

Acronis

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Acronis True Image



User Guide for Mac

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Table of contents

Introduction	7
What is Acronis True Image?	7
System requirements	7
Installing Acronis True Image	9
Activating Acronis True Image	9
Too many activations	10
Managing your subscription licenses manually	10
Upgrading Acronis True Image	10
Trial version information	11
Sending feedback to Acronis	11
Application preferences	13
Keyboard shortcuts	14
Integration with Touch Bar	15
Two-factor authentication (2FA)	16
Uninstalling Acronis True Image	18
Technical Support	18
Backup	19
Basic concepts	19
What you can and cannot back up	20
Backing up to local or network storage	21
Backing up to Acronis Cloud	23
What is Acronis Cloud?	25
Creating an Acronis account	25
Replicating local backups to Acronis Cloud	26
Why replicate?	26
Replication activation	26
Acronis Cloud Backup Download	26
Notarized backup	27
Using Blockchain technology	28
Verifying file authenticity	29
Manual verification of a file's authenticity	30
Backing up mobile devices	31
Acronis Mobile	32
Local destination of mobile backups	33
Backing up Microsoft 365 data	33

Why back up Microsoft 365 data?	33
Backing up Microsoft 365 data	33
Scheduling	34
To use Mac Power Nap (available only on Intel-based Macs, not supported on ARM-based Macs)	36
Backup encryption	36
Cleaning up backups, backup versions, and replicas	36
Nonstop Backup retention rules	37
Replica retention rules	37
Cleaning up space on Acronis Cloud	38
Adding an existing backup to the list	38
Excluding items from backups	39
Excluding items manually	40
Excluding recoverable data from online backups	41
Connection settings	41
Network settings for backup	42
Data upload speed	43
Error handling	43
Backup activity and statistics	43
The Activity tab	44
The Backup tab	44
Laptop power settings	45
Wi-Fi networks for backup to Acronis Cloud	45
Notifications	46
Notifications in macOS Notification Center	46
Notifications in Acronis Tray Notification Center	46
Email notifications about backup status	46
Parallels Desktop support	47
What is Parallels Desktop?	47
How does Acronis True Image handle Parallels Desktop virtual machines?	47
How does it work?	47
Which virtual machines are backed up?	47
How do I recover virtual machines?	48
Limitations	48
Backup list	48
Backup states	49
Sorting backups in the list	49

Creating bootable media	51
Creating Acronis bootable media	51
Creating an Acronis Survival Kit	52
What is an Acronis Survival Kit?	52
How do I create an Acronis Survival Kit?	53
Recovery	55
When do I recover my Mac?	55
Recovering your Mac	55
FAQ about Boot Camp partition	57
Recovering your files and folders	57
Recovering Microsoft 365 data	59
What items can be recovered?	59
Recovering Microsoft 365 data	59
Searching backup content	60
File recovery options	61
Disk cloning	62
Clone disk utility	62
Cloning disks	62
Cloning a Fusion Drive	64
Connecting two Macs	65
Protection	66
The Protection dashboard	66
Managing protection items	66
Active Protection	67
Anti-ransomware Protection	67
Real-time Protection	68
Configuring Active Protection	68
Identity protection	69
Antivirus scans	70
Configuring Antivirus Scans	71
Vulnerability assessment	72
Downloading Protection updates	73
Managing detected issues	73
Managing files in Quarantine	73
Configuring Protection exclusions	74
Online Dashboard and Acronis Cloud	75
What is Online Dashboard?	75

Adding a new device	75
Backing up any computer	75
Recovering data with Online Dashboard	76
Archiving data	77
What is data archiving?	77
What is excluded from archives?	78
Cloud archiving vs. Online backup	78
Archiving your data	79
Network settings for archiving	80
Archive encryption	81
Accessing your archived files	81
Sharing data	82
Log files	83
Log retention	83
Firewall settings	84
Index	85

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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?

Acronis True Image 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. You can store this file in local or network storage or upload it on Acronis Cloud. See [Backing up to local or network storage](#) and [Backing up to Acronis Cloud](#).

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. See [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](#) or [to Acronis Cloud](#)
- Backup of selected files and folders [to local or network storage](#) or [to Acronis Cloud](#)
- [Antivirus Protection](#)
- [Data archiving](#)
- [Online Dashboard](#)
- [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 Tahoe 26
- macOS Sequoia 15
- macOS Sonoma 14
- macOS Ventura 13
- macOS Monterey 12

Acronis True Image is designed to support all minor updates of the listed macOS versions (such as macOS 15.1, 15.2, 15.3, 15.4, 15.5), subject to validation testing after the operating system update release.

Note

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

Supported file systems

- APFS
- 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 bootable media, you can use a removable drive formatted with the APFS or Mac OS Extended file systems, having 4.3 GB (or more) of free space.
- 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, NVMe)
- SoftRAID® (supported for backup and recovery of files and folders)
- USB drives
Acronis True Image supports USB interfaces of all versions (1.1, 2.0, 3.0, 3.1, 3.2), as well as USB-C and Thunderbolt storage devices. Actual performance depends on the system configuration, controller, and connection quality.
- FireWire drives
- Thunderbolt drives
- Network share, NAS
- Acronis Cloud

Unsupported configurations

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

Supported processors

- Apple silicon (with M1, M2, M3, or M4 chip)
- Intel (x86)

General requirements

- You need to have administrator privileges to run Acronis True Image.

- [On an Intel-based Mac] 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, see <https://support.apple.com/en-us/HT208330>.

Dark Mode support

Dark Mode is available in macOS 12 or later. Acronis True Image switches to the dark appearance when Dark Mode is turned on in macOS.

Installing Acronis True Image

To install Acronis True Image

1. Download the Acronis True Image setup file from the Acronis website at <https://go.acronis.com/true-image>.
2. Download and run the Acronis True Image setup file (the file has a .dmg extension).
3. Double-click the Acronis True Image setup file (the file has a .dmg extension).
4. Double-click **Install Acronis True Image** in the **Acronis True Image** window.
5. Follow the installer steps. When prompted, provide administrator credentials.
6. Read and accept the terms of the license agreement.
7. [Optional] **Allow Acronis to collect de-identified service usage information for analyzing and improving the service**
If you agree to participate, Acronis will anonymously collect technical information to improve Acronis True Image. Personal data, such as name, address, phone number, email address, and keyboard input, will not be collected.
8. When you start Acronis True Image for the first time, you can do one of the following in the **Activation** window:
 - To activate Acronis True Image, enter your serial number, and then click **Activate**. The product will be activated.
 - To sign in to your Acronis account, click **Sign in**. See "Activating Acronis True Image" (p. 9) for details.
 - To start trial, click **Start trial**.

You need to grant full disk access to Acronis True Image. Backup and cloning will not work properly, and protection will be disabled without full disk access. To grant access, follow the on-screen instructions in the window requesting Full Disk Access.

For more details, see the [Support Portal article](#).

Activating Acronis True Image

To use Acronis True Image, you need to activate it via the internet. Without activation the fully functional product works for 30 days. If you do not activate it during that period, all the program functions become unavailable except the recovery. The first time your computer is connected to the

internet and you log in to Acronis True Image with your login and password, the product will be activated automatically.

Too many activations

Possible reasons for the "Too many activations" issue:

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

For example, you have one license or a serial number for one computer and you install Acronis True Image 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 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 sees your altered computer as a new one.

Solution:

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

Managing your subscription licenses manually

If you use the subscription-based version of Acronis True Image, you can manage the licenses manually at the Acronis website. You can do the following:

When your subscription expires, a 30-day grace period applies to data stored in Acronis Cloud. During the grace period, cloud storage is available in recovery-only mode. After the grace period ends, cloud access is disabled and the stored data is deleted.

- Move licenses between your computers
- Transfer licenses between your accounts
- Remove a license from a computer
- Resolve product activation conflicts, including the "Too many activations" issue
- Buy new licenses

To manage licenses

1. Go to <https://account.acronis.com/>, and then sign in with your Acronis account.
2. In the **Products** section, find Acronis True Image, and then click **Manage**.

Upgrading Acronis True Image

To update Acronis True Image

To turn on an automatic check, in the Acronis True Image menu, click **Preferences**, and then select the **Automatically check for updates at startup** check box (selected by default).

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

Trial version information

If you want first to try and evaluate Acronis True Image, you can install the free, 30-day trial version of the product. After the trial period, the program functionality is blocked and you will need to upgrade to the full version if you wish to continue using Acronis True Image. Note that Disk cloning is disabled in the trial version.

After the trial period expires, your local and network backups are not deleted and can be used for recovery in the full version of Acronis True Image.

You have 1000 GB of storage space on the cloud during the trial period. You can use this space to store your online backups. After the trial period is over, a 30-day grace period starts and Acronis Cloud works in recovery-only mode. After the grace period ends, you won't be able to use the Acronis Cloud service and all your data will be deleted.

To install the trial version

To start using the trial version, install the product, and then click **Start Trial** in the **Activation** window. See [Install, update or remove Acronis True Image](#) for details.

To upgrade to the full version of the product

1. Purchase the full version at the Acronis website: <https://go.acronis.com/mac/getfullversion>.
2. Open Acronis True Image.
3. On the Acronis True Image menu bar, click **Enter Serial Number**.
4. Insert the full serial number in the appropriate box, and then click **Activate**.

Sending feedback to Acronis

We frequently improve our products and services by making them more functional, reliable, and fast. Via the feedback form, you can point out inconveniences and defects that we should resolve to make Acronis True Image even better. Please spend a couple of minutes to tell us what you think about our product, suggest a new feature, or report a problem. We do read and analyze all feedback.

Note

You may need to be signed in to your Acronis account to send feedback. After you click **Send**, your message and attachments (for example, a screenshot and System Report) are submitted to Acronis for analysis.

If you attach large files, sending may take longer depending on your internet connection.

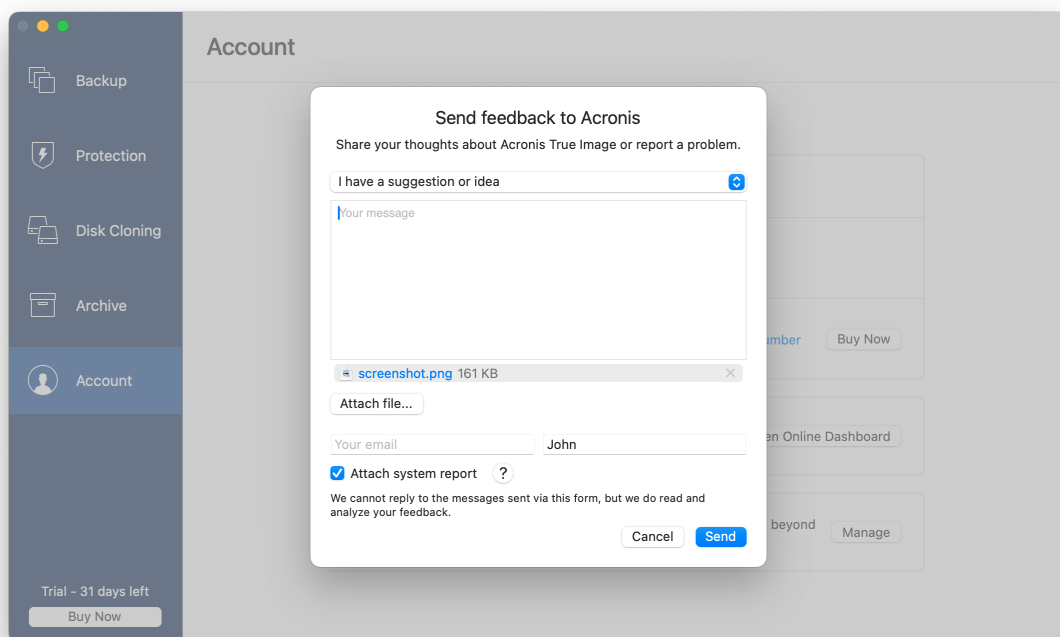
The feedback form supports non-English text and special characters. Attachments with file names that include non-Latin characters are also supported (for example, a screenshot with a UTF-8 file name).

Note

We do not reply to all feedback messages. If you need assistance with Acronis True Image, contact the [Support team](#).

To send feedback to Acronis

1. In the Acronis True Image menu, click **Send feedback**. The feedback form opens.



2. Choose a feedback reason from the list.
3. Type your message.
4. Provide your name and email.
5. [Optional step] By default, Acronis True Image attaches a screenshot of the console window. You can delete it if you think it will not help us investigate your issue or understand your idea.
6. [Optional step] You can also attach a file and Acronis System Report.

An Acronis System Report contains various technical information, including information about your hardware configuration, macOS version, system log, event log of Acronis True Image, and your backup settings.

Note

An Acronis System Report does not contain any personal data, like your name, address, phone number, or keyboard input.

We recommend that you attach the System Report when you faced a serious error, for example, when Acronis True Image stopped responding.

7. Click **Send**.

Application preferences

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

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

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

- **Back up when your Mac is in Power Nap** (available only on Intel-based Macs, not supported on ARM-based Macs)

The backup may be executed when your Mac is sleeping. See [Scheduling](#) for details.

- **Automatically check for updates at startup**

See [Upgrading Acronis True Image](#) for details.

- **Allow Acronis to collect de-identified service usage information for analyzing and improving the service**

If you agree to participate, Acronis will anonymously collect technical information to improve Acronis True Image. Personal data, such as name, address, phone number, email address, and keyboard input, will not be collected.

- **Show notifications in Notification Center**

See [Notifications](#) for details.

- **Show personalized offers**

Select this check box to receive personalized offers about products and features.

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

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

See [Laptop power settings](#) for details.

The following settings are available on the **Wi-Fi Networks** tab:

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

If the device connects to a network that is not selected, all scheduled cloud backups will be paused. Once a selected network is connected, the paused scheduled cloud backups will be resumed. See [Wi-Fi networks for backup to Acronis Cloud](#) for details.

Keyboard shortcuts

In Acronis True Image, 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 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:

Shortcut	Description
Command + U	Check for the product updates
Shift + Command + E	Enter serial number
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 + 4	Open the Archive 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

Shortcut	Description
Disk Cloning section	
Command + S	Open the cloning source dialog
Command + D	Open the cloning destination dialog
Archive section	
Command + O	Open the file selection dialog to add files to an archive
Command + D	Open the archive destination dialog
Command + I	Open the archiving tutorial window
Command + Shift + S	Open the archiving settings 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 supports the functionality of Touch Bar. You can use it to switch between different application sections, configure backups, recover data, and other operations. For example when you select a backup from the list, the Touch Bar looks like this:



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:

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 or archive by using the Touch Bar icons:

Icon	Description
	Create a new backup
	Create a new archive or add files to an existing one

Two-factor authentication (2FA)

When the two-factor authentication is set up, you are required to enter your password (the first factor) and a one-time password (the second factor) to log in to the Online Dashboard. The one-time code is generated by an authenticator app that must be installed on your mobile phone or another device that belongs to you. Even if someone finds out your login and password, they still will not be able to log in without access to your second-factor device.

Prerequisites

Before enabling 2FA, make sure you installed a compatible version. 2FA is compatible with the following versions:

- Acronis True Image build 40713 and later.
To see the build number:
In the Acronis True Image menu, select the **About Acronis True Image** option.
- Acronis Mobile for iOS app version 6.2 and later.
- Acronis Mobile for Android app version 6.2 and later.

To set up two-factor authentication for your account

1. Open Online Dashboard at: <https://cloud.acronis.com>.
2. Click the **Account** tab. The **Two-factor authentication (2FA)** section is displayed in the **Account** window.
3. Use the toggle to enable two-factor authentication for your account. The **Set up two-factor authentication (2FA)** window is displayed.
4. Install an authenticator app on your mobile device.
Examples of authenticator apps:
 - Twilio Authy
 - Microsoft Authenticator
 - Google Authenticator
5. Scan the QR code by using your authenticator app, and then enter the 6-digit code displayed on the authenticator app in the **Set up two-factor authentication (2FA)** window.

6. Click **Next**. The instructions are displayed for restoring access to your account if you lose your 2FA device or uninstall the authenticator app.
7. Save or print the PDF file.

Note

Make sure to save it in a safe place or print it for further reference. This is the best way to restore your access.

To sign in using 2FA

1. Sign in using your Acronis credentials.
The **Two-factor authentication** window opens.
2. Enter the 6-digit code displayed on your authenticator app.

Important

Authenticator apps use time-based codes. If the device clock is inaccurate, the codes may not work. Make sure the device with the authenticator app is set to automatic date and time using the network or world clock.

3. Click **Sign in**.

To make sure you will be able to restore your 2FA

- Save or print the PDF file containing an alpha-numeric code that can be used as a replacement of the QR code.
- Make backup of authenticator account if the mobile app supports it.
- Use a mobile app that supports accounts.

To restore two-factor authentication on a new device (2FA)

If you have access to the previously set-up mobile authentication app:

1. Install an authenticator app on your new device.
2. Use the PDF file that you saved when you set up 2FA on your device. This file contains the 32-digit code that you need to enter in the authenticator app to link the authenticator app again to your Acronis account.
3. If you missed saving the PDF file during the setup:
 - a. Click **Reset 2FA**, and then enter the one-time password shown in the mobile authenticator app.
 - b. Follow the on-screen instructions.

If you have no access to previously set-up mobile authenticator app:

Variant 1: Use the stored PDF file to link a new device. The default name of the file is `cyberprotect-2fa-backupcode.pdf`.

Variant 2: Some authenticator apps, like Authy, can back up the 2FA configuration. You can later restore 2FA on a new device from this backup. To do so, install the same authenticator application,

log in under the same authenticator app account, and restore the 2FA configuration from this authenticator app backup.

Variation 3: Some authenticator apps, like Microsoft, have the ability to add a recovery account. You can later restore 2FA on a new device by simply signing in using the recovery account. For more information, see support.microsoft.com.

Uninstalling Acronis True Image

To uninstall Acronis True Image

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

Note

For a completely clean reinstall or to troubleshoot installation issues, use the Acronis Cleanup Utility to remove the product. Then revoke Full Disk Access for Acronis True Image in **System Settings**, restart your Mac, and reinstall.

Technical Support

If you need assistance with your Acronis product, go to <https://www.acronis.com/support/>.

You can download the latest updates for all your Acronis software products from our website at any time after logging into your [Account](#) and activating the product. See [Activating Acronis](#).

Backup

Basic concepts

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, see [Backing up to local or network storage](#), [Backing up to Acronis Cloud](#).
- 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.
- **Incremental recovery** is performed only to the original location and only from a cloud backup. Before the recovery starts, the files in the original location are compared with the files in the backup by file attributes, such as file size and date of last modification. Those files that do not match are marked for recovery, the remaining files will be skipped during recovery. In that way, as opposed to the full recovery, Acronis True Image recovers only changed files. This method significantly reduces the recovery time and saves internet traffic while recovering from Acronis Cloud.

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, new **Files and folders** backups are created in the proprietary .tibx format by using compression.

These backup files are not intended to be opened directly by standard system tools. Use Acronis True Image to browse and recover data. Backups that were created earlier may be in a different format, and they remain recoverable in Acronis True Image.

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 creates a new backup version in the backup location. To delete obsolete backup versions automatically, you can set the backup retention rules. See [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, NVMe, RAID)	Acronis Cloud	USB drives	Thunderbolt	AirPort Time Capsule	Network share, NAS	CD, DVD	FTP server
Internal drives (HDD, SSD, NVMe)	+	+	+	+	+	+	-	-
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

1. Open Acronis True Image.
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.

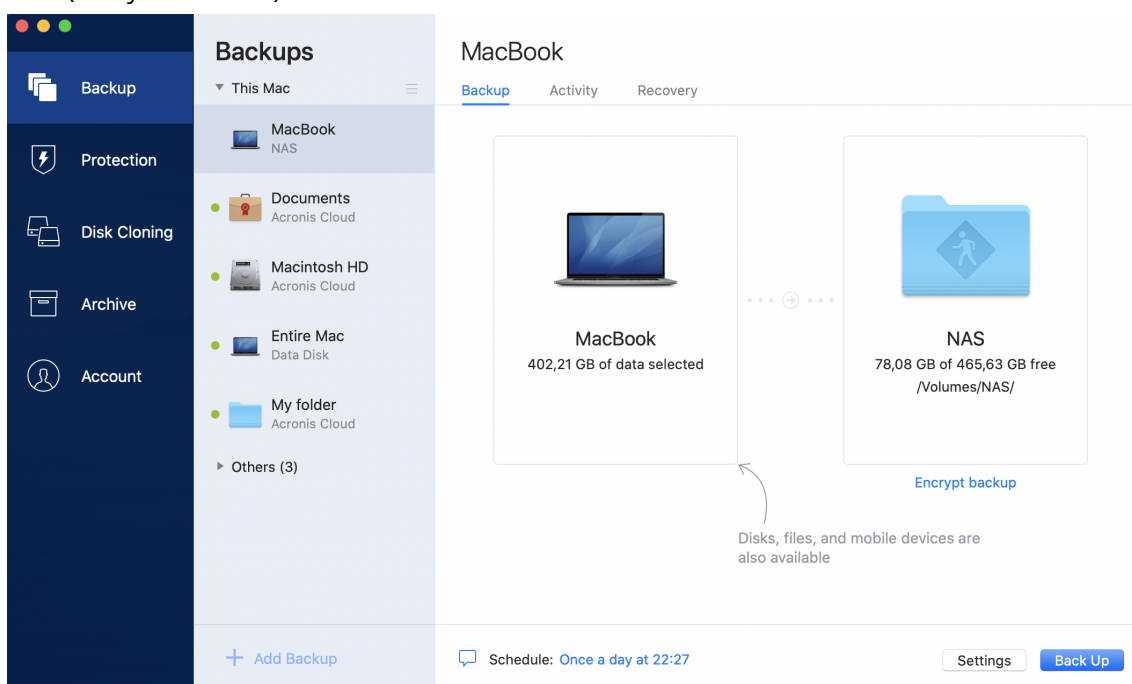
3. Click the backup source icon, and then select what you want to back up:
 - **Entire Mac**
When you select this option, Acronis True Image backs up all your internal hard drives in disk mode. The backup contains the operating system, installed programs, system settings, and all your personal data including your photos, music, and documents.
 - **Disks**
 - **Files and folders**

Important

To back up data that is synced to the cloud by a third-party cloud service provider, the actual data must be stored locally. If the files or folders are stored in the cloud, you will see only their local placeholders. Placeholders often have a cloud icon and are also considerably smaller in size. When you select source files for backup, you must select the local files, and not the placeholders. If the cloud service does not store your data locally, it cannot be backed up and recovered.

- **Mobile device**
See [Backing up mobile devices](#) for details.
- **Files to notarize**
See [Notarized backup](#) for details.

- **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. New **Files and folders** backups to local destinations (for example, external drives) and NAS are created in the **.tibx** format.

These backup files are not intended to be opened directly by standard system tools. Use Acronis True Image to browse and recover data. Backups that were created earlier may be in a different format, and they remain recoverable in Acronis True Image.

5. [Optional step] Configure additional settings. You can:
 - Configure the backup schedule at **Settings** → **Schedule**. See [Scheduling](#) for details.
 - Set the backup retention rules at **Settings** → **Cleanup**. See [Cleaning up backups, backup versions, and replicas](#) for details.
 - Protect your backup with a password and encryption at **Settings** → **Encryption**. See [Backup encryption](#) for details.
 - Exclude files and folders manually at **Settings** → **Exclusions**. See [Excluding items from backups](#) for details.
 - Select a preferred data center and configure the upload speed at **Settings** → **Network**. See [Network settings for backup](#) for details.
 - Configure backup attempts at **Settings** → **Error Handling**. See [Error handling](#) for details.
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 backup, you must have Acronis bootable media. If you do not have one, create it. See [Creating Acronis bootable media](#) for details.

Backing up to Acronis Cloud

1. Open Acronis True Image.
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 the plus sign 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 will be permanently deleted from the backup storage. These files cannot be ever recovered.

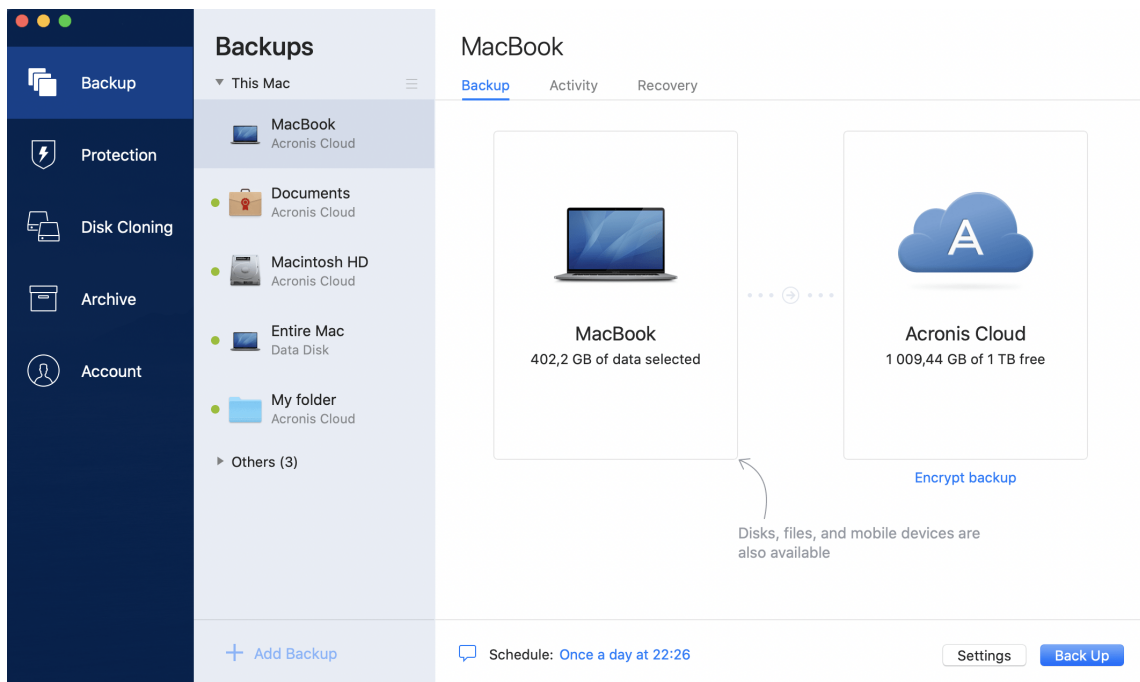
3. Click the backup source icon, and then select what you want to back up:
 - **Entire Mac**
When you select this option, Acronis True Image backs up all your internal hard drives in disk mode. The backup contains the operating system, installed programs, system settings, and all your personal data including your photos, music, and documents.
 - **Disks**
 - **Files and folders**

Important

To back up data that is synced to the cloud by a third-party cloud service provider, the actual data must be stored locally. If the files or folders are stored in the cloud, you will see only their local placeholders. Placeholders often have a cloud icon and are also considerably smaller in size. When you select source files for backup, you must select the local files, and not the placeholders. If the cloud service does not store your data locally, it cannot be backed up and recovered.

- **Mobile device**
See [Backing up mobile devices](#) for details.
- **Cloud service**
Used to back up Microsoft 365 data.
- **Files to notarize**
See [Notarized backup](#) for details.

- NAS device (if any connected)



4. Click the backup destination icon, select Acronis Cloud, and then click **OK**.

If you are not signed in yet, enter the email address and password of your Acronis account, and then click **Sign In**.

If you do not have an Acronis account, click **Create Account**, type your email address, password, and then click the **Create Account** button. See [Creating an Acronis account](#) for details.

5. [Optional step] Configure additional settings. You can:
 - Exclude data protected with third-party services, if you use any. Click **Optimize backup** and specify the data to exclude. See [Excluding items from backups](#) for details.
 - Exclude files and folders manually at **Settings** → **Exclusions**. See [Excluding items from backups](#) for details.
 - Configure the backup schedule at **Settings** → **Schedule**. See [Scheduling](#) for details.
 - Set the backup retention rules at **Settings** → **Cleanup**. See [Cleaning up backups, backup versions, and replicas](#) for details.
 - Protect your backup with a password and encryption at **Settings** → **Encryption**. See [Backup encryption](#) for details.
 - Select a preferred data center and configure the upload speed at **Settings** → **Network**. See [Network settings for backup](#) for details.
 - Configure backup attempts at **Settings** → **Error Handling**. See [Error handling](#) for details.
6. After you have configured all settings and you are ready to start a backup, click **Back Up**.

Note

The first online backup may take a considerable amount of time to complete. Future backup processes will likely be much faster, because only changes to files will be transferred.

To recover your Mac from a Acronis True Image backup, you must have Acronis bootable media. If you do not have one, create it. See [Creating Acronis bootable media](#) for details.

What is Acronis Cloud?

Acronis Cloud is a secure remote storage which you can use to store your backups and archives. Because files are stored in a remote storage, you can recover the entire contents of your Mac if a disaster or data corruption event occurs.

If you use Acronis True Image for Windows, you can also store file backups, disk images, and versions of your synchronized files in Acronis Cloud.

To start using Acronis Cloud

1. Open Acronis True Image.
2. [Create Acronis account](#), if you do not have one.
3. [optional] If Acronis Cloud does not make part of your subscription, activate it as follows: on the left sidebar, click **Account**. Then, click **Activate Acronis Cloud**. In **Acronis Cloud Storage**, click **Try now** or **Buy**.

The Acronis Cloud website allows you to recover and manage the data that you store on Acronis Cloud. To access the website, go to <https://www.acronis.com/my/online-backup/webrestore/>, and log in to your account.

Creating an Acronis account

To use the Acronis Cloud service, you need an Acronis account.

To create an Acronis account

1. Open Acronis True Image.
2. Select Acronis Cloud as a destination for your backup. The login window will open.
3. Click **Create Account**.
4. Fill in the registration form. Provide the required data, accept the Terms of Use, and, optionally, subscribe to receive news and promotional offers occasionally.

Note

To keep your personal data secure, choose a strong password for your account, guard it from falling into the wrong hands, and change it from time to time.

5. Click **Create Account**.
6. A message will be sent to the email address that you specified. Open this message and confirm that you wish to create an account.

Replicating local backups to Acronis Cloud

Why replicate?

Even though backing up your data provides protection, we recommend that you also replicate all local backups to Acronis Cloud, to protect from incidental corruption of your computer. Of course, you can create two backup plans, one to backup to your local computer and another one to Acronis Cloud. But automatic replication saves time when setting up the backup plans and creating a replica is faster than creating another backup. A replica is a copy of your backup and it can be used as a safeguard and accessed from anywhere.

Replication activation

Replication is not activated by default. You can activate it for any backup of a disk, partition or entire computer that uses the local destination (to an external or internal disk) that you configured in Acronis True Image. You can activate the replication in a special tab of a backup plan.

To activate the replication of a backup to Acronis Cloud

1. From the backup list, select the backup that you want to replicate, and then open the **Replica** tab.
2. Click **Replicate**. Now, replication is activated and will start once the normal backup is created. You are free to close Acronis True Image. Both the backup and replication processes will continue in background mode.
3. [optional step] Open the **Backup** tab, click **Settings**, and then click **Replication** to [configure the cleanup settings](#) for Acronis Cloud to optimize usage of its space.

Acronis Cloud Backup Download

Acronis Cloud Backup Download is a tool that lets you safely download cloud backups even if the internet connection is unstable. The download will not be canceled halfway through if the connection drops, it will be paused and can be resumed later. In addition, recovery from a downloaded backup is significantly faster than recovery from the cloud.

To install Acronis Cloud Backup Download

1. Download the tool in one of the following ways:
 - By using Acronis True Image: in the main menu, click **File > Download Cloud Backups**.
 - Go to <https://www.acronis.com/my/online-backup/webrestore/>, and then log in to your Acronis account. On the sidebar, click **Backups**, and then select the backup whose files you want to recover. In the details view, click **Download**. Then, in the **Download cloud backups** window, click **Download the tool**. Then, select and download the required version of the tool.
 - Go to the download page at <https://go.acronis.com/cloud-backup-download>. Then, select and download the required version of the tool.

Note

The tool will be downloaded even if you already have installed it previously.

2. Double-click the .dmg file to open it. Then, double-click **Acronis Cloud Backup Download** to open the tool.
3. Accept the license agreement and sign in.

To download a cloud backup

Important

You can only download backups of disks, partitions, or the entire machine in the .tibx format. File or folder backups cannot be downloaded with Acronis Cloud Backup Download.

1. Start the Acronis Cloud Backup Download tool and sign in.
2. In the **Acronis Cloud Backup Download** window, select the backup that you want to download.
3. In the **Select backup to download** window, select particular backups or the entire backup set.
4. [optional step] If the backup is encrypted, enter the password.
5. Select the download destination, and then click **Save**.

The download of the .tibx file starts. You can pause or cancel it if needed.

How to use the downloaded backup

- To continue backing up the data, add the backup to Acronis True Image as described in "Adding an existing backup to the list" (p. 38).
- Recover the data from the backup as described in "Recovering your files and folders" (p. 57).
- Create an Acronis Survival Kit as described in "Creating an Acronis Survival Kit" (p. 52).
- Create Bootable Media as described in "Creating Acronis bootable media" (p. 51).

Notarized backup

By using Blockchain technology, Acronis True Image can protect your files from unauthorized modification. This gives you a guarantee that you can recover your data from the same file that was backed up. We recommend that you use this type of backup to protect your legal document files or any other files that require proved authenticity. See [Using Blockchain technology](#) for details.

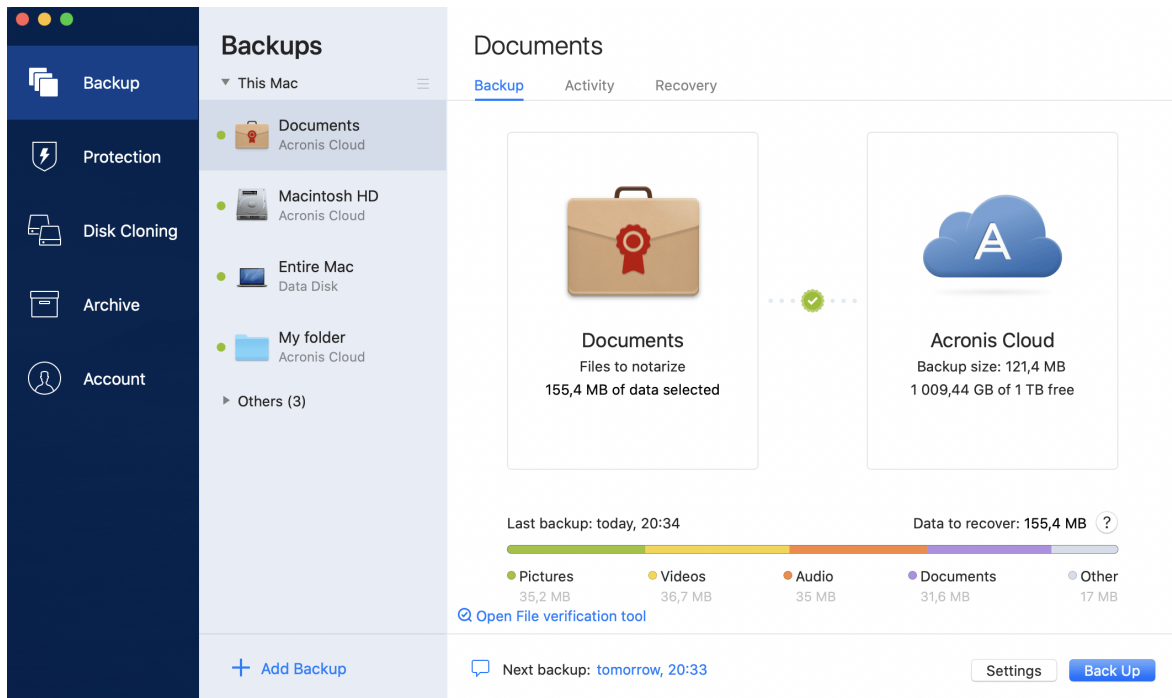
To create a notarized backup of your files and folders

1. Open Acronis True Image.
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 will be deleted from the backup storage.

3. Click the backup source icon, click **Files to notarize**, and then select the files and folders that you want to back up.



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:
 - Exclude files and folders manually at **Settings** → **Exclusions**. See [Excluding items from backups](#) for details.
To exclude files with a digital signature from the backup, select the **Do not notarize digitally signed files** check box. See [Excluding items from backups](#) for details.
 - Configure the backup schedule at **Settings** → **Schedule**. See [Scheduling](#) for details.
 - Protect your backup with a password and encryption at **Settings** → **Encryption**. See [Backup encryption](#) for details.
 - Select a preferred data center and configure the upload speed at **Settings** → **Network**. See [Network settings for backup](#) for details.
6. After you have configured all settings and you are ready to start a backup, click **Back Up**.

Using Blockchain technology

Acronis True Image uses the Blockchain technology to provide top-level security for your backed-up files. This technology gives you the guarantee that your files have not been modified by fraudulent

software, and when it is time to recover, you recover data from exactly the same file that was backed up.

What is Blockchain?

Blockchain is a database that contains information about transactions and their sequence. In general, a transaction represents an event, such as a financial operation or an operation with different kinds of assets. The transactions are united in blocks, which are written to the database one by one and form a block chain. Every transaction and every block has its own unique identification number. What is very important is that every block stores information about all previous blocks of the chain. Once written to the database, the information about a transaction cannot be changed in any way or by anyone, and the transaction sequence cannot be modified either. Any attempt to change any piece of information in the database can be easily identified by any user of the database, because there would be no information about the false transaction or false block in all subsequent blocks. This technology guarantees that data stored in the database is valid, belongs to a specific person, and has not been modified by anyone. See more information about Blockchain at [https://en.wikipedia.org/wiki/Blockchain_\(database\)](https://en.wikipedia.org/wiki/Blockchain_(database)).

How Acronis True Image uses the Blockchain technology

To protect your files from unauthorized modification, Acronis True Image uses the Acronis Notary technology. This is a universal solution for timestamping and fingerprinting any data objects and streams. Since it is impractical to store large amount of data in a Blockchain database, Acronis True Image sends only file hash codes to the Acronis Notary service.

A hash code is a unique number of fixed size that is produced by a hash function. The code mathematically defines an arbitrary set of data, for example, a backup file. Any change of the backup file leads to a change of its hash code. Therefore, to check if the file was changed, you only need to compare the hash codes generated in the initial and current states of the file. If the codes match, this is a guarantee that the file has not been modified by anyone.

When Acronis Notary receives hash codes of your files, it calculates a new single hash code and sends it to the Ethereum Blockchain-based database. See more information about Ethereum at <https://www.ethereum.org/>.

Once the hash code is in the database, the files that were used to calculate this hash code are notarized by Acronis Notary. You can easily verify the file authenticity at any time by using the procedure described in [Verifying file authenticity](#). Every notarized file has a notarization certificate, which is documentary proof that the file is protected with the Blockchain technology. A certificate contains general information about the file and technical details that allow you to manually verify the file authenticity. See [Manual verification of a file's authenticity](#) for details.

Verifying file authenticity

By using Blockchain technology, Acronis True Image can protect your backed-up files from unauthorized modification. This gives you a guarantee that you can recover data from exactly the

same file that was backed up.

To verify a file's authenticity in Acronis True Image

1. Open Acronis True Image.
2. On the sidebar, click **Backup**.
3. From the backup list, select the notarized backup which contains the file that you want to verify.
4. On the right panel, open the **Recovery** tab.
5. Browse to the required file, click the arrow icon, and then click one of the following:
 - **View certificate** — The certificate containing the detailed information about the file security will be opened in the web browser.
 - **Verify** — Acronis True Image will check the file authenticity.

To verify a file's authenticity in File verification tool

1. Open the File verification tool with one of the following methods:
 - In a web browser, open <https://notary.acronis.com/verify>.
 - On the sidebar of Acronis True Image, click **Backup**, select a notarized backup, and then click **Open File verification tool** on the right panel.
2. In Finder, browse to the file that you want to verify, and then drag it to the web browser window.

To verify a file's authenticity in Acronis Cloud

1. Go to <https://www.acronis.com/my/online-backup/webrestore/>, and then log in to your Acronis account.
2. On the sidebar, click **Backups**.
3. From the backup list, select the notarized backup which contains the file that you want to verify.
4. Browse to the required file and select it with a check mark. Then, click **Verify** on the right sidebar.

Manual verification of a file's authenticity

The easiest way to verify a file's authenticity is to use the **Verify** command in Acronis True Image or in Acronis Cloud. See [Verifying file authenticity](#) for details. In addition to this easy method, you can perform the verification procedure yourself, step by step.

To verify a file's authenticity manually

Step 1. Calculate MD5 hash of the file

1. Open Terminal.
2. For example, to calculate the md5 hash for the picture.png file, type:

```
$ md5 'picture.png'
```

Example of an md5 hash: eea16ade1edf2750a46bb6bffb2e45a2

3. Check that the calculated md5 hash is equal to an eTag in the DATA field in your notarization certificate. See [Verifying file authenticity](#) for details about obtaining a file certificate.

Step 2. Check that a ROOT is stored in the blockchain

1. Open a blockchain explorer, for example <https://etherscan.io/>.
2. Enter the TRANSACTION ID from the certificate into the search field.
3. Check that the Data field in the Event Logs tab is equal to the ROOT value in your certificate.

Step 3. Check that the hash is included in the tree

1. Download the command line utility from the GitHub repository:
<https://github.com/acronis/notary-verifyhash/releases>.
2. Follow the instructions at: <https://github.com/acronis/notary-verifyhash>.

Backing up mobile devices

If you have an iOS or Android smartphone, you can use Acronis True Image to protect your mobile data such as photos, video files, contacts, and calendars.

See [Acronis Mobile documentation](#) for details.

To back up mobile data to local storage on your computer

1. Make sure that:
 - Acronis True Image (2017 or later) is installed on your computer.
 - The Acronis Mobile app is installed on your mobile device.
 - Your mobile device and your computer are connected to the same Wi-Fi network.
2. On your computer:
 - a. Start Acronis True Image (2017 or later).
 - b. On the sidebar, click **Backup**, and then click **Add Backup**.
 - c. Click the **Backup source** area, and then select **Mobile device**.
A QR code will be displayed. Please do not close this window.
3. On your mobile device:
 - a. Start Acronis Mobile.
 - b. Tap a plus icon to create a backup. Note that this step does not occur the first time you back up your mobile device.
 - c. Select computer as a backup destination.
 - d. Tap **Scan QR code**, point your camera at the QR code on the computer screen, and then wait until the mobile device is connected to the computer.
 - e. Select the data categories that you want to back up, or tap **Confirm** if you want to back up all of them.
 - f. Allow Acronis Mobile to access to your personal data.
 - g. [optional step] Enter a password to encrypt the backup and protect it. Otherwise, tap **Skip Encryption**.
 - h. Tap **Start Backup**.

When the backup is started, you can track the progress in any application - on the computer or mobile device, but the errors and warning messages are displayed in the mobile app only.

You can close Acronis True Image on your computer and the Acronis Mobile app. The backup will continue in the background mode.

When the backup is complete, your data is uploaded to your computer. If you want data changes (for example, new photographs) to be backed up automatically, make sure the **Continuous backup** setting is turned on. If this setting is turned off, the new data is backed up only when you tap **Back up**.

The connection between your computer and mobile device may be lost because of an error. To restore it, select the mobile backup in the backup list of Acronis True Image, click **Reconnect**, and then scan the QR code with your mobile device. After that, the backup will continue normally with the same settings.

Acronis Mobile

Note

Acronis Cloud might be unavailable in your region. For more information, see [Acronis Cloud List of supported countries](#).

Acronis Mobile allows you to back up your data to Acronis Cloud, to local storage on your computer, and then recover it in case of loss or corruption. Note that backup to the cloud storage requires an Acronis account and Acronis Cloud subscription.

Which devices does the mobile app support?

You can install Acronis Mobile on any mobile devices that runs one of the following operating systems:

- iOS 17 to iOS 26 (iPhone, iPod, iPad)
- Android 12 to Android 16

Key features

Acronis Mobile allows you to:

- Back up your personal data, including:
 - Photos
 - Videos
 - Contacts
 - Calendars
 - Messages (Android only)
 - Reminders (iOS only)
- Choose the following locations as a backup destination:

- Acronis Cloud
- Local storage on your PC or Mac
- Encrypt backups with the AES-256 cryptographic algorithm
- Automatically back up new and changed data
- Access cloud backups from all your mobile devices and recover data from these backups

Where can I find these apps?

You can view additional information and download Acronis Mobile from the Apple App Store or Google Play:

- Acronis Mobile for iOS devices: <https://go.acronis.com/atimobile/download/iOS>
- Acronis Mobile for Android devices: <https://go.acronis.com/atimobile/download/Android>

Local destination of mobile backups

When you back up your mobile data to a computer, Acronis True Image stores the backups in the default folder `/Library/Application Support/Acronis Mobile Backup Data/acronis-local-data/`. When you change the default folder, the `acronis-local-data` folder is moved to the location that you selected. All new mobile data will be backed up to the new location.

Note

All mobile backups are always stored in the same folder and cannot be separated.

To change the local destination for mobile backups

1. In the **Backup** section, right-click a mobile backup, and then click **Move**.
2. Click **Select location**, and then select a new location for the backups. Note, you can select a location only on your internal hard drives.

To change the new location to the initial one, click **Reset to default**.

Backing up Microsoft 365 data

Why back up Microsoft 365 data?

Even though Microsoft 365 is a set of cloud services, regular backups provide an additional layer of protection from user errors and intentional malicious actions. With Acronis True Image, you can protect your Microsoft Outlook mailboxes and Microsoft OneDrive data by backing up them to secure Acronis Cloud. After uploading to Acronis Cloud, all of the content is available from any device, any time. You can recover deleted items from a backup even after the Microsoft 365 retention period has expired.

Backing up Microsoft 365 data

Data that you can back up in your Outlook mailbox:

- All folders
- E-mail messages
- Attachments

Note

You cannot back up shared or group mailboxes.

Data that you can back up in your OneDrive:

