

Acronis Customer Support Handbook

Acronis Corporate Products



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Support Commitment

Acronis Customer Central is dedicated to providing the best Customer Experience in the industry. Our commitment is unwavering.

Our Mission: To Create Customer Success.

Our Vision: To be the undisputed leader in software service and support.

The Customer is the Center of the Acronis universe. We guide our improvement efforts to establish and foster long-term Customer relationships. We orient all business processes to Customer needs and meet those desires to the fullest extent possible in the most effective way possible.

Acronis Customer Central is focused on satisfaction and loyalty.



First steps to take

After you have purchased any Acronis Product, it is highly recommended that you create an account on the Acronis website and register the product online.

The benefits of registering the product include:

1. Enhanced access to Acronis Customer Central for Technical and Customer Service issues
2. Ability to download the latest updates/builds and ISO images for your products
3. Receiving notifications about new product releases
4. Ability to access all your Acronis digital assets, such as Serial Number(s) and list of products you own

How do I register my Acronis Product?

Here is how you can register at Acronis Website in just Two easy steps...

Step 1

To create an account, go to the Acronis website. Then go to the “User Login” tab or just follow the link <http://www.acronis.asia/my/#registration>

The screenshot shows the 'My Account' registration page. On the left is a navigation menu with the following items: My Account (selected), Personal Profile, My Products & Downloads, Online Backup (with sub-items for Home and Business), Product Registration, Product Updates, Subscriptions, Contact Support, and Submit Feedback. The main content area is titled 'Registration' and contains the following fields: First Name, Last Name, E-mail (with a note: 'This e-mail will be used for sending you a letter with registration data'), Country (a dropdown menu showing '-- select country --'), Password, and Password confirmation. Below the fields is a 'Continue' button and a disclaimer: 'By clicking on the "Continue" button below, I agree that my information will be used in accordance with Acronis' Privacy Statement.' At the bottom, there is a link: 'Already registered? Login to your account'.

Click on “Register now” and complete the following form to create an Account.

After registering please check your e-mail for further instructions for activating “My Account”. It usually takes several minutes to receive a registration confirmation e-mail.

My Account

- ▶ My Account
- ▶ Personal Profile
- ▶ My Products & Downloads
- ▶ Online Backup
 - for Home
 - for Business
- ▶ Product Registration
- ▶ Product Updates
- ▶ Subscriptions
- ▶ Contact Support
- ▶ Submit Feedback

Registration

You have successfully registered.

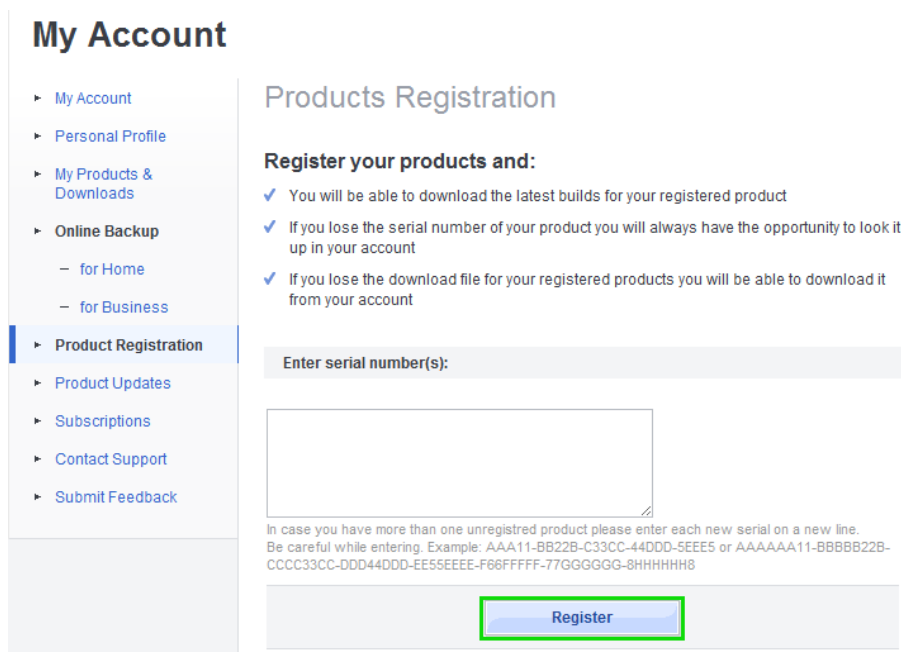
Please check your e-mail address for further instructions.

Once you receive the email, click the confirmation link inside to continue.

Step 2:

After you have created your account, please follow these instructions to register your Acronis Products:

Log in to your Account <http://www.acronis.asia/my/index.html> at the Acronis website;



My Account

- ▶ My Account
- ▶ Personal Profile
- ▶ My Products & Downloads
- ▶ Online Backup
 - for Home
 - for Business
- ▶ **Product Registration**
- ▶ Product Updates
- ▶ Subscriptions
- ▶ Contact Support
- ▶ Submit Feedback

Products Registration

Register your products and:

- ✓ You will be able to download the latest builds for your registered product
- ✓ If you lose the serial number of your product you will always have the opportunity to look it up in your account
- ✓ If you lose the download file for your registered products you will be able to download it from your account

Enter serial number(s):

In case you have more than one unregistered product please enter each new serial on a new line. Be careful while entering. Example: AAA11-BB22B-C33CC-44DD-5EEE5 or AAAAAA11-BBBBB22B-CCCC33CC-DDD44DDD-EE55EEEE-F66FFFFF-77GGGGGG-8HHHHHH8

Register

Click Product Registration:



My Account

- ▶ My Account
- ▶ Personal Profile
- ▶ **My Products & Downloads**
- ▶ Online Backup
 - for Home
 - for Business
- ▶ Product Registration
- ▶ Product Updates
- ▶ Subscriptions
- ▶ Contact Support
- ▶ Submit Feedback

My Products & Downloads

Expand all Collapse all

- Acronis Drive Cleanser 6.0** (English) 1 license(s)
- Acronis Privacy Expert 2003** (German) 1 license(s)
- Acronis Privacy Expert Suite** (German) 1 license(s)
- Acronis True Image Enterprise Server Maintenance** (English) 1 license(s)
- Acronis Snap Deploy Maintenance** (English) 1 license(s)
- Acronis True Image 9.0 Home** (English) 1 license(s)

You will then be able to view your registered products under My Products & Downloads:

My Account

- ▶ My Account
- ▶ Personal Profile
- ▶ My Products & Downloads
- ▶ Online Backup
 - for Home
 - for Business
- ▶ **Product Registration**
- ▶ Product Updates
- ▶ Subscriptions
- ▶ Contact Support
- ▶ Submit Feedback

Products Registration

Register your products and:

- ✓ You will be able to download the latest builds for your registered product
- ✓ If you lose the serial number of your product you will always have the opportunity to look it up in your account
- ✓ If you lose the download file for your registered products you will be able to download it from your account

Enter serial number(s):

4429479D-00F64608-CALC4F17-4841F762-27A94675-00F64608-4841F762-27A94675

In case you have more than one unregistered product please enter each new serial on a new line. Be careful while entering. Example: AAA11-BB22B-C33CC-44DDD-5EEEE or AAAAAA11-BBBBBB22B-CCCC33CC-DDD44DDD-EE55EEEE-F66FFFFF-77GGGGGG-8HHHHHH8

Register

Eligibility for Enhanced Support and Maintenance

Acronis Corporate Products

Eligibility for Enhanced Support and Maintenance

You are eligible for Enhanced Support and Maintenance if you own an active Acronis Advantage Premier program. Click here for more info -> <http://www.acronis.asia/support/advantage.html>

If you are unsure about your eligibility for Enhanced Support and Maintenance, register a license of your Acronis product and check the Support Program in the “Support” tab of registered product section.

☒ **Acronis Recovery for MS Exchange (English) 1 license(s)**

Get All Serials ▾

Support program:
Acronis Advantage Standard
Expiration Date: August 20, 2011

Register renewal ?

Upgrade to AA Premier ? Buy Pay Per Incident ?

Latest Build Support

Types of Enhanced Support and Maintenance

- Acronis Pay Per Incident offers 24 x 7 support services available via phone, chat and email for a single incident. Acronis Pay Per Incident Customers receive priority support in the event of a business-critical system error (Severity A – see Severity Rating (p. 14)), Customers will receive the initial response within 1 day if the email request was submitted or immediate help (usually not more than 2 minutes of wait time) via chat or phone.
- Acronis Advantage Premier offers 24 x 7 support services available via phone, chat, and email. Acronis Advantage Premier Customers receive priority support in the event of a business-critical system error (Severity A – see Severity Rating (p. 14)), Customers will receive the initial response within 1 day if the email request was submitted or immediate help (usually not more than 2 minutes of wait time) via chat or phone. The first year of Support Maintenance service is included with the purchase of any of Acronis Corporate Products.

