Acronis

Acronis True Image OEM

User Guide

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Copyright statement

Acronis patented technologies

Technologies, used in this product, are covered and protected by one or more U.S. Patent Numbers: 7,047,380; 7,246,211; 7,275,139; 7,281,104; 7,318,135; 7,353,355; 7,366,859; 7,383,327; 7,475,282; 7,603,533; 7,636,824; 7,650,473; 7,721,138; 7,779,221; 7,831,789; 7,836,053; 7,886,120; 7,895,403; 7,934,064; 7,937,612; 7,941,510; 7,949,635; 7,953,948; 7,979,690; 8,005,797; 8,051,044; 8,069,320; 8,073,815; 8,074,035; 8,074,276; 8,145,607; 8,180,984; 8,225,133; 8,261,035; 8,296,264; 8,312,259; 8,347,137; 8,484,427; 8,645,748; 8,732,121; 8,850,060; 8,856,927; 8,996,830; 9,213,697; 9,400,886; 9,424,678; 9,436,558; 9,471,441; 9,501,234; and patent pending applications.

Introduction

What is Acronis True Image OEM?

Acronis True Image OEM is an application that protects all information on your Mac, including the operating system, applications, settings, and all of your data.

To protect your Mac, you need to perform two easy operations:

1. **Create a complete backup of your Mac.**

   This saves your operating system files and all your data to a file called backup. Refer to Backing up to local or network storage.

2. **Create Acronis bootable media.**

   This is a removable drive containing boot files. When your Mac cannot start up, this media allows you to start an Acronis recovery environment and use your backup to rollback your Mac to a healthy state. Refer to Creating Acronis bootable media for details.

After performing these two steps, you can be sure that you will be able to repair your macOS and recover your lost documents in a few minutes.

Key features:

- Backup of selected disks or entire Mac contents to local or network storage
- Backup of selected files and folders to local or network storage
- Creating Acronis bootable media
- macOS recovery in the bootable media environment
- Recovery of specific files and folders under macOS

System requirements

Supported operating systems

- macOS Monterey 12
- macOS Big Sur 11
- macOS Catalina 10.15
- macOS Mojave 10.14
- macOS High Sierra 10.13

Note
Mac machines with Intel Core 2 Duo processors are not supported.

Supported file systems

- APFS
- HFS+ (including Core Storage)
- FAT32

- NTFS (including Boot Camp)

Note
You cannot back up data to a disk with an NTFS file system. However, you can recover data from a backup located on this type of file system.

Requirements for Acronis bootable media

- To create a bootable media, you can use any removable drive with 4 GB (or more) of free space and that is formatted with the Mac OS Extended file system.
- The version of macOS Recovery must match the version of macOS installed on your Mac.
- CD and DVD media are not supported.

Supported storage media

- Internal drives (HDD, SSD)
- SoftRAID® (supported for backup and recovery of files and folders)
- USB drives
- FireWire drives
- Thunderbolt drives
- Network share, NAS

Unsupported configurations

- Apple RAID and other RAIDs (except those listed in **Supported storage media**)

Supported processors

- Apple silicon
- Intel (x86)

General requirements

- You need to have administrator privileges to run Acronis True Image OEM.
- [On an Intel-based Mac, except macOS Big Sur 11 and Monterey 12] If your Mac includes the Apple T2 chip, select **Medium Security** and **Allow booting from external media** in the Secure boot settings. For more information, refer to https://support.apple.com/en-us/HT208330.
- [On an Intel-based Mac, for macOS Big Sur 11 and Monterey 12] If your Mac includes the Apple T2 chip, select **No Security** and **Allow booting from external media** in the Secure boot settings. For more information, refer to https://support.apple.com/en-us/HT208330.

Dark Mode support

Dark Mode is available in macOS Mojave or later. Acronis True Image OEM switches to the dark appearance when Dark Mode is turned on in macOS.

Install, update, or remove Acronis True Image OEM

Note

You cannot install Acronis True Image OEM in the same system where Acronis True Image or any other Cyber Protection software by Acronis is already installed.

To install Acronis True Image OEM

1. Download the Acronis True Image OEM setup file from the Acronis website.
2. Double-click the Acronis True Image OEM setup file (the file has a .dmg extension).
3. Double-click **Install Acronis True Image OEM** in the **Acronis True Image** window.
4. Follow the installer steps. When prompted, provide administrator credentials.
5. Read and accept the terms of the license agreement and the Acronis Customer Experience Program.
6. When you start Acronis True Image OEM for the first time, enter your serial number, and then click **Activate**. The product will be activated.

On macOS High Sierra 10.13, Mojave 10.14, or Catalina 10.15, you need to grant access to Acronis International GmbH after the installation. It is required for loading kernel extensions in order to have all the protection features. Please do the following:

1. Open **System Preferences**.
2. Go to the **General** tab of **Security & Privacy**.
3. Click **Allow** to accept the prompt that appears.

You also need to grant full disk access to Acronis True Image OEM. On macOS Mojave 10.14 or Catalina 10.15, backup, cloning, and protection will not work properly without the full disk access. On macOS Big Sur 11 and Monterey 12, backup and cloning will not work properly, and protection will be disabled without the full disk access. To grant the access, when the window requesting Full Disk Access appears, follow the on-screen instructions. Refer to https://kb.acronis.com/content/61832 for details.

To update Acronis True Image OEM

When an update for Acronis True Image OEM is available from the Acronis website, you will be notified. Then you can download it. Then, install it over your version of Acronis True Image OEM. All your backups and settings will be kept.

To check for updates manually, in the Acronis True Image OEM menu, click **Check for Updates**.

To remove Acronis True Image OEM

1. Double-click the Acronis True Image OEM setup file (the file has a .dmg extension).
2. Double-click **Uninstall Acronis True Image OEM** in the **Acronis True Image** window, and confirm uninstalling.
3. When prompted, provide administrator credentials.

Activating Acronis True Image OEM

Too many activations

Possible reasons for the "Too many activations" issue:

- **You exceed the maximum number of computers with installed Acronis True Image OEM.**

  For example, you have one license or a serial number for one computer and you install Acronis True Image OEM on a second computer.

  Solutions:

  - Enter a new serial number. If you do not have one, you can buy it in the Acronis built-in store or at the Acronis website.
  - Move the license from another computer on which the product is already activated to your new computer. To do this, select the computer from which you want to move the license. Note that Acronis True Image OEM will be deactivated on that computer.

- **You reinstall macOS or change hardware in your computer.**

  For example, you might upgrade the motherboard or processor in your computer. Activation will be lost, because Acronis True Image OEM sees your altered computer as a new one.

  Solution:

  To reactivate Acronis True Image OEM on your computer, choose the same computer identified by its old name from the list.

