



# Acronis Backup & Recovery 11.5

## Update 2

### Installation Guide

Applies to the following editions:

- |  |  |
|--|--|
| <input type="checkbox"/> Advanced Server   | <input checked="" type="checkbox"/> Server for Windows |
| <input type="checkbox"/> Virtual Edition   | <input type="checkbox"/> Server for Linux              |
| <input type="checkbox"/> Advanced Server SBS Edition                             | <input checked="" type="checkbox"/> Workstation        |
| <input type="checkbox"/> Advanced Workstation                                    |  |
| <input checked="" type="checkbox"/> For Microsoft Exchange Server                |  |
| <input checked="" type="checkbox"/> For Microsoft SQL Server (single-pass)       |  |
| <input checked="" type="checkbox"/> For Microsoft Active Directory (single-pass) |  |

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# 1 Before installation

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

## 1.1 About using the product in the trial mode

Before buying an Acronis Backup & Recovery 11.5 license, you may want to try the software. This can be done without a license key.

To install the product in the trial mode, run the setup program locally or use the remote installation functionality. Unattended installation and other ways of installation are not supported.

### Limitations of the trial mode

When installed in the trial mode, Acronis Backup & Recovery 11.5 has the following limitation:

- The Universal Restore functionality is disabled.

Additional limitations for bootable media:

- The disk management functionality is not available. You can try the user interface, but there is no option to commit the changes.
- The recovery functionality is available, but the backup functionality is not. To try the backup functionality, install the software in the operating system.

### Upgrading to the full mode

After the trial period expires, the product GUI displays a notification requesting you to specify or obtain a license key.

To specify a license key, click **Help > Change License**. Specifying the key by running the setup program is not possible.

If you have activated a trial or purchased subscription for the online backup service, online backup will be available until the subscription period expires, regardless of whether you specify a license key.

## 1.2 Types of licenses (stand-alone and advanced editions)

Acronis Backup & Recovery 11.5 licensing is based on the number of machines backed up by the product.

### Stand-alone editions

These are the following editions:

- Acronis Backup & Recovery 11.5 Server for Windows
- Acronis Backup & Recovery 11.5 Server for Linux
- Acronis Backup & Recovery 11.5 Workstation

The stand-alone editions are designed for backing up the data of a single machine. With any of the above licenses, you can install all the product components on the same machine only. You will be asked for the license key of any of the above editions during the product installation.

## Advanced editions (editions with centralized management)

These are the following editions:

- Acronis Backup & Recovery 11.5 Advanced Server
- Acronis Backup & Recovery 11.5 Virtual Edition
- Acronis Backup & Recovery 11.5 Advanced Server SBS Edition
- Acronis Backup & Recovery 11.5 Advanced Workstation

These editions are designed for backing up multiple machines. In addition to components that need to be installed on a backed-up machine, these editions include a management server that enables centralized management, and storage nodes for storing backed up data on them. Unlike stand-alone editions, advanced editions allow remote connection to a backed-up machine.

As with stand-alone editions, a separate license is required for every machine you want to back up. During installation of a licensed component (agent), you can either specify a license server or enter a license key manually. Installation of other components is not licensed. For example, you can install as many storage nodes as you wish - up to 50.

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*Components of stand-alone editions do not interact with the components of advanced editions.*

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## 1.3 Acronis Backup & Recovery 11.5 components

This section contains a list of Acronis Backup & Recovery 11.5 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 11.5. 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 to the agents. Usage of the console is not licensed. In stand-alone editions of Acronis Backup & Recovery 11.5, the console is installed together with the agent and cannot be disconnected from it.

#### 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. In stand-alone editions of Acronis Backup & Recovery 11.5, Bootable Media Builder is installed together with the agent. All add-ons to the agent, if installed, will be available in a rescue environment.

### 1.3.1 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**

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, Citrix XenServer Open Virtual Appliance (OVA) or Red Hat Kernel-based Virtual Machine (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.