See Table A (p. 15) for more information.

What is Not Included in your annual Enhanced Support and Maintenance Service:

- Third party product support
- Consultation on networking issues
- User and security administration
- Security evaluations or recommendations
- Architectural design

Your Role as a Customer

Who Should Contact Acronis Customer Central?

Acronis supports all its Customers with valid support licenses. Keep in mind that it is required to have your products registered in your personal web account to be able to receive Technical assistance. It is also recommended to have the latest update installed before reaching out to Support. The majority of all the reported issues in the product that have been previously reported may most likely have been fixed in the latest build. Initial releases being the exception.

Why Gather Information Before Contacting Acronis Customer Central?

Support professional asks a number of standard questions before troubleshooting your issue. Having this information available when you contact Technical Support can reduce the time it takes for the Support Professional to provide a resolution.

What Information Should I Gather before Contacting Acronis Customer Central?

Please have the following information available before contacting Acronis Technical Support:

Define the issue

- Explain the symptoms of the issue;
- Provide error messages or error output associated with the issue (if there is any);
- Provide as many details related to the issue as possible, including steps to recreate the issue;
- Define the desired action or outcome you want from the product;
- Attach screen shots of the issue you are facing, if possible.

Determine the business impact

Please determine how this affects your system and your ability to meet your business needs (see Severity Rating (p. 14)).

Gathering relevant information

- Know the current product build number installed;
- Explain if the issue occurred before or if this is an isolated incident;
- Explain what occurred before the issue was detected;
- List the hardware, software or other environmental changes recently made to the system.

Provide the proper contact information for Acronis Customer Central follow-up

- Your company name;
- Your phone number and email address;
- Your preference for return correspondence via phone or email;
- Any alternative phone numbers that we could reach you at;
- If you are not the contact person, provide the name and contact information of the person that Acronis Customer Central needs to contact.

Requirements for Solution

Acronis Customer Central may require additional information related to your system or need you to perform tests to assist in the resolution of the issue. Your timely cooperation in providing any necessary information and performing necessary tests will help increase the chance of a timely resolution. Your cooperation and support is highly appreciated. Please note, in some cases, Acronis Technical Support may not be able to make any progress unless qualified non-Acronis personnel are available at the location the issue is occurring. These non-Acronis Personnel may be required to help in the diagnosis and resolution of the issue.

Privacy Policy

Acronis guarantees that all the information gathered from your machine will not be passed to any third parties and will be used only for troubleshooting purposes.

Acronis Self-Service options

Acronis Customer Central provides authorized support contacts with 24x7 access to Self-Service options that include:

1. Forum;
2. Knowledge Base;
3. User Guides;
4. Product Selection Wizard;
5. Licensing Guide FAQ.

You can access any of the Self-Service options directly from Acronis Support website at <http://www.acronis.asia/support>

User Based Community Forums

You can receive assistance from other Acronis Users, learn more about your product by use of best practices posted by other users and share your feedback on our User Based Community Forum at <http://forum.acronis.com/> . The Forum is monitored by Acronis Customer Central. We also have our Most Valued Partners [MVPs] participate actively by posting their experiences and best practices on Acronis products so that our users can enjoy using our products to their maximum advantage.

Knowledge Base

<http://kb.acronis.com/>

Acronis Knowledge base is a repository of thousands of articles about existing issues, frequently asked questions and step-by-step instructions on how to use our products. You can search by key words or choose articles from three categories: New Content, Updated Content, Most Used Content. You can also leave comments or feedback on any knowledge base article as well as vote on whether the content was helpful. This will allow Acronis to continuously improve the content for you.

User Guides

<http://www.acronis.asia/support/documentation>

Acronis Product User guides help you find information on our products like, how the product works, what the system requirements are, how to install the product, basic features and functions of the product, and so on. You can also download Data Sheets, Installation Guides, Quick Start Guide, Command Line References, Whitepapers, IDC viewpoints there.