Acronis Customer Experience Program

Acronis Customer Experience Program (CEP) is a new way to allow Acronis customers to contribute to the features, design and development of Acronis products. This program enables our customers to provide us with various information, including information about the hardware configuration of your host computer and/or virtual machines, the features you use most (and least), and the nature of the problems you face. Based on this information, we will be able to improve the Acronis products and the features you use most often.

To join or leave Acronis Customer Experience Program

1. In the Acronis True Image OEM menu, click **Preferences**.
2. To leave the program, clear the **Participate in the Acronis Customer Experience Program** check box.

If you choose to participate, the technical information will be automatically collected every week. We will not collect any personal data, like your name, address, phone number, or keyboard input. Participation in the CEP is voluntary, but the end results are intended to provide software improvements and enhanced functionality to better meet the needs of our customers.

Application preferences

Note

Certain features and functionalities may be unavailable in the edition that you use.

The Preferences window contains general settings of Acronis True Image OEM. To open it:

1. Open Acronis True Image OEM.
2. In the Acronis True Image OEM menu, click **Preferences**.

The following settings are available on the **General** tab:

- **Back up when your Mac is in Power Nap**

  The backup may be executed when your Mac is sleeping. Refer to Scheduling for details.
- **Automatically check for updates at startup**

  Refer to Install, update, or remove Acronis True Image OEM for details.
- **Participate in the Acronis Customer Experience Program**

  Refer to Acronis Customer Experience Program for details.
- **Show notifications in Notification Center**

  Refer to Notifications for details.

The following settings are available on the **Battery Saver** tab:

- **Do not back up when working on battery power**

  Refer to Laptop power settings for details.

- **Back up using only selected Wi-Fi networks**

  If the device connects to a network that is not selected, all cloud backups will be paused. Once a selected network is connected, the paused backups will be resumed.

Keyboard shortcuts

In Acronis True Image OEM, you can use the keyboard shortcuts to navigate the user interface in a more comfortable and fast way. To apply a shortcut, press two or more keys of a key combination simultaneously. Some of the Acronis True Image OEM shortcuts are specified in the application menu. In menus, some key names are replaced with the following icons:

Key name	Icon
Command	⌘
Option	⌥
Shift	⇧

Keyboard shortcuts in Acronis True Image OEM:

Shortcut	Description
Command + U	Check for the product updates
Command + ,	Open the application preferences window
Shift + Command + L	Sign in to your account
Shift + Command + O	Sign out from your account
Command + N	Create new backup
Command + 1	Open the **Backup** section
Command + 2	Open the **Protection** section
Command + 3	Open the **Disk Cloning** section
Command + 5	Open the **Account** section
Backup section	
Command + S	Open the backup source dialog
Command + D	Open the backup destination dialog
Command + Shift + S	Open the backup settings dialog
Disk Cloning section	
Command + S	Open the cloning source dialog
Command + D	Open the cloning destination dialog

Integration with Touch Bar

Starting from models of 2016, on 15-inch MacBook Pro and 13-inch MacBook Pro with four Thunderbolt 3 ports, there is a special interaction area, called Touch Bar, on the upper part of the keyboard. Touch Bar displays the most appropriate set of controls depending on the currently active window or the task that you are working on at this or that moment. This technology simplifies your interaction with user interface and allows you to perform a wide range of operations, for example, click buttons, switch between websites, use search, change text formatting, and use standard Mac system controls. See more information about Touch Bar at the Apple website: https://support.apple.com/en-us/HT207055.

Acronis True Image OEM supports the functionality of Touch Bar. You can use it to switch between different application sections, configure backups, recover data, and other operations.

The **Esc** button and the icons to the right are Mac's system controls. The left part contains icons for navigating between the sections of Acronis True Image OEM:

Icon	Description
	Backup
	Disk Cloning
	Archive
	Protection
	Account

The controls that refer to the current window are located in the central part. In this example you can change the backup source, destination, settings (⚙), and start the backup.

You can also create a new backup by using the Touch Bar icon (➕).

Technical Support

If you need assistance with your Acronis True Image OEM product, refer to the Support team of your vendor.

Backup

Basic concepts

Note
Certain features and functionalities may be unavailable in the edition that you use.

Backup and recovery

Backup refers to making copies of data so that they can be used to **recover** the original data after a data loss event.

Backups are useful primarily for two purposes:

- To recover an operating system when it is corrupted or cannot start. This process is called disaster recovery. For information about protecting your Mac from a disaster, refer to Backing up to local or network storage.
- To recover specific files and folders after they have been accidentally deleted or corrupted.

Recovery methods:

- **Full recovery** can be performed to the original location or to a new one.
  When the original location is selected, the data in the location is completely overwritten with the data from the backup. In case of a new location, the data is just copied to the new location from the backup.

Backup versions

A backup version is created during a backup operation. Each version represents a point in time to which the system or data can be restored. The first backup version contains all the data selected for backup. The second and subsequent versions contain only data changes that occurred since the previous backup version. All the backup versions are stored in a single backup file.

Backup file format

When you back up your Mac to a local storage or a network place, Acronis True Image OEM saves backup data in the proprietary .tib or .tibx format, by using compression. The data from .tib or .tibx file backups can be recovered only through Acronis True Image OEM.

Schedule

For your backups to be really helpful, they must be as up-to-date as possible. Schedule your backups to run on a regular basis.

Backup retention rules

Every time you run a backup operation, manually or on a schedule, Acronis True Image OEM creates a new backup version in the backup location. To delete obsolete backup versions automatically, you

can set the backup retention rules. Refer to Cleaning up backups, backup versions, and replicas for details.

What you can and cannot back up

The table below shows what and where you can back up.

	Backup destinations				
	Internal drives (HDD, SSD, RAID)	USB drives	Thunderbolt	AirPort Time Capsule	Network share, NAS
Internal drives (HDD, SSD)	+	+	+	+	+
USB drives	+	+	+	+	+
FireWire drives	+	+	+	+	+
Thunderbolt	+	+	+	+	+
Fusion Drive	+	+	+	+	+
Hard drives protected with FileVault 2	+	+	+	+	+
Hard drives with Boot Camp installed	+	+	+	+	+
Specific files	+	+	+	+	+
SoftRAID	+	+	+	+	+
Other RAIDs	-	-	-	-	-
Separate partitions	-	-	-	-	-
CD, DVD	-	-	-	-	-
APM disks	-	-	-	-	-

Backing up to local or network storage

Note
Certain features and functionalities may be unavailable in the edition that you use.

1. Open Acronis True Image OEM.
2. Perform one of the following:

- If this is your first backup, skip this step.
- If you already have a backup and you want to create a new one, click **Add Backup** at the bottom of the backup list.

> **Note**
> To delete a backup, right-click it, and then click **Delete**. The backup will be removed from the list and the backup files and the files of the backup replica will be permanently deleted from the backup storage. These files cannot be ever recovered.