### **1.3.1.1 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 the operating system start-up, such as storage controllers, motherboard or chipset.

## **1.3.2 Agent for Microsoft Exchange Server**

Acronis Backup & Recovery 11.5 Agent for Microsoft Exchange Server enables you to back up and recover Microsoft Exchange databases or individual mailboxes. The agent uses Microsoft VSS to ensure the consistency of the backed-up databases. Recovery of the smaller data items (e-mails, calendar events or notes) is available from both database and mailbox backups.

Acronis Backup & Recovery 11.5 Agent for Microsoft Exchange Server is referred to as Agent for Exchange later in this document.

## **1.3.3 Agent for Microsoft SQL Server (single-pass)**

Acronis Backup & Recovery 11.5 Agent for Microsoft SQL Server (single-pass) enables you to create single-pass disk and application backups and to recover Microsoft SQL databases from them. The databases can be recovered directly to a running SQL Server instance or extracted to a folder on a file system.

The agent uses Microsoft VSS to ensure the consistency of the backed-up databases. After a successful backup, the agent can truncate the SQL Server transaction log.

The agent is installed as an add-on to Agent for Windows (p. 4).

Acronis Backup & Recovery 11.5 Agent for Microsoft SQL Server (single-pass) is also referred to as Agent for SQL (single-pass) in this document.

### 1.3.4 Agent for Microsoft Active Directory (single-pass)

Acronis Backup & Recovery 11.5 Agent for Microsoft Active Directory (single-pass) enables you to create single-pass disk and application backups and to extract Microsoft Active Directory data from them to a folder on a file system.

The agent uses Microsoft VSS to ensure the consistency of the backed-up data.

The agent is installed as an add-on to Agent for Windows (p. 4).

Acronis Backup & Recovery 11.5 Agent for Microsoft Active Directory (single-pass) is also referred to as Agent for Active Directory (single-pass) in this document.

### 1.3.5 Management Console

Acronis Backup & Recovery 11.5 Management Console is an administrative tool for local access to Acronis Backup & Recovery 11.5 agent. Remote connection to the agent is not possible.

### 1.3.6 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. 5) 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.

## 1.4 Supported operating systems

*Important: See "Support for Windows 8 and Windows Server 2012" for details and limitations of this support.*

### **Acronis Backup & Recovery 11.5 Management Console, Acronis Backup & Recovery 11.5 Agent for Windows**

#### **Acronis Backup & Recovery 11.5 Server for Windows**

Windows XP Professional SP2+ (x86, x64)

Windows 2000 SP4 – all editions except for the Datacenter edition

Windows Server 2003/2003 R2 – Standard and Enterprise editions (x86, x64)

Windows Small Business Server 2003/2003 R2

Windows Vista – all editions (x86, x64)

Windows Server 2008 – Standard, Enterprise, Datacenter, and Web editions (x86, x64)

Windows Small Business Server 2008

Windows 7 – all editions (x86, x64)

Windows Server 2008 R2 – Standard, Enterprise, Datacenter, Foundation, and Web editions

Windows MultiPoint Server 2010/2011

Windows Small Business Server 2011 – all editions

Windows 8/8.1 – all editions except for the Windows RT editions (x86, x64)

Windows Server 2012/2012 R2 – all editions

Windows Storage Server 2003/2008/2008 R2/2012

*Remote connection to the agent is not possible.*

#### **Acronis Backup & Recovery 11.5 Workstation**

Windows 2000 Professional SP4

Windows XP Professional SP2+ (x86, x64)

Windows Vista – all editions (x86, x64)

Windows 7 – all editions (x86, x64)

Windows 8/8.1 – all editions except for the Windows RT editions (x86, x64)

*Remote connection to the agent is not possible.*

#### **Acronis Backup & Recovery 11.5 Agent for Microsoft Exchange Server**

Windows Server 2003/2003 R2 – Standard and Enterprise editions (x86, x64)