Product Selection Wizard

If you are uncertain which Acronis Product best suits your needs, we encourage you to consult with our Product Selection Wizard which is available on the Support Page <http://www.acronis.asia/support>

Licensing Guide FAQ

<http://www.acronis.asia/support/faq.html#LicensFAQ>

Licensing Guide FAQ will help you find answers to questions about Acronis' Licensing Policy. Some of the most common questions are: What is your general licensing policy? How do I calculate the amount of licenses I need? How many licenses do I need if my servers reside in virtual environment?

Acronis Software Updates

Product Updates

Acronis Customer Central recommends that you use the latest build of Acronis software, since each new build contains improvements, fixes and at times new features.

To view current Product Updates available at our Acronis website, please click the following link <http://www.acronis.asia/support/updates/>:

Please note – you can find the latest build number within the Product Release notes documentation. This documentation also provides you with other relevant information including “Installation Notes”, “Known Issues” and “New features”. Please click on “Build history” to see what is new in the latest build.

[-] **Acronis True Image Home 2011** (English) 1 license(s)

[Get All Serials](#) ▼

Latest Build: #5519 (181.10 MB | September 9, 2010) | **Download** ▼

Older builds: [Download older builds and read version history](#) 📄

Latest Build | [Bootable Media](#) | [Free Plugins](#) | [Support](#)

Downloading the Latest Build of Acronis Software

To download the latest build of Acronis software:

Login to your account:

Login to your account now

Registration E-mail: *

Password: *

[Remember me](#)

▶ [Forgot registration details?](#)

Don't have an account yet? Register now and you'll be able to:

- Register the products you already have
- Get free updates to all Acronis' programs using a convenient intuitive interface
- Save time in case you need to get Support services
- Subscribe to a newsletter telling you about the benefits of being with Acronis

▶ **Don't have an account? Register now**

If you do not have one, you will need to create it. Please refer to section 2: First steps to take (p. 3).

Download the latest build from My Products & Downloads:

[-] **Acronis Recovery for MS Exchange** (English) 1 license(s)

[Get All Serials](#) ▼

Latest Build: #239 (99.18 MB | May 24, 2010) | **Download** ▼

Older builds: [Download older builds and read version history](#) 📄

Latest Build | [Support](#)

Contacting Acronis Customer Central

How to contact Acronis Customer Central:

Acronis Customer Central offers you a wide variety of options to contact Support such as:

- Chat,
- Phone,
- Email.

This section explains how to find the necessary Support Contact Option (alternatively you can view the video instructions at <http://www.acronis.asia/support/faq.html#howtoreach>).

To get Support, go to the Acronis website, and then click on the tab on the webpage labeled “Support”.

Note: you should be automatically redirected to the local website according to your location. If not, please choose the local website from the Country/Language drop-down menu at the top of the Support webpage.

Acronis

Choose your region

Business Virtualization Home and Home Office Partners Support Company My Account

Customer Service & Support

Look for solutions: Search

Product Questions Registration & Account Installation & Setup Using & Troubleshooting Downloads & Documentation Update, Upgrade, Renewal

Our mission: to create Customer success.
Our vision: to be the undisputed leader in software service and support.

Choose a category above to get started...

Knowledge Base
Find solutions to known issues and popular articles for any Acronis product

Live Community / Forums
Ask our MVPs and other Acronis Customers for advice on any issue, best practices or question

Customer Testimonials

Popular Topics

- Unable to load initial ramdisk
- USB Boot says Failed to check license key.
- Installing OSS on system already set up for dual boot (XP - 7)
- no problem, just a question about possible antivirus conflict
- Backup name and File name Disagree

Live Community / Forums

Contact us

Submit Feedback

It is recommended that you login (see the right side of the page) before starting with the “Contact us” wizard. This will help you get more Support options when the wizard recognizes you based on the products you have registered in your account and the associated Support Programs you own with each product. If you do not have an account, please see Registration at Acronis Website.

After you have successfully logged into “My Account”, use the “Contact us” wizard to get started.

Contact Us

Step 1 What type of issue do you have?

Presales/Licensing Questions | Website/Serial Number Questions | Technical Issues/Questions

Step 2 Top quick solutions for your issue

Login or Password Forgotten? | Create Account at Acronis Website | Register Acronis Products | Subscription to Acronis Newsletter | Navigating Acronis Website

Looking for additional help? Try one of our other help options.