3. Click the backup source icon, and then select what you want to back up:

- **Entire Mac**

  When you select this option, Acronis True Image OEM backs up all your internal hard drives in disk mode. The backup contains the operating system, installed programs, system settings, and all your personal data including your photos, music, and documents.

- **Disks**

- **Files and folders**

- **NAS** (if any connected)
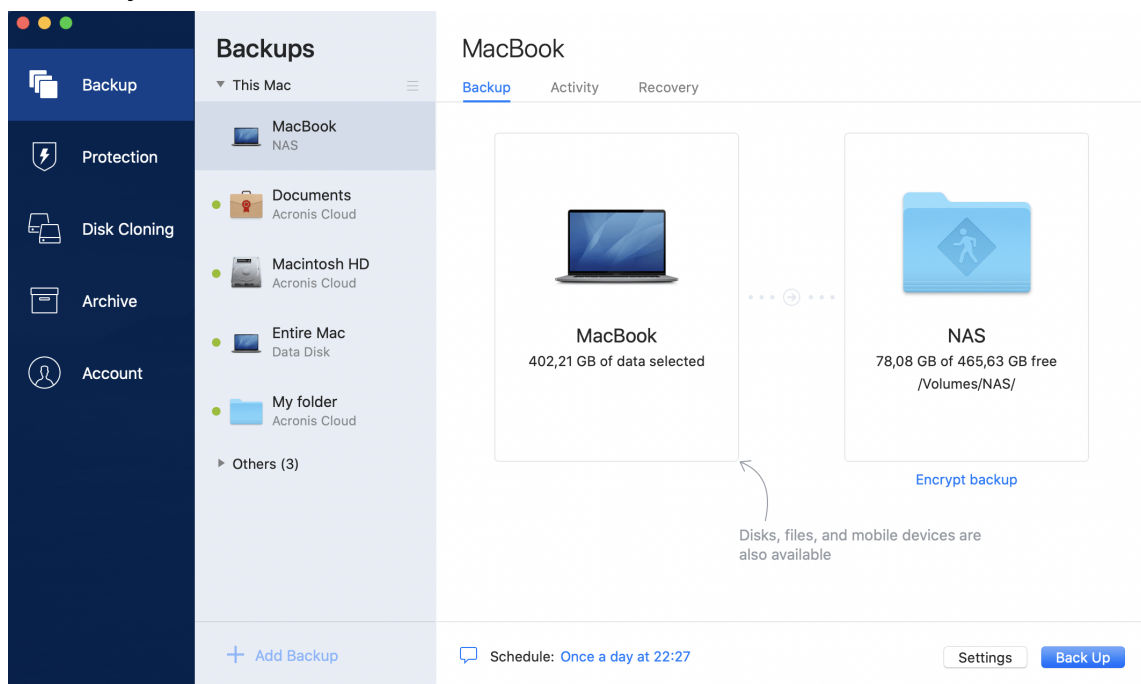
4. Click the backup destination icon, select where you want to save the backup file to, and then click **OK**. If the location is not listed, click **Browse**, and then select a location.

   If you have an NAS device, it will be automatically detected and listed along with other locations.

5. [Optional step] Configure additional settings. You can:

- Configure the backup schedule at **Settings** —> **Schedule**. Refer to Scheduling for details.
- Set the backup retention rules at **Settings** —> **Cleanup**. Refer to Cleaning up backups, backup versions, and replicas for details.
- Configure the backups attempts at **Settings** —> **Error Handling**.

6. After you have configured all settings and you are ready to start a backup, click **Back Up**.

To recover your Mac from a Acronis True Image OEM backup, you must have Acronis bootable media. If you do not have one, create it. Refer to Creating Acronis bootable media for details.

Scheduling

Note

Certain features and functionalities may be unavailable in the edition that you use.

For your backups to be really helpful, they should be as up to date as possible. Schedule your backups to run on a regular basis. By default, your Mac is backed up daily.

To schedule the backup

1. Click **Settings**, choose backup frequency, and then specify the start time.

    - **Do not schedule**

        This option turns scheduling off.

    - **Daily**

        The backup starts once or twice a day at the specified time or with a time interval that you select.

    - **Weekly**

        The backup starts every week on the selected days and at the specified time.

    - **Monthly**

        The backup starts every month on the selected dates and at the specified time.

    - **When an external device is connected** (available for backups to external destination only)

        If you schedule a task for performing backup to a USB flash drive or external HDD, the backup starts every time the same external device is attached. Select the **Once a day** check box if you want the backup to be performed only once a day for the device.

2. After you have configured all settings, click **OK**.

If your Mac is switched off or it is in the sleep mode when the scheduled time comes, the backup will run the next time the Mac starts or when it wakes up. You can use Mac Power Nap to avoid gaps in backing up your data.

To use Mac Power Nap

- Turn on the Power Nap in your mac **Energy Saver** > **Power Adapter** parameters.
- In the Acronis True Image OEM menu, click **Preferences**, click **General**, and then select the **Back up when your Mac is in Power Nap** check box. Click **OK**.

When this setting in turned on, and your Mac is in the sleep mode when the scheduled time comes, the backup will run in the next Power Nap. Keep in mind that backing up during Power Nap works only if your computer is connected to the power supply.

Cleaning up backups, backup versions, and replicas

Every time you run a backup operation, manually or on a schedule, Acronis True Image OEM creates a new backup version in the backup location.

When you want to delete backup versions that you no longer need, use the tools provided in the application. If you delete backup version files outside Acronis True Image OEM, for example in File Explorer, this will result in errors during operations with the backups.

Versions of the following backups cannot be deleted manually:

* Backups stored on CD, DVD, BD, or Acronis Secure Zone

To configure cleanup settings

1. In the **Backup** section, click the required backup, and then click **Settings** in the lower-right corner.
2. Select the **Cleanup** tab and configure the cleanup settings.

By default, Acronis True Image OEM stores 20 recent versions. When you create the twenty-first version, Acronis True Image OEM automatically deletes the oldest version of the backup. You can set a different limit on the number of backup versions.

Adding an existing backup to the list

You may have Acronis True Image OEM backups created by a previous product version or copied from another computer. Every time you start Acronis True Image OEM, it scans your computer for such backups and adds them to the backup list automatically.

If you have backups that are not shown in the list, you can add them manually.

To add backups manually

1. In the **File** menu, point to **Add Existing backup**. The program opens a window where you can browse for backups on your computer.
   Also, you can use Spotlight to search by .tib or .tibx files.
2. Select a backup version (a .tib or .tibx file). The entire backup will be added to the list.

You can restore data from all backups in the list. You can also reconfigure backups created on the same Mac.

To reconfigure a backup

1. Click the backup source icon, and then select what you want to back up.
2. [Optional step] Schedule your backup to run on a regular basis.
3. To start the backup, click **Back Up**.

Note
If you want to hide some local backup from the list, right-click it, and then click **Hide from the list**. You will not be able to do any operations with this backup until you add it again manually.