Windows Small Business Server 2003/2003 R2

Windows Server 2008 – Standard, Enterprise, and Datacenter editions (x86, x64)

Windows Small Business Server 2008

Windows Server 2008 R2 – Standard, Enterprise, Datacenter, and Foundation editions

Windows Small Business Server 2011 – all editions

Windows Server 2012/2012 R2 – Standard and Datacenter editions

#### **Acronis Backup & Recovery 11.5 Agent for Microsoft SQL Server (single-pass)**

Windows Server 2003/2003 R2 – Standard and Enterprise editions (x86, x64)

Windows Small Business Server 2003/2003 R2

Windows Server 2008 – Standard, Enterprise, and Datacenter editions (x86, x64)

Windows Small Business Server 2008

Windows 7 – all editions except for the Starter and Home editions (x86, x64)

Windows Server 2008 R2 – Standard, Enterprise, Datacenter, and Foundation editions

Windows MultiPoint Server 2010/2011

Windows Small Business Server 2011 – all editions

Windows 8/8.1 – all editions except for the Windows RT editions (x86, x64)

Windows Server 2012/2012 R2 – all editions

Windows Storage Server 2003/2008/2008 R2/2012

#### **Acronis Backup & Recovery 11.5 Agent for Microsoft Active Directory (single-pass)**

Windows Server 2003/2003 R2 – Standard and Enterprise editions (x86, x64)

Windows Small Business Server 2003/2003 R2

Windows Server 2008 – Standard, Enterprise, and Datacenter editions (x86, x64)

Windows Small Business Server 2008

Windows Server 2008 R2 – Standard, Enterprise, Datacenter, and Foundation editions

Windows Small Business Server 2011 – all editions

## 1.5 System requirements

### The components installed in Windows

To calculate the total required disk space, add up the values specified in the third and fourth columns of the table for the components you are planning to install.

Component	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 (complete installation)	420 MB	2.6 GB	2.4 GB	Screen resolution 800*600 pixels or higher
Workstation (complete installation)	420 MB	2.9 GB	2.4 GB	
Bootable Media Builder (Windows)	480 MB	1.3 GB	930 MB	

### Bootable media

Media type	Memory	ISO image size	Additional
Based on Windows PE	1 GB	410 MB	
Linux-based	370 MB	490 MB	

## 2 Installing Acronis Backup & Recovery 11.5

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

### 2.1 Preparation

**Network port.** Acronis Backup & Recovery 11.5 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.

**Encryption software.** If you are planning to use disk-level encryption software, such as PGP Whole Disk Encryption, make sure to install such software **before** installing Acronis Backup & Recovery 11.5.

### 2.2 Interactive installation in stand-alone editions

1. Log on as an administrator and start the Acronis Backup & Recovery 11.5 setup program.
2. Click **Install Acronis Backup & Recovery 11.5**.
3. Accept the terms of the license agreement.
4. If the machine has applications that Acronis Backup & Recovery 11.5 can back up, select the applications that you want to protect with the application-specific backup.

Based on your choice, additional components, such as Agent for Exchange or Agent for Hyper-V, will be selected for installation.

5. Choose the installation mode (trial or full) (p. 9).
6. Specify the folder where the product will be installed.
7. Specify credentials for the account under which the agent service will run. By default, the setup program will create a dedicated user account for the service. See information about the **Acronis Agent User** account in "Specifying credentials for the Acronis service" (p. 9).
8. If you selected to protect Microsoft SQL Server data, specify the credentials for Microsoft SQL Server instances installed on the machine (p. 11).
9. Choose whether the machine will participate in the Acronis Customer Experience Program (CEP).

The summary page displays a list of components that will be installed according to the previously entered license key(s).

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

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## 2.2.1 Installation mode

Choose the installation mode depending on whether you have a license key or subscription.