For product: Acronis Backup and Security 2011 | Support program: Acronis Security Products Support | Expiration date: Fri Mar 02 2012

Live Community
No waiting
Ask our MVPs and other Acronis Customers for advice on any issue, best practices or question.
[Ask Now](#)

E-mail
Usually less than 3 days
E-mail us your question or describe the issue you are facing with Acronis Products.
[E-mail Now](#)

Live Chat
Usually less than 2 minutes
Have online conversation with Acronis Support Professional.
[Chat Now](#)

Call
Usually less than 2 minutes
Talk to Acronis Support Professional.

The support wizard will provide you several options to contact Support. These may include Phone, Chat, E-mail, Forum support based on the Enhanced Support and Maintenance Program you have associated with your product. (Please refer to section 3: Eligibility for Enhanced Support and Maintenance (p. 6) for more details.)

If you do not see your product listed in your Account, you need to register the product to get Support. Please refer to Registering Acronis Products (p. 3) for more details.

Opening a Helpdesk Request with Acronis Customer Central

What to Expect When You Open a Helpdesk Request to Report an Issue?

Note: Please refer to Table A for a list of services that are not included in your annual Enhanced Support and Maintenance service agreement with Acronis.

Issue Acknowledgment Time

Acronis Customer Central understands that our Customers require a timely response to their requests. Issue acknowledgment time is the amount of elapsed time from when a Customer submits a request to Acronis Customer Central until an Acronis Support Professional responds to the Customer or contacts the Customer regarding his/her issue.

If a Customer is contacting Acronis Customer Central by phone or chat, the issue acknowledgment time is considered immediate.

Table A (p. 15) contains Acronis Customer Central's Service Level objectives for time based issue acknowledgment. We recommend using chat and phone support for time sensitive issues.

Your request is logged

All helpdesk requests are logged into our internal tracking system/CRM. Each helpdesk request has a unique identification number, named "Case Number". You may be asked to reference this "Case Number" for all future correspondence with Support until resolution.

To avoid any gaps in the communication, the system is set to send three automatic follow-ups if the Customer does not reply to the Support Professional's e-mail. The first follow-up is sent in three days after the Support Professional sends a reply to the Customer's request. The second follow-up is again sent in three days after the first follow-up. The third and final follow-up is sent in four days after the second one. This ensures that no helpdesk request is lost or forgotten on either side.

Automatic Follow-Up Example

Acronis Support Case 00000001

Hello Acronis Customer,

We are following up with regard to your recent Acronis support case # 00000001. The reply to your original question was sent out on 2/7/2011. We would like to make sure your issue/question has been resolved. Please Reply to this email and simply enter "RESOLVED" as your response if it has been fully resolved to your complete satisfaction.

If you are still experiencing the same issue or are not completely satisfied, please Reply to this email with any additional information so we can continue to assist you right away.

We look forward to your reply.

Submitting Feedback

Acronis Customer Central encourages all its Customers to submit feedback about their experiences with Acronis Products and Support Services. You may submit your feedback by filling out the form at <http://www.acronis.asia/support/feedback.html>

Your feedback is invaluable to Acronis. Every Customer feedback we receive including suggestions, complaints, appreciations or compliments is tracked in our internal system called the "Customer Listening System". Even though we do not respond to all comments individually, we regularly read, analyze and act on our Customer feedback. This helps us constantly focus on continuously improving and driving a better overall Customer Experience with the Products and Services we offer to you, our valued Customer.

Acronis Customer Portal

Acronis Customer Portal, available under "My Account", is where you can browse and review all your cases, both resolved and pending.

Here you can also submit a comment on the case, get its current status and severity rating, Case ID, Case submission date and it was last updated, as well as view the solution.

If you have a pending case, please unfold it to check the latest Acronis Customer Central comment on the issue:

Case ID	Case subject	Status ?	Severity	Submitted	Updated
01006898	Live Chat: Incremental backups no	Case is being processed in Acronis Test Lab	Critical	Mar 14, 2011	May 9, 2011

Status: Case is being processed in Acronis Test Lab

Latest on the issue: Hi David, this is John. Our Test Team has been reproducing the issue with the info you'd sent me. I am getting back to you with an update on May 12. I appreciate your patience, thanks.