Connection settings

If you are connecting to a networked computer or an NAS device, in most cases you will need to provide the necessary credentials for accessing the network location. For example, this is possible when you select a backup destination. Then, if the credentials to the location are modified, you need to correct them manually in the backup settings. Otherwise, all further backup operations will fail.

To change credentials to a network location

1. Open Acronis True Image OEM.
2. In the **Backup** section, select the backup that has a network location as a source or destination.
3. Click the gear icon to open the backup settings.
4. In the **Connection** section, specify the user name and password to access the network location.
5. [Optional step] Click **Test connection**.

   If the connection has been established, the credentials are correct.
6. Click **OK** to apply the changes.

Backup activity and statistics

On the **Activity** tab and the **Backup** tab, you can view additional information on a backup, such as backup history and file types the backup contains. The **Activity** tab contains a list of operations performed on the selected backup starting from its creation, the operation statuses, and statistics. This comes in handy when you need to find out what was happening to the backup in background mode, for example the number and statuses of scheduled backup operations, size of backed-up data, etc.

When you create the first version of a backup, the **Backup** tab displays a graphical representation of the backup content by file types.

The Activity tab

To view a backup activity

1. On the sidebar, click **Backup**.
2. In the backup list, select the backup, the history of which you want to view.
3. On the right pane, click **Activity**.

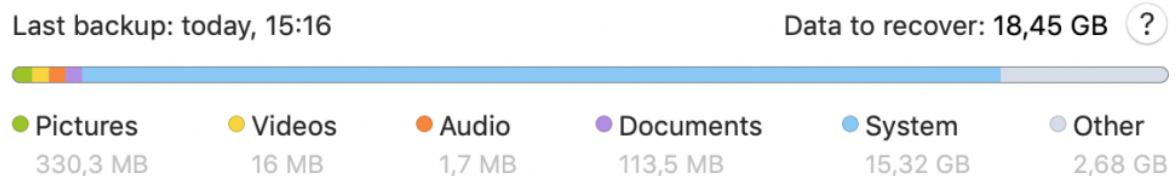|	Successfully backed up	today, 15:16			
	Backed up	Speed	Time spent	Data to recover	Method
	18,5 MB	3 Mbps	51s	18,45 GB	Incremental

What you can view and analyze:

- Backup operations and their statuses (successful, failed, canceled, interrupted, and so on)
- Operations performed on the backup, and their statuses
- Error messages
- Backup comments
- Backup operation details, including:
  - **Backed up**—Size of backed-up data, with compression.
  - **Speed**—Backup operation speed.
  - **Time spent**—Time spent for the backup operation.
  - **Data to recover**—Initial size of data, without compression.
  - **Method**—Backup operation method (full, incremental).

For more information, refer to the Knowledge Base article: https://kb.acronis.com/content/60104.

The Backup tab

When a backup is created, you can view statistics on types of the backed-up files:

Last backup: today, 15:16				Data to recover: 18,45 GB ?	
● Pictures	● Videos	● Audio	● Documents	● System	● Other
330,3 MB	16 MB	1,7 MB	113,5 MB	15,32 GB	2,68 GB

Point to a color segment to see the number of files and the total size for each data category:

- Pictures
- Video files
- Audio files
- Documents
- System files
- Other file types, including hidden system files

Data to recover shows the size of the original data that you selected to back up.

Laptop power settings

Note

This setting is only available on computers with batteries (laptops, computers with UPS).

When you work on your laptop and there is no power supply around you or when your computer has switched to UPS after a blackout, it's reasonable to save the battery charge. Sometimes long-term backups may consume the battery power quite fast.

To save the battery charge

- In the Acronis True Image OEM menu, click **Preferences**, then click **Battery Saver**, and then select the **Do not back up when battery power is less than** check box. Then click **OK**.

When this setting is turned on, if you unplug your laptop power adapter or use a UPS for your computer after a blackout, and the remaining battery charge is equal or below the level in the slider, all current backups are paused and scheduled backups will not start. Once you plug the power adapter back in or the power supply is restored, the paused backups will be resumed. The scheduled backups that have been missed because of this setting will be started as well.

This setting does not block backup functionality completely. You can always start a backup manually.

Notifications

Notifications in macOS Notification Center

You can duplicate Acronis True Image OEM notifications in macOS Notification Center to view them in their usual place and without opening the Acronis True Image OEM console. The notifications in macOS Notification Center will display automatically.

To duplicate in-product notifications in Notification Center, in the Acronis True Image OEM menu, click **Preferences**, and then select the **Show notifications in Notification Center** check box.

Notifications in Acronis Tray Notification Center

When Acronis True Image OEM is open, you can see the status of any operation in it. However, since some operations can take quite a while, such as a backup, there is no need to keep Acronis True Image OEM to learn its result. The notifications in macOS Notification Center stay open until you close them, but you cannot open a notification that has been closed. To view the information, you need to open Acronis True Image OEM.

The Tray Notification Center contains latest notifications in one place, lets you see important operation statuses without opening Acronis True Image OEM at the moment when you need them. The following notifications are shown in Acronis Tray Notification Center: information on the results

of backup operations, and other important notifications from Acronis True Image OEM. The Tray Notification Center is minimized and hidden under Acronis True Image OEM in the Mac tray.

Parallels Desktop support

What is Parallels Desktop?

Parallels Desktop is an application that allows you to run different operating systems on your Mac, by using a special virtual environment. It is usually used to run Windows, but you can also run macOS, Linux, Google Chrome OS, and other operating systems. For more details, visit the Parallels website: https://www.parallels.com/products/desktop/.

How does Acronis True Image OEM handle Parallels Desktop virtual machines?

Acronis True Image OEM provides complete support of your virtual machines created with Parallels Desktop 16 or higher. When you back up your Mac, the virtual machines are backed up as well. When you recover your Mac, the virtual machines revert to the state they were in when the backup started. After recovery, all your virtual machines remain consistent and bootable.

How does it work?

Every time you run a backup, Acronis True Image OEM creates snapshots of all Parallels Desktop virtual machines stored on the disks or in the folders selected to back up. These snapshots are used as time points to revert to when you recover your Mac. After the created snapshots are stored in the backup, they are automatically deleted from your Mac.

Which virtual machines are backed up?

Acronis True Image OEM backs up all virtual machines that are:

- Stored on the disks being backed up
- Added to the Parallels Desktop application
- Currently running, stopped, and suspended

How do I recover virtual machines?

If your virtual machines were created with Parallels Desktop 16 or higher, all restored virtual machines will boot after recovery. If you used an earlier version of Parallels Desktop, you should run the recreate_pd_hdd.sh script to restore the bootability of your recovered machines.

In Acronis True Image OEM (2017 or later), this script is shipped with the product and is located in /Applications/Acronis True Image.app/Contents/MacOS/recreate_pd_hdd.sh. If you use an earlier version, download the script file from:
https://kb.acronis.com/system/files/content/2016/08/49198/recreate_pd_hdd.zip.