### Installing in the trial mode

Select **I want to start a free trial**.

The product will be installed in the trial mode (p. 3).

### Installing for online backup only

1. Select **I purchased a license or a subscription**, and then click **Next**.
2. In **License for backup of ...**, select **Online backup only - license not required**.
3. Click **Next**, and then click **Yes** in the confirmation window.

Prior to backing up to the online storage, you need to activate a subscription to the online backup service on the machine.

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**Note** Agent for Exchange does not support online backup.

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### Installing in the full mode

1. Select **I purchased a license or a subscription**, and then click **Next**.
2. Click **Add licenses**.
3. Enter a license key. You can also add a license key for Acronis Universal Restore (if purchased). Click **Next**.

## 2.2.2 Specifying credentials for the Acronis service

Acronis Backup & Recovery 11.5 uses the [Acronis Managed Machine Service](#), also referred to as the **agent service**. When installing Acronis Backup & Recovery 11.5, you need to specify the account under which the service will run.

You can either create a dedicated user account or specify an existing account of a local or domain user; for example: `.\LocalUser` or `DomainName\DomainUser`

By default, the setup program will create a new dedicated account for the service.

### When to choose an existing account?

The new account fits most cases. You must specify an existing account when installing the product on a domain controller in an Active Directory domain (provided that the edition supports Windows Server operating systems). This restriction does not apply to ordinary members of a domain.

### Privileges for the account

The account (whether existing or newly created) is given the following privileges:

- The account is included in the **Backup Operators** group.  
The *new* account for the service is also included in the **Administrators** group. For security reasons, the setup program does not automatically include the *existing* account in this group.
- The account is granted the **Full Control** permission on the folder **%PROGRAMDATA%\Acronis** (in Windows XP and Server 2003, **%ALLUSERSPROFILE%\Application Data\Acronis**) and on its subfolders.
- The account is granted the **Full Control** permission on registry keys in the following key: **HKEY\_LOCAL\_MACHINE\SOFTWARE\Acronis**.
- The account is assigned the **Log on as a service, Adjust memory quotas for a process, Replace a process level token, and Modify firmware environment values** user rights.

### Tips for further usage

- The new account has the name **Acronis Agent User**.
- If the machine is part of an Active Directory domain, make sure that the domain's security policies do not prevent the account (whether existing or newly created) from having the above listed user rights.
- After the installation, avoid specifying a different account for the service. Otherwise, the product may stop working. If you must specify a different account, make sure that the new account is granted the above listed privileges.

## 2.3 Installation of Agent for Exchange

Agent for Exchange enables data protection of Microsoft Exchange servers.

### Preparation

**Licenses.** Ensure that you have a sufficient number of licenses. You need one license per Exchange server. If you have an Exchange cluster, we recommend obtaining licenses for each node of the cluster. Agent for Exchange requires either of the following licenses to work:

- Acronis Backup & Recovery 11.5 for Microsoft Exchange Server.
- Acronis Backup & Recovery 11.5 Advanced Server SBS Edition.

To use the product in the trial mode, you do not need licenses.

**Requirements.** Ensure that the Exchange server meets the following requirements:

- For Microsoft Exchange Server 2013: Cumulative Update 1 (CU1) or later must be installed.
- For Microsoft Exchange Server 2007/2010: The MAPI Client and Collaboration Data Objects (version 1.2.1) package must be installed. To download and install this package, visit <http://www.microsoft.com/en-us/download/details.aspx?id=36771>.

- For Microsoft Exchange Server 2003 SP2: Hotfix <http://support.microsoft.com/kb/908072> must be installed.
- The Exchange writer for VSS must be turned on. In Windows Small Business Server 2003, the writer is turned off by default. For instructions on how to turn it on, see the following Microsoft Knowledge Base article <http://support.microsoft.com/kb/838183/>.

