not be sent.

3 Upgrading from trial to full product version

The trial key required at installation can be obtained on the Acronis Web site.

The Acronis Backup & Recovery 10 trial version has the following limitation:

- Universal Restore functionality is disabled.

Additional limitations for bootable media:

- The disk management functionality is available, but there is no option to commit the changes
- Besides disk management, only the recovery functionality is available.

To upgrade from the trial version to the standard product you do not need to re-download the software. When the trial period is over, the product GUI displays a notification requesting you specify a standard license key.

To specify the standard license key, use the **Change License** window in the management console, or run the setup program and follow its instructions.

3.1 Changing a license

By changing the license, you switch to a different version or edition of the product. The following table summarizes the available options.

Switching a license	Why you may need it
trial > full	Upgrade from trial to full product version
trial > trial different edition	Define the edition that better fits your needs
trial > full different edition	The edition you bought differs from the edition of the trial version

You can also enable Acronis Deduplication and Acronis Universal Restore by using additional licenses, if these are available for the version and edition you are switching to.

Switching between advanced and standalone editions is not possible.

To change a license:

1. Click **Help > Change license**.
2. Enter the new license key. If you have a license key for Acronis Universal Restore, you can add it here.

Please do not forget that you cannot enable Acronis Universal Restore while using a trial product version.

3.2 Upgrading components for Windows

To specify the standard license key, run the installation package and follow the wizard's instructions.

To upgrade to the full product version

1. Start the setup program.
2. Specify the standard license key instead of the trial license key.

Note: *The full license key must be of the same product edition as the trial license key.*

3. If you are planning to use Acronis Backup & Recovery 10 Universal Restore, specify the license key for this feature. Otherwise, just click **Next**.
4. Select one of the following options:
 - If you specified the license key for Universal Restore, click **Proceed with the installation**.
 - Otherwise, click **Apply the new license key and quit the Setup**.

The installed components are now upgraded to the full version.

5. If you selected the first option, proceed with installing Universal Restore. If you selected the second option, click **Close** to exit the setup program.

4 Uninstallation of Acronis Backup & Recovery 10

This section describes uninstallation of Acronis Backup & Recovery 10.

4.1 Local uninstallation in Windows

To uninstall Acronis Backup & Recovery 10, use the product uninstallation program (and not the **Add or Remove Programs** tool of Windows).

To uninstall Acronis Backup & Recovery 10

1. Click **Start -> All Programs -> Acronis -> Uninstall Acronis Backup & Recovery 10**.
2. To remove the log and tasks of Acronis Backup & Recovery 10, select the **Remove the product's log, tasks, vaults and configuration settings** check box. Leave this check box cleared if you are planning to reinstall the product later.
3. Click **Remove**.

4.2 Unattended uninstallation in Windows

To uninstall Acronis Backup & Recovery 10 in the unattended mode, you need to run the **msiexec** utility. This utility uses the product's installation packages (.msi files).

To uninstall Acronis Backup & Recovery 10

1. Extract the installation packages to a folder or a network share. You need not extract the **AcronisUniversalRestore.msi** package if the Universal Restore add-on (p. 4) is not installed.
2. If the Universal Restore add-on is installed, run the following command (here and in the next step, the location of the installation packages is assumed to be \\myserver\share):

```
msiexec /uninstall \\myserver\share\AcronisUniversalRestore.msi /qb
```

3. Run the following commands:

```
msiexec /uninstall \\myserver\share\AcronisTrayMonitor.msi /qb
msiexec /uninstall \\myserver\share\AcronisAgentWindows.msi /qb
msiexec /uninstall \\myserver\share\AcronisBootableComponentsMediaBuilder.msi /qb
msiexec /uninstall \\myserver\share\AcronisUpgradeTool.msi /qb
msiexec /uninstall \\myserver\share\AcronisStandaloneManagementConsole.msi /qb
```

4.3 Deleting Acronis Secure Zone

Uninstallation of Acronis Backup & Recovery 10 does not affect Acronis Secure Zone and its contents. You will still be able to recover data from Acronis Secure Zone on booting from bootable media.

If you need to delete Acronis Secure Zone, perform the following steps in the operating system (before the agent uninstallation) or under bootable media.

To delete Acronis Secure Zone:

1. In the **Acronis Secure Zone Actions** bar (on the **Actions and tools** pane), select **Delete**.
2. In the **Delete Acronis Secure Zone** window, select volumes to which you want to add the space freed from the zone and then click **OK**.

If you select several volumes, the space will be distributed proportionally to each partition. If you do not select any volume, the freed space becomes unallocated.

After you click **OK**, Acronis Backup & Recovery 10 will start deleting the zone.