To run the script

1. Unpack the .zip file of the script.
2. Open Terminal.
3. Type *bash "[script_path]" "[vm_path]"*, where
   - [script_path] is a path to the script file.
   - [vm_path] is a path to the folder, where the recovered virtual machine files are located.

   For example:

   ```
   bash "/Applications/Acronis True Image.app/Contents/MacOS/recreate_pd_hdd.sh"
   "/Users/John/Downloads/My Windows Virtual Machine.pvm"
   ```

Note
We recommend recovering the PD machines as new virtual machines and rather than overwriting the previous ones.

Limitations

If you have Parallels Desktop virtual machines configured to use the Boot Camp partition, pay attention to the following limitations:

- If the virtual machine is running, backup of the Boot Camp partition will fail in most cases.
- If the virtual machine is suspended, backup of the Boot Camp partition will succeed, but recovery from the backup will fail in most cases.
- If the virtual machine is suspended, recovery to the Boot Camp partition will fail. Instead, remove the Boot Camp partition, and then recover it from the backup to the unallocated space.

Backup list

While working with the backup list, you will see special icons. The icons give you a backup type and backup current state.
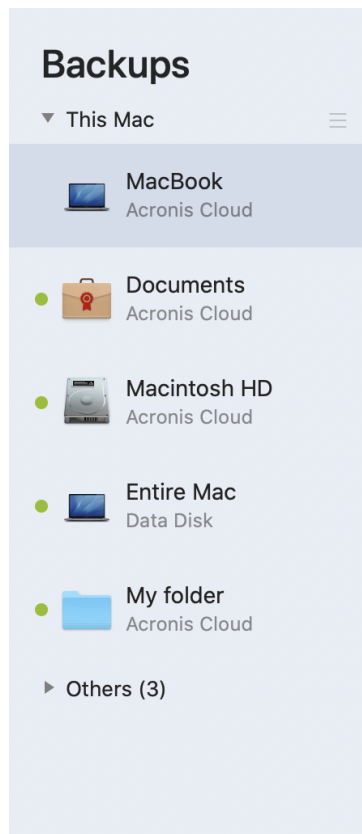
Backup states

Icon	Description
●	The backup successfully completed.
●	The backup is queued.
● (blinking)	The backup is in progress.
○	The backup was paused by user.
●	The last backup failed.
●	The backup completed with warnings.

Sorting backups in the list

By default, the backups are sorted by the date they were created, starting from the newest to oldest. To change the order, select the appropriate sorting type in the upper part of the backup list. You have the following options:

Command		Description
Sort by	**Name**	This command sorts all backups in alphabetical order. To reverse the order, select **Z —> A**.
	Date created	This command sorts all backups starting from newest to oldest. To reverse the order, select **Oldest on top**.
	Date updated	This command sorts all backups by date of the last version. The newer the last backup version, the higher the backup will be placed in the list. To reverse the order, select **Least recent on top**.
	Size	This command sorts all backups by size, from biggest to smallest. To reverse the order, select **Smallest on top**.
	Source type	This command sorts all backups by the source type.
	Destination type	This command sorts all backups by the destination type.

Creating bootable media

Creating Acronis bootable media

Acronis bootable media is a removable drive containing boot files. When your Mac does not start, you use the drive to boot the Acronis recovery environment and recover your Mac from a previously created backup.

Note
Fusion Drive and disks initialized with SoftRAID are not supported as targets for Acronis bootable media.

If you do not have a backup yet, create it. Refer to Backing up to local or network storage.

Warning!
Using Acronis bootable media is the only way to recover your Mac from an Acronis True Image OEM backup.

To create Acronis bootable media

1. Connect a removable drive to your Mac.

    The drive must have at least 4 GB of free space. For example, you can use an external hard drive or a USB flash drive. The drive will be formatted with the Mac OS Extended file system. Note that CD and DVD media are not supported.

2. Open Acronis True Image OEM.

3. In the **File** menu, click **Create Acronis Bootable Media**. In the opened window, click **Create Media**.

4. The Acronis Media Builder window opens.
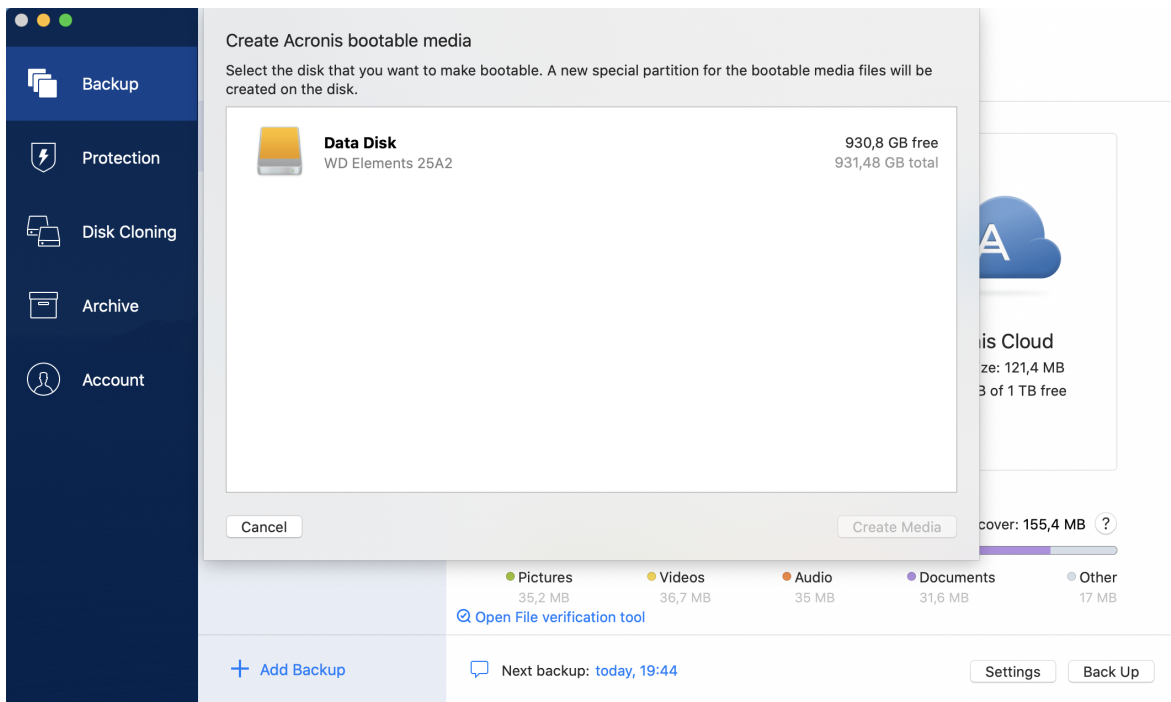
5. Select the drive that you want to make bootable.