### Which setup program to choose?

Agent for Exchange is included in the setup programs of both the stand-alone and advanced editions of Acronis Backup & Recovery 11.5. The functionality provided by the agent is the same in both setup programs. However, certain advanced features can be used only in combination with components of the advanced Acronis Backup & Recovery 11.5 editions. Here are some tips to help you choose between a stand-alone and an advanced configuration.

- **Setup program for stand-alone editions of Acronis Backup & Recovery 11.5**  
Recommended for backing up Exchange data in simple Exchange organizations having a stand-alone Exchange server that hosts all Exchange services and data.
- **Setup program for the advanced editions of Acronis Backup & Recovery 11.5**  
Recommended for large Exchange organizations where multiple Exchange servers are integrated into a cluster. The following features can be used only in advanced Acronis Backup & Recovery 11.5 configurations:
  - **Comprehensive protection of Exchange clusters**  
Requires installation of Acronis Backup & Recovery 11.5 Management Server and installation of Agent for Exchange on each cluster node.
  - **Using the Express full backup method**  
Requires installation of Acronis Backup & Recovery 11.5 Management Server and Acronis Backup & Recovery 11.5 Storage Node. Requires installation of the "Deduplication for Microsoft Exchange Server" add-on to Agent for Exchange.  
The add-on is purchased separately. You do not need to purchase and install this add-on if Agent for Windows and its deduplication add-on are already installed on your Exchange server.

### Installation from the setup program for stand-alone editions

Run the setup program and follow the on-screen instructions (p. 8).

## 2.4 Installation of Agent for SQL (single-pass)

Agent for SQL (single-pass) enables you to create single-pass disk and application backups and to recover Microsoft SQL databases from them.

The agent can only be installed on a machine running Microsoft SQL Server.

Agent for SQL (single-pass) is installed as an add-on to Agent for Windows.

### Licenses required

To install Agent for Windows, use any license that enables installation of this agent.

To install Agent for SQL (single-pass), use one of the following licenses:

- Acronis Backup & Recovery 11.5 Microsoft SQL Server Add-On
- Acronis Backup & Recovery 11.5 Microsoft SharePoint Add-On

Each of these licenses enables you to install Agent for SQL (single-pass) onto a physical host and onto four virtual machines running on the same host. Please remember that Agent for Windows must be installed on each virtual machine along with Agent for SQL (single-pass).

To use the product in the trial mode, you do not need licenses.

## Installation

Install the agent in the same way as Agent for Windows. For detailed step-by-step instructions, refer to "Interactive installation in stand-alone editions" (p. 8).

### Credentials for Microsoft SQL instances

During the installation, you are asked to specify the **sysadmin** credentials for each Microsoft SQL instance installed on the machine. These credentials are required to grant the **sysadmin** role to the agent service account.

You can skip entering the credentials and grant the agent the **sysadmin** role later by using SQL Server Management Studio or by running a T-SQL script. If you do not want to grant the **sysadmin** role to the agent, you will need to specify the **sysadmin** credentials in every backup plan.

For details, see the "Permissions for SQL Server backup and recovery" section of the User Guide.

## 2.5 Installation of Agent for Active Directory (single-pass)

Agent for Active Directory (single-pass) enables you to create single-pass disk and application backups and to recover Microsoft Active Directory data from them.

The agent can only be installed on a domain controller.

Agent for Active Directory (single-pass) is installed as an add-on to Agent for Windows.

### Licenses required

To install Agent for Windows, use any license that enables installation of this agent.

To install Agent for Active Directory (single-pass), use the following license: Acronis Backup & Recovery 11.5 Microsoft Active Directory Add-On.

This license enables you to install Agent for Active Directory (single-pass) onto a physical host and onto four virtual machines running on the same host. Please remember that Agent for Windows must be installed on each virtual machine along with Agent for Active Directory (single-pass).

To use the product in the trial mode, you do not need licenses.