Last update: May 9, 2011

Case ID: 01006898

Severity: Critical

Date of submission: May 1, 2011

Case subject: Live Chat: Incremental backups

Issue description: Incremental backups with an error

Acronis product: Acronis Backup & Recovery 10 Advanced Server

Case history

Leave a comment for support professional:

Severity Rating

Severity Rating

Each request that is being reported to Acronis Customer Central is assigned a severity rating. The severity rating represents the actual impact that the reported issue has on Acronis in meeting your business needs.

It is either determined by the Customer on the web form while submitting a helpdesk request to Support or at the time when seeking Chat Support or determined by the Support Professional at the time when contacting via Phone.

Severity Value	Definition
Sev A	Backup Systems are down or non-operational in key aspects, e.g. Backup Creation/Backup Recovery, Data Loss, Unbootable/Crashing System, Significant Performance Degradation preventing backup core functions, causing critical disruption to business operations
Sev B	Major product functionality doesn't work, e.g. Deployment, Validation, Product Installation Failure with critical time sensitivity, but not impacting business operations
Sev C	Product functionality is impacted, but most operations continue, e.g. Product Performance/Compatibility issues, Logging errors, Undocumented Behavior, with moderate priority
Sev D	Product functionality is not impacted. Customer service, pre-sales, website-related queries; minor usability, GUI issues; how-to questions, product information (functionality, requirements, setup, etc.) requests.

Table A

Acronis Corporate Products*

Table A

	Customer Service	Trial Product Support	Pay Per Incident Support	Acronis® Advantage™ Premier
Terms	Administrative, license/serial number, web navigation, download, or promotional offer issues	Valid for the length of trial	Purchase support for a single incident	Subscription based support
Pricing	Free	Free	Priced per incident	Subscription based; First year of service included in purchase price
Scope of Service	Unlimited**	Within trial period	1 Incident	Unlimited** within subscription period
Availability	Business hours	Business hours	24 x 7	24 x 7
Support Method	Email, chat	Email, chat	Email, chat, phone	Email, chat, phone
First Response Time for Critical Problems	1 Business day for email, usually less than 2 minutes for chat	3 Business days for email, usually less than 2 minutes for chat	1 Business day for email, normally less than 2 minutes for chat and phone	1 day for email, usually less than 2 minutes for phone & chat

* Support current version plus one version back. All other versions are supported via our knowledge base and Forum community.

** Within reasonable limits

End User License Agreement (EULA)

The terms and conditions of the software's end user license agreement shall be in effect for any support and maintenance services. Due to the unique nature of each computer environment, Acronis does not guarantee that it can fix all problems or errors that you may be experiencing with your computer system and our software. Furthermore, any estimates for response times and fixes are merely provided for your convenience, Acronis shall not be liable for failure to meet these estimates.

Under no circumstances shall Acronis, or its suppliers, resellers, partners or their respective affiliates be liable for any indirect, incidental, consequential, special, exemplary, or punitive damages arising from or related to the software or service, whether such claim is based on warranty, contract, tort (including negligence), or otherwise, (even if any such party has been advised of the possibility of such damages). Without limiting the foregoing, the total aggregate liability of Acronis, and its suppliers, resellers, partners and their respective affiliates arising from or related to this agreement shall not exceed the amount, if any, paid by you to Acronis for the software or service. If the software and service are provided without charge, then Acronis and its suppliers shall have no liability to you whatsoever, the foregoing limitations of liability shall apply whether the damages arise from use or misuse of and reliance on the software or service, from inability to use the software or service, to use or retrieve any backup data, or from the interruption, suspension, or termination of the software or service (including such damages incurred by third parties). Such limitation shall apply notwithstanding a failure of essential purpose of any limited remedy and to the fullest extent permitted by law. Some states or other jurisdictions do not allow the exclusion or limitation of liability for incidental, consequential, or direct damages, so the above limitations and exclusions may not apply to you. The software and service are not intended for use in connection with any nuclear, aviation, mass transit, or medical application or any other inherently dangerous application that could result in death, personal injury, catastrophic damage, or mass destruction, and licensee agrees that licensor will have no liability of any nature as a result of any such use of the software. Licensor shall not be liable for damages to licensee's hardware and software, loss, destruction or corruption of licensee's data, loss of revenue or profits as a result of licensee's use of the software.

Acronis

For additional information please visit <http://www.acronis.com/>

To purchase Acronis products, visit <http://www.acronis.com/> or search online for an authorised reseller.

Acronis office details can be found at <http://www.acronis.com/company/worldwide.html>

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