6. Click **Create Media**.

   Acronis True Image OEM creates a small partition on the selected drive and writes the boot files there. To create it, one of the existing volumes will be resized. If the disk is not a GPT one and it has a file system different from Mac OS Extended or APFS, Acronis True Image OEM suggests formatting the disk. Pay attention, as disk formatting deletes all the data stored on the disk.

7. When the process is completed, disconnect the media and keep it in a safe place. You can store your own data on the media, but make sure that you do not delete or modify the Acronis boot files.

Note

We recommend that you create a new bootable media every time you upgrade your macOS to a newer version. Otherwise, your bootable media may not work properly.

Recovery

When do I recover my Mac?

When your computer does not start up or you notice that your macOS or some applications do not work properly, in most cases that means that it's time to recover your operating system from the disk image. First though, we recommend that you determine the source of the problem.

System errors can be due to two basic factors:

- **Hardware failure**

  In this scenario, it is better to let your service center handle the repairs.

- **Corruption of an operating system, applications or data**

  When the failure cause is a virus, malware or corruption of system files, recover the system from the backup. Refer to Recovering your Mac for details.

To determine source of the problem

1. Check the cables, connectors, power of external devices, etc.
2. Restart your Mac. Press and hold the **Option** key while the Mac is starting. The recovery menu will be displayed.
3. Choose **Disk Utility** from the list, and then click **Continue**.
4. Select the disk that you want to check, and then click **First Aid**.

   If the Disk Utility informs you that the disk is going to fail, the cause is due to the physical condition of the disk. For example, it may contain bad sectors. We recommend that you back up the disk as soon as possible, and then replace it.
5. Click **Verify Disk**.
   - If there is an error, click **Repair Disk**. If the Disk Utility reports that the disk is OK or it has been repaired, restart your Mac and continue using it as usual. If the errors persist, recover your Mac from a Acronis True Image OEM backup. Refer to Recovering your Mac for details.
   - If the Disk Utility does not detect any errors, recover your Mac from Acronis True Image OEM backup. Refer to Recovering your Mac for details.

Recovering your Mac

Follow the instructions below to recover your Mac when it cannot start or when it is working incorrectly.

1. Make sure that you have:
   - A previously created Acronis True Image OEM backup. Refer to Backing up to local or network storage for details.
   - Acronis bootable media. If you do not have one and you can start Acronis True Image OEM on your Mac, create the media as soon as possible. Refer to Creating Acronis bootable media for details.

2. Plug in the bootable media to your Mac.
3. To display the boot menu:
   - [On an Intel-based Mac] Start or restart your Mac. Press and hold the Option key while the Mac is starting.
   - [On a Mac with Apple silicon] Shut down your Mac. Press and hold the power button.
4. Choose Acronis bootable media as a device to boot from. The utilities are displayed.
   - [On an Intel-based Mac] Select **Recover from Acronis True Image OEM Backup**, and then click **Continue**.
   - [On a Mac with Apple silicon] Select **Acronis bootable media**, and then click **Restore**.
5. In the window that opens, choose the location of your backup:
   - **Local Storage**
   - **Network**

   Select your backup, and then click **Open**.
6. From the list, select the backup version from which you want to recover your Mac, and then click **Next**. The contents of the version are displayed.
7. Select the check boxes next to the partitions that you want to recover. Select a destination for each partition.
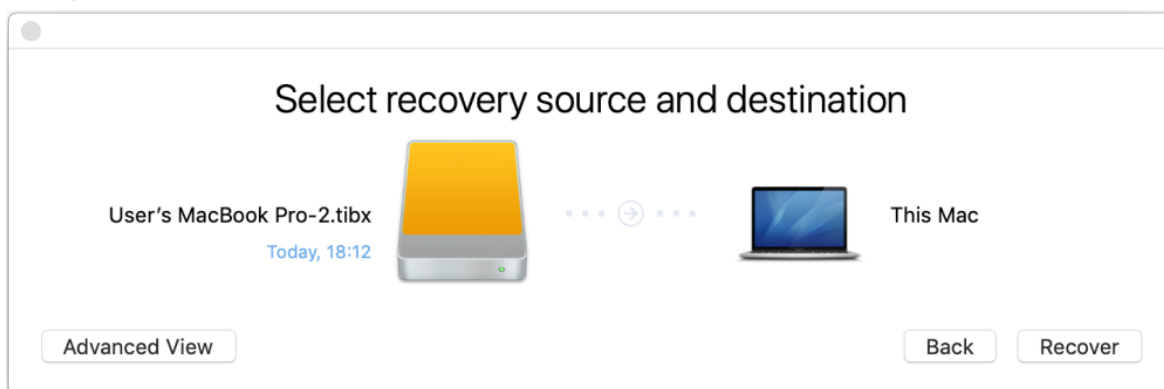
Note
If Acronis True Image OEM automatically determines a destination for each partition in the backup, the simplified view appears. You cannot make changes in this mode. If you need to select partitions manually, click the **Advanced View** button.

8. To start recovery, click **Recover**, and then confirm that you want to erase all data on the destination partitions.
9. [For macOS Big Sur 11 and Monterey 12] When prompted, click **Restore Data** if you only need to restore data on an unbootable data volume. Click **Restore with Reboot** if you need a bootable volume with macOS installed. Note that it requires internet connection.
10. [Except macOS Big Sur 11 and Monterey 12] When recovery is complete, restart your Mac.

FAQ about Boot Camp partition

- **How do I back up my Boot Camp partition?**

  Back up the hard drive where Boot Camp is installed. The backup will contain all the data stored on the drive, including the Boot Camp partition.

- **Can I back up my Boot Camp partition separately?**

  No, you can't. Acronis True Image OEM allows you to create disk-level backups only. Back up the hard drive that contains the Boot Camp partition, instead.

- **How do I recover my Boot Camp partition?**

  You can do this in the bootable media environment. At the recovery source and destination selection step, select all the listed partitions. This will recover the entire hard drive. To recover the Boot Camp partition only, select the check box next to this partition, and then clear all other check boxes.

- **Can I resize my Boot Camp partition before recovery?**

  No, you can't. The Boot Camp partition remains the same size as it is in the backup.

- **What recovery destinations can I select for a Boot Camp partition?**

  We strongly recommend that you recover your Boot Camp partition to itself, though you can select any recovery destination.

- **Can I recover specific files from the backed up Boot Camp partition?**

  Yes, you can recover them without limitations, the same way that you would recover any other files.

- **I want to replace my hard drive with a new one. Can I clone macOS, the Boot Camp partition, and all of my data to the new hard drive?**

  Yes, you can. Do the following:

  1. Back up your hard drive to an external storage media, for example, a USB drive or a network share.
  2. Turn off your Mac, and then replace your old hard drive with a new one.
  3. Boot your Mac by using Acronis bootable media.
 4. Recover your Mac from the backup to the new hard drive.

Recovering your files and folders

Follow the instructions below when you need to recover specific files and folders from a backup.

To recover data in Acronis True Image OEM:

1. On the left pane, select the backup that contains the files and folders to recover, and then open the **Recovery** tab.

   The window with the backup contents opens.
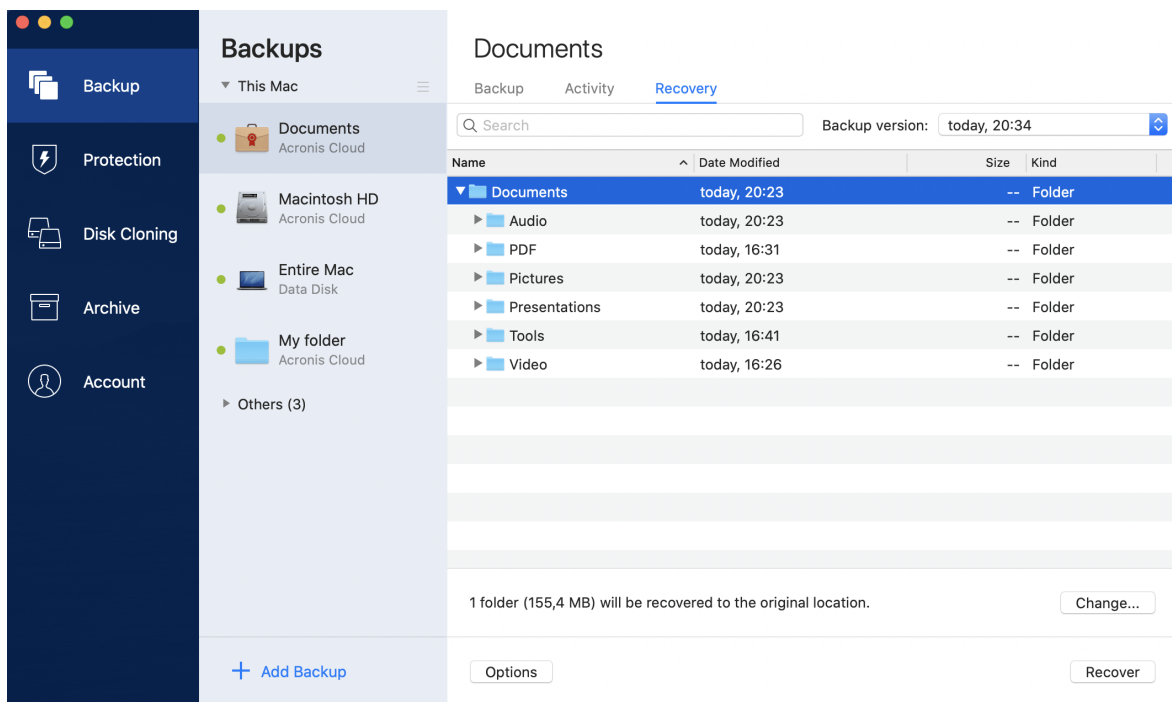
2. In the **Backup version** list, select the backup version by its backup date. When you complete the procedure, the files and folders will be recovered to the state they were in on that date.

3. Select the files or folders that you want to recover.

4. [Optional step] By default, the selected files or folders will be recovered to the original location. To recover to a custom location, click **Change** and browse to the location that you want to use for the recovery.

5. Click **Recover**. When the progress is complete, your data is recovered to the selected date and time and stored in the original or custom location.

The selected data will be downloaded to the default downloads folder.

Searching backup content

While recovering data from local backups, you can search for specific files and folders stored in the selected backup.

To search for files and folders

1. Start recovering data as described in Recovering files from local or network storage.

2. When selecting files and folders to recover, enter the file or folder name into the **Search** field. The program shows search results.

   You can also use the wildcard characters: * and ?. For example, to find all files with extension **.exe**, enter ***.exe**. To find all .exe files with names consisting of five symbols and starting with "my", enter **My???.exe**.

3. By default, Acronis True Image OEM searches the folder selected on the previous step. To include the entire backup in the search, click **Entire Backup**.

   To return to the previous step, click the cross icon.

4. After the search is complete, select the files that you want to recover, and then click **Next**.

> **Note**
> Pay attention to the **Version** column. The files and folders that belong to different backup
> versions cannot be recovered at the same time.

File recovery options

You can select the following file recovery options for backups:

- **Preserve file permissions** - selecting this option will preserve all the security properties
  (permissions assigned to groups or users) of the backup files. By default, files and folders are
  saved in the backup with their original security settings (i.e. permissions for read, write, execute
  and so on for each user). If you recover a file/folder on a computer backed up under a different
  user account, you may not be able to read or modify this file.

  If you clear this option and recover files to the current user home folder the recovered
  files/folders owner will be the current user.
- **Overwrite existing files** (available for file/folder level cloud backups only) - selecting this option
  will overwrite the files on the hard disk with the files from the backup if they are different. If your
  files or folders had recent changes that you want to keep when restoring, select the **Do not
  overwrite more recent files and folders** option.

Disk cloning

Clone disk utility

Note
Certain features and functionalities may be unavailable in the edition that you use.

The usual copy operation does not make your new hard drive identical to the old one. For example, if you open Finder and copy all files and folders to the new hard drive, macOS will not start from the new hard drive. The Clone disk utility allows you to duplicate all your data and make macOS bootable on your new hard drive. As a result, your new disk becomes an exact clone of your old one.

When you need it:

- You have bought a new iMac or MacBook and you want to transfer all your data, including macOS, from your old Mac to the new one.
- You want to make an external drive a portable clone of your Mac's hard drive. You will be able to connect this external drive to any Mac and boot it to instantly make this Mac an exact copy of your own one.

What drives you can use:

- Internal system drive of your Mac (can be used as a source disk only)
- Internal non-system drive of your Mac
- Internal drive of another Mac
- External drive
- USB flash drive

If the destination drive is larger or smaller than the source one, the partitions of the source drive will be proportionally resized on the destination drive to fully occupy its space. The only exception is partitions smaller than 1 GB. Those partitions will not be resized.

It is not necessary that the destination disk is of the same size as the source one, it can be bigger or smaller, but its overall size must be larger than the used space of the source disk plus 10%. For example, you have a 1000 GB hard drive in your Mac, only 200 GB is used. If you want to clone it, the destination drive size must be 200+10%=220 GB, or larger. If your destination drive is too small, try deleting some unnecessary data from the source drive or moving the data to an external drive, USB flash drive.

Cloning disks

The usual copy operation does not make your new hard drive identical to the old one. For example, if you open Finder and copy all files and folders to the new hard drive, macOS will not start from the new hard drive. The Clone disk utility allows you to duplicate all your data and make macOS

bootable on your new hard drive. As a result, your new disk becomes an exact clone of your old one. Refer to Clone disk utility for details.

Important

To clone a Mac with Apple silicon, you must first clone the data to an external disk. Then, transfer the data from the external disk to the destination Mac.

To clone a disk

1. If you have Parallels Desktop virtual machines running on your Mac, make sure that they are turned off.
2. Make sure that the source and destination drives are connected to your Mac. If you need to connect another Mac, make sure that it is connected in target disk mode. Refer to Connecting two Macs for details.
3. Open Acronis True Image OEM.
4. On the sidebar, click **Disk Cloning**, and then click **Continue**.
5. By default, your internal system drive is pre-selected as a cloning source. If you want to change it, click the cloning source icon, and then select the drive that you want to clone.
6. Connect the destination drive.

   Note

   Cloning is not supported for APM disks and disks initialized with SoftRAID. If you have an APM disk, we suggest converting it to GPT or to MBR.

   ---

7. Click the cloning destination icon, and then select the destination drive for the cloned data.

   Warning!

   When you start the cloning operation, the destination drive will be formatted, and all of the data stored on it will be irreversibly erased. Make sure that the disk is empty or does not contain valuable data.

   ---

8. Click **Clone**.

Additional steps for a Mac with Apple silicon

1. Connect the clone disk to the destination Mac.
2. Shut down your destination Mac, then hold down the **Power** button until you see the startup options.
3. To configure macOS recovery, click **Options**.
4. Select **Disk Utility**. In the toolbar, click **Show All Devices**.
5. Select your Mac's internal disk and click **Erase** in the toolbar. Select the APFS format and confirm erasing. After that, your Mac will be restarted.
6. Activate your Mac. After that, exit to Recovery Utilities.
7. Select to reinstall macOS, and then follow the steps to install macOS on the internal disk.
8. When macOS boots for the first time, configure the system settings.

9. In the **Migration Assistant** window, select to transfer data **From a Mac, Time Machine backup or Startup disk**.

10. In the **Transfer information to this Mac** window, select the cloned disk.

11. In the **Select the information to transfer** window, select all the information displayed, and create a password.

12. Install Acronis True Image OEM on your Mac.

If the cloning operation is stopped for some reason, you will have to configure and start the procedure again. You will not lose your data, because Acronis True Image OEM does not alter the original disk and data stored on it during cloning.

Cloning a Fusion Drive

A **Fusion Drive** is a hybrid drive that combines a relatively slow hard disk drive (HDD) with a fast solid-state drive (SSD). On your Mac you see the Fusion Drive as a single logical volume with the space of both drives combined.

Acronis True Image OEM allows you to clone a Fusion Drive either to a Fusion Drive or to any other target drive.

To clone a Fusion Drive

1. If you have Parallels Desktop virtual machines running on your Mac, make sure that they are turned off.

2. Ensure that the source and destination drives are connected to your Mac. Disconnect all unnecessary external devices.

3. Open Acronis True Image OEM.

4. On the sidebar, click **Disk Cloning**, and then click **Continue**.

5. Select a Fusion Drive as a cloning source.

6. Connect the destination drive.

7. Click the cloning destination icon, and then select the destination drive for the cloned data.

   When you have more than one disk, the **Create a Fusion Drive** check box appears[1]. Select it, if you want to create a Fusion Drive, and then choose two disks. Confirm your choice.

   Warning!
   When you start the cloning operation, the destination drive will be formatted and all of the data stored on it will be irreversibly erased. Make sure that the disks are empty or do not contain valuable data.

   ---

8. Click **Clone**.

---

[1]This option is not available for a Mac with Apple silicon.

Connecting two Macs

When you want to clone your hard drive to another Mac, the destination Mac must be connected in target disk mode.

To connect the destination Mac to the source one

1. Turn on both the source and destination Macs.
2. Connect them by using a FireWire or Thunderbolt cable.
3. On the destination Mac, click **Apple menu** > **System Preferences**, click **Startup Disk**, and then click **Target Disk Mode**.

   Once the computer is restarted, a new disk icon appears on the desktop of the source Mac. Since that moment you can work with the hard drive of the destination Mac as an ordinary external drive, including selecting it as a destination drive for the cloning operation.
4. When the cloning operation is complete, eject the destination drive by dragging its icon to the Trash.
5. Turn off the destination Mac, and then disconnect the cable.

Protection

Active Protection runs constantly in the background to protect your machines in real time while you work as usual.

> **Note**
> You can turn the protection on or off in the Acronis True Image OEM UI only. You cannot stop the process manually through Activity Monitor or any other external tool.

The Protection dashboard

The Protection dashboard contains statistical data, provides control over the protection status, and access to the protection setting.

To access the Protection dashboard, click **Protection** on Acronis True Image OEM sidebar.

On the **Overview** tab of the dashboard, you can:

- View statistics about the active protection status.
- View the number of detected issues and quarantined items.
- Stop the entire protection for a predefined period of time (30 minutes, 1 hour, 4 hours, until restart). To do this, click **Turn Off Protection** and choose the period.

> **Note**
> By pausing the protection, you deactivate Active Protection. Scheduled on-demand scans will not start.

On the **Activity** tab of the dashboard, you can view a log of the changes that you applied to your protection status and settings.

Active Protection

To protect your computer from malicious software, Acronis True Image OEM uses the Acronis Active Protection technology.

Active Protection constantly checks your computer while you continue working as usual. In addition to your files, Acronis Active Protection protects the Acronis True Image OEM application files and your backups.

Anti-ransomware Protection

Ransomware encrypts files and demands a ransom for the encryption key.

When the **Anti-ransomware Protection** service is on, it monitors in real time the processes running on your computer. When it detects a third-party process that tries to encrypt your files, the service informs you about it and asks if you want to allow the process to continue or to block the process.

To allow the process to continue the activity, click **Trust**. If you are not sure if the process is safe and legal, we recommend that you click **Quarantine.** After this, the process will be added to **Quarantine** and blocked from any activities.

Recovering your files after blocking a process

After blocking a process, we recommend that you check if your files have been encrypted or corrupted in any way. If they are, click **Recover modified files**. Acronis True Image OEM will search the following locations for the latest file versions to recover.

- Temporary file copies that were preliminarily created during the process verification
- Local backups

If Acronis True Image OEM finds a good temporary copy, the file is restored from that copy. If temporary file copies are not suitable for restore, Acronis True Image OEM searches for backup copies, compares the creation dates of the copies found in both locations, and restores your file from the latest available non-corrupt copy.

Note
Acronis True Image OEM does not support file recovery from password-protected backups.

Configuring Active Protection

To configure Anti-ransomware Protection

1. Click **Protection** on the Acronis True Image OEM side bar, then click **Settings**.
2. Go to the **Active Protection** tab and enable **Anti-ransomware Protection**.

When enabled, Anti-ransomware Protection protects your computer from potentially harmful applications and processes that run in the background.

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