## Installation

Install the agent in the same way as Agent for Windows. For detailed step-by-step instructions, refer to "Interactive installation in stand-alone editions" (p. 8).

## 2.6 Unattended installation

Components of Acronis Backup & Recovery 11.5 can be installed in the unattended mode, as opposed to the interactive mode.

Some components require a file known as a **transform** (an .mst file). Use of a transform for other components is optional.

The following table summarizes components and features that can be installed or updated in the unattended mode.

	Component name	msi file name	Requires a transform?
Agent Core (required by any agent)	Agent Core	AcronisAgentCore.msi	+
<b>Agents</b>	Agent for Windows (p. 4)	AcronisAgentWindows.msi	+
	Agent for Microsoft Exchange Server (p. 5)	AcronisAgentExchange.msi	+
<b>Agent features</b>	Universal Restore (p. 5)	AcronisUniversalRestore.msi	+
	Agent for SQL (p. 5)	AcronisAgentMsSqlSinglePass.msi	+
	Agent for Active Directory (p. 6)	AcronisAgentADSinglePass.msi	+
<b>Media builder</b>	Bootable Media Builder (p. 6)	AcronisBootableComponentsMediaBuilder.msi	-
<b>Management console</b>	Management Console (p. 6)	AcronisManagementConsole.msi	-

## Preparation

To create a transform for a component, you need the configuration script `mst_gen.vbs`.

This script is located in the folder where Acronis Backup & Recovery 11.5 Management Console is installed. The default folder path is:

- `%ProgramFiles%\Acronis\BackupAndRecoveryConsole` in 32-bit Windows
- `%ProgramFiles(x86)%\Acronis\BackupAndRecoveryConsole` in 64-bit Windows

## Order of installation

First, install the management console. When you install the agent, first install the Agent Core component, then the agent itself, and then (optionally) the Universal Restore feature.

## Installation procedure

### *To install or update a component in the unattended mode*

1. Start the setup program.
2. Click **Extract installation files**.
3. Extract the component's installation package.
4. If you are installing a component that uses a transform, create the transform by running the configuration script. Otherwise, skip this step.

For example:

- The following command creates a transform to install the Agent Core component:

```
mst_gen.vbs /msi_path C:\AcronisAgentCore.msi
```

- 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
```

Similarly, you can create a transform to install the Universal Restore feature.

The complete syntax of the configuration script is described in "Configuration script parameters (p. 14)".

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

- If you are installing the component, run Windows Installer (the `msiexec` program) as follows:

When installing a component that uses a transform (in this example, Agent for Windows):

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

Otherwise (in this example, when installing the management console):

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

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

When updating a component that uses a transform (in this example, Agent for Windows):

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

Otherwise (in this example, when updating the management console):

```
msiexec /i C:\AcronisManagementConsole.msi ADDLOCAL=ALL /qb /!*v C:\log.log
```

## 2.7 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 11.5 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>  
  [/target_dir<Installation folder>]  
  [/account<User name><Password>]  
  [/cep_enabled]  
  {/serial<License key> [/old_serial<old license key>]  
  | /online_backup}  
  [/current_user]
```

Brackets ([]) denote parameters that are optional or that apply only to some components. Braces ({} ) denote mutually exclusive sets of parameters; each set is separated by a pipe (|).

The following is the description of each parameter and the list of components it applies to.

### Parameters that apply to any component

```
/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 enter a universal naming convention (UNC) path, such as **\\server\folder\AcronisAgentWindows.msi**.

`/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 (in a 32-bit version of Windows) or %ProgramFiles(x86)%\Acronis (in a 64-bit version of Windows).

### Parameters that apply only to the Agent Core component

*The following parameters apply only to the installation package AcronisAgentCore.msi.*

`/account <User name> <Password>`

Specifies the user name and password of the user account under which Acronis Managed Machine Service will run on the machine. The user account must have appropriate privileges as described in "Specifying credentials for the Acronis service" (p. 9). Separate the name of the domain and the account by a backslash, as in: **mydomain\User**.

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

`/cep_enabled`

Specifies whether the machine will participate in the Acronis Customer Experience Program (CEP).

With this parameter, information about the hardware configuration, about 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 Customer Experience Program Web page.

Without this parameter, the information will not be sent.

### Parameters that apply only to a component that requires a license

*The following parameters apply only to the installation packages AcronisAgentWindows.msi and AcronisUniversalRestore.msi (except the `/online_backup` parameter).*

`/serial <License key>`

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

`/old_serial <old license key>`

When upgrading from Acronis Backup & Recovery 10 or 11, specifies the license key for that product. Use this parameter with the `/serial` parameter.

`/online_backup`

Specifies that the component 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.

---

### Parameter that applies only to the management console

*The following parameter applies only to the installation package AcronisManagementConsole.msi.*

`/current_user`

Specifies that the component will be installed for the current user only and not for all users on a machine.

## 2.8 Update

To update one or more Acronis Backup & Recovery 11.5 components:

1. Run the setup program of the updated version of Acronis Backup & Recovery 11.5.
2. Click **Install Acronis Backup & Recovery 11.5**.
3. Click **Update**.
4. If prompted, type the product license key.
5. Follow the on-screen instructions.

### Updating components in the unattended mode

For information about updating a component in the unattended mode, see "Unattended installation (p. 12)".

## 3 Upgrading from a stand-alone product to the advanced platform

### Purchasing licenses

Prior to upgrade, purchase the advanced platform licenses for each machine where you are planning to upgrade Acronis Backup & Recovery 11.5. Names of the licenses depend on the stand-alone product installed on the machine.

Installed product	Licenses suitable for upgrade
Server for Windows (on any Windows edition)	Advanced Server for Windows [Optional] Universal Restore for Advanced Server for Windows * [Optional] Deduplication for Advanced Server for Windows **
Server for Windows (on Windows SBS, Windows Server 2012 Essentials/Foundation, or Windows Server 2012 R2 Essentials)	Advanced Server SBS Edition Universal Restore comes free with this edition [Optional] Deduplication for Advanced Server SBS Edition**
Server for Linux	Advanced Server for Linux [Optional] Universal Restore for Advanced Server for Linux * [Optional] Deduplication for Advanced Server for Linux **
Workstation	Advanced Workstation [Optional] Universal Restore for Advanced Workstation * [Optional] Deduplication for Advanced Workstation **

\* The license is required if you want to use or continue using Acronis Universal Restore (p. 5).

\*\* The license is required if you want to use Acronis Deduplication.

After the purchase, you will receive an e-mail with the license keys.

## Upgrading the product

To upgrade Acronis Backup & Recovery 11.5 from a stand-alone product to the advanced platform, do the following:

### Step 1. Changing licenses

On each machine where you want to upgrade Acronis Backup & Recovery 11.5, change a license as follows:

1. Run Acronis Backup & Recovery 11.5.
2. On the **Help** menu, click **Change license**.
3. Click **Change** to the right of **License for backup of disks/files**, click **Change**, and then click **Use the following license keys**.
4. Enter the new license keys for this machine.
5. Click **OK** to apply the new licenses, click **Yes** in the warning message, and then click **OK**.

The licenses previously assigned to the machine will be revoked and the management console will restart. Now, you can connect the console to a remote machine and connect to this machine from a remote location.

### Step 2. Downloading the setup program

Download the setup program for the advanced platform from the Acronis website as described at <http://kb.acronis.com/content/1642>.

### Step 3. Installing the management server

Install Acronis Backup & Recovery 11.5 Management Server on a machine running Windows. The machine must have at least 8 GB of RAM and 4.5 GB of free space on a system disk.

It is acceptable to install the management server on one of the machines where you have upgraded the product. To do this:

1. Run the setup program, and then click **Install Acronis Backup & Recovery 11.5**.
2. After accepting the terms of the license agreement, click **Modify**.
3. In the components tree, select **Management Server**.
4. Follow the on-screen instructions. In most cases, you can leave the default settings.

In large environments, we recommend setting up a dedicated physical or virtual server. For detailed information, refer to the installation documentation for advanced editions.

### Step 4. Adding the upgraded machines to the management server

1. On any machine where the product was upgraded, run Acronis Backup & Recovery 11.5.
2. Click **Connect to a management server** and type the server name or IP address. If prompted for credentials, specify the user name and password of a user who is a member of the **Acronis Centralized Admins** and **Acronis Remote Users** groups on the management server.
3. In the **Navigation** tree, select  **Machines with agents**.
4. Click  **Add multiple machines** on the toolbar.

5. Add the upgraded machines in any of the following ways:

- By specifying their names or IP addresses.
- By browsing the network.
- By browsing an Active Directory domain.
- By importing a list of machines from a .txt or .csv file.

For detailed information, refer to the "Specifying the list of machines" section of the installation documentation for advanced editions.

### Tips for further usage

The added machines will appear in the **Machines with agents** view of the management server.

The backup plans on the machines will remain intact. To view them on the management server, right-click the machine name > **View details** > **Backup plans and tasks**. The product continues doing backups and you can recover from the backups created before the upgrade.

You can now create centralized backup plans that will simultaneously back up several machines to a single location.

## 4 Checking for software updates

Each time you start the management console, Acronis Backup & Recovery 11.5 checks whether a new version of the software is available on the Acronis Web site. If so, the software provides a link for downloading a setup program of the new version.

To check for updates manually, start the management console and then click **Help > Check for updates**. In that window, you also can disable the automatic checks for updates.

For information about updating Acronis Backup & Recovery 11.5, see the "Update" section (p. 16).

## 5 Uninstalling Acronis Backup & Recovery 11.5

This section describes uninstallation of Acronis Backup & Recovery 11.5.

### 5.1 Interactive uninstallation

To uninstall Acronis Backup & Recovery 11.5, we recommend using the following procedure instead of the **Add or Remove Programs** or **Programs and Features** tool of Windows.

#### **To uninstall Acronis Backup & Recovery 11.5**

1. Click **Start** -> **All Programs** -> **Acronis** -> **Uninstall Acronis Backup & Recovery 11.5**.
2. To remove the log and tasks of Acronis Backup & Recovery 11.5, 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**.

## 5.2 Unattended uninstallation

To uninstall Acronis Backup & Recovery 11.5 in the unattended mode, you need to run the **msiexec** utility. This utility uses the product's installation packages (.msi files).

When you uninstall Acronis Backup & Recovery 11.5 Agent for Windows, we recommend first uninstalling its features, then the agent itself and then the Acronis Backup & Recovery 11.5 Agent Core component.

### *To uninstall Acronis Backup & Recovery 11.5*

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. 5) 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\AcronisAgentCore.msi /qb  
msiexec /uninstall \\myserver\share\AcronisManagementConsole.msi /qb
```

## 5.3 Deleting Acronis Secure Zone

Uninstallation of Acronis Backup & Recovery 11.5 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. On the **Actions** menu, click **Manage Acronis Secure Zone**.
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 11.5 will start deleting the zone.

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## Acronis patented technologies

Technologies used in this product are covered by the following patents: U.S. Patent # 7,047,380; U.S. Patent # 7,246,211; U.S. Patent # 7,318,135; U.S. Patent # 7,366,859; U.S. Patent # 7,636,824; U.S. Patent # 7,831,789; U.S. Patent # 7,886,120; U.S. Patent # 7,934,064; U.S. Patent # 7,949,635; U.S. Patent # 7,979,690; U.S. Patent # 8,069,320; U.S. Patent # 8,073,815; U.S. Patent # 8,074,035.