Acronis

Acronis Backup 11.7
Update 1

INSTALLATION GUIDE

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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 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 working under 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 a subscription for the cloud backup service, cloud backup will be available until the subscription period expires, regardless of whether you specify a license key.

1.2 Licenses for Acronis Backup and Acronis Backup Advanced

Licensing of the Acronis Backup product family and the Acronis Backup Advanced suite is based on the number of machines backed up by the products. A license is required for every physical machine that you want to back up.

The following table lists the products and their main features.

Product	Disk and file backup	Centralized management	Deduplication	Backup to tape	Application backup
Acronis Backup for Windows Server	+	-	-	-	-
Acronis Backup for Linux Server	+	-	-	-	-
Acronis Backup for PC	+	-	-	-	-
Acronis Backup for Windows Server Essentials	+	+	+	+	All supported*

Product	Disk and file backup	Centralized management	Deduplication	Backup to tape	Application backup
Acronis Backup Advanced for Windows Server	+	+	+	+	-
Acronis Backup Advanced for Linux Server	+	+	+	+	-
Acronis Backup Advanced for PC	+	+	+	+	-
Acronis Backup Advanced for Exchange	+	+	+	+	Exchange
Acronis Backup Advanced for SQL	+	+	+	+	SQL
Acronis Backup Advanced for SharePoint	+	+	+	+	SQL, SharePoint
Acronis Backup Advanced for Active Directory	+	+	+	+	Active Directory
Acronis Backup Advanced for VMware / Hyper-V / RHEV / Citrix XenServer / Oracle VM	+	+	+	+	All supported*

* The supported applications are: Microsoft Exchange Server, Microsoft SQL Server, Microsoft SharePoint, and Microsoft Active Directory.

The products without centralized management are designed for backing up the data of a single machine. All components of each product are installed on the same machine. You will be asked for the license key during the installation.

The Acronis Backup Advanced suite is designed for backing up multiple machines. In addition to components that need to be installed on a backed-up machine, these products include a management server that enables centralized management and storage nodes for storing backed up data. Usage of these additional components is not licensed. For example, you can install as many storage nodes as you wish - up to 50.

During installation of a licensed component (agent), you can either specify a license server or enter a license key manually. Use a license for a specific product or Acronis Backup Advanced Universal License. This license enables installation of all Acronis Backup Advanced products on a physical machine and on any number of virtual machines running on this physical machine.

Acronis Backup for Windows Server Essentials is a natural choice for a network with a single server and multiple workstations. By using this product on the server and using Acronis Backup Advanced for PC on the workstations, you can centrally manage all of the machines. Most descriptions of the Acronis Backup Advanced functionality in the documentation also apply to Acronis Backup for Windows Server Essentials.

Components of other Acronis Backup products do not interact with the components of Acronis Backup Advanced.

1.3   Acronis Backup components

This section contains a list of Acronis Backup 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. Agents require a license to perform operations on each managed machine.

Console

The console provides Graphical User Interface to the agents. Usage of the console is not licensed. 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. Bootable Media Builder is installed together with the agent.

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.

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.

1.3.2   Management Console

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

1.3.3   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.

1.4   Supported operating systems

Important: Refer to "Support for Windows 8 and Windows Server 2012" in the product Help or the User Guide for details and limitations of this support.

Acronis Backup Management Console, Acronis Backup Agent for Windows

> **Acronis Backup for Windows Server**
>
> > Windows XP Professional SP2+ (x86, x64)
> > Windows Server 2003 SP1+/2003 R2 – Standard and Enterprise editions (x86, x64)
> > Windows Small Business Server 2003 SP1+/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 2010/2011/2012
> > Windows Small Business Server 2011 – all editions
> > Windows 8/8.1 – all editions (x86, x64), except for the Windows RT editions
> > Windows Server 2012/2012 R2 – all editions
> > Windows Storage Server 2003/2008/2008 R2/2012/2012 R2/2016
> > Windows 10 – Home, Pro, Education, Enterprise, and IoT Enterprise editions
> > Windows Server 2016 – all installation options, except for Nano Server
> > *Remote connection to the agent is not possible.*
>
> **Acronis Backup for PC**
>
> > Windows XP Professional SP2+ (x86, x64)
> > Windows Vista – all editions (x86, x64)
> > Windows 7 – all editions (x86, x64)
> > Windows 8/8.1 – all editions (x86, x64), except for the Windows RT editions
> > Windows 10 – Home, Pro, Education, Enterprise, and IoT Enterprise editions
> > *Remote connection to the agent is not possible.*

1.5   System requirements

The products 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.

Product	Memory (above the OS and running applications)	Disk space required during installation or update	Disk space occupied by the component(s)	Additional
Acronis Backup for Windows Server (complete installation)	420 MB	2.6 GB	2.4 GB	Screen resolution 800*600 pixels or higher
Acronis Backup for PC (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 (32-bit)	512 MB	130 MB	
Linux-based (64-bit)	1 GB	175 MB	

2   Installing Acronis Backup

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

2.1   Preparation

Network port. Acronis Backup 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.

2.2   Interactive installation of Acronis Backup

1. Log on as an administrator and start the Acronis Backup setup program.
2. Click **Install Acronis Backup**.
3. Accept the terms of the license agreement.
4. Choose the installation mode (trial or full) (p. 8).
5. Specify the folder where the product will be installed.
6. 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. 8).
7. 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).

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

2.2.1 Installation mode

Choose the full installation mode if you have a license key or a cloud backup subscription. Choose the trial mode if you have neither.

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 in the full mode

1. Select **I purchased a license or a subscription**, and then click **Next**.
2. If you have a license key, type it or import it from a text file. Otherwise, skip this step.
3. Skip this step if you do not have a subscription, or if you have already registered your subscription, or if the machine is not connected to the Internet.

   Otherwise, do the following:

   a. Type the subscription registration code or import it from a text file.

   b. Enter your Acronis account credentials. If you do not have an Acronis account, click **Create account**, and then complete the account creation form.
4. If you skipped steps 2 and 3, in **License for backup of ...**, select **Cloud backup only - license not required**.

2.2.2 Specifying credentials for the Acronis service

Acronis Backup uses the Acronis Managed Machine Service, also referred to as the **agent service**. When installing Acronis Backup, 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 product 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   Unattended installation

Components of Acronis Backup 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 that can be installed or updated in the unattended mode.

Component name	msi file name	Requires a transform?
Agent Core	AcronisAgentCore.msi	+
Agent for Windows (p. 5)	AcronisAgentWindows.msi	+
Bootable Media Builder (p. 6)	AcronisBootableComponentsMediaBuilder.msi	-
Management Console (p. 5)	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 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.

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
      ```

    The complete syntax of the configuration script is described in "Configuration script parameters (p. 10)".

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 /l*v C:\log.log
      ```

2.4 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 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>]]
  [/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. 8). 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 webpage.

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 package AcronisAgentWindows.msi.

/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.

Note *If the **/serial** parameter is not specified, the agent will be installed for cloud backup only.*

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.

2.5   Update

To update one or more Acronis Backup components:

1. Run the setup program of the updated version of Acronis Backup.
2. Click **Install Acronis Backup**.
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. 9)".

3   Upgrading from Acronis Backup to Acronis Backup Advanced

Purchasing licenses

Prior to upgrade, purchase the Acronis Backup Advanced licenses for each machine where you are planning to upgrade Acronis Backup. Names of the licenses depend on the product currently installed on the machine.

Installed product	Licenses suitable for upgrade
Acronis Backup for Windows Server	Acronis Backup Advanced for Windows Server
Acronis Backup for Linux Server	Acronis Backup Advanced for Linux Server
Acronis Backup for PC	Acronis Backup Advanced for PC

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

Upgrading the product

To upgrade Acronis Backup to Acronis Backup Advanced, do the following:

Step 1. Changing licenses

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

1. Run Acronis Backup.
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 of Acronis Backup Advanced from the Acronis website as described at https://kb.acronis.com/content/1642.

Step 3. Installing the management server

Install Acronis Backup 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**.
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 Acronis Backup Advanced.

Step 4. Adding the upgraded machines to the management server

1. On any machine where the product was upgraded, run Acronis Backup.
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 Acronis Backup Advanced.

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 checks whether a new version of the software is available on the Acronis website. 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, see the "Update" section (p. 12).

5 Uninstallation

5.1 Interactive uninstallation

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

To uninstall Acronis Backup

1. Click **Start** -> **All Programs** -> **Acronis** -> **Uninstall Acronis Backup**.
2. To remove the log and tasks of Acronis Backup, 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 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 Agent for Windows, we recommend first uninstalling its features, then the agent itself and then the Acronis Backup Agent Core component.

To uninstall Acronis Backup

1. Extract the installation packages to a folder or a network share.
2. Run the following commands (here, the location of the installation packages is assumed to be \\myserver\share):
```
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 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 will start deleting the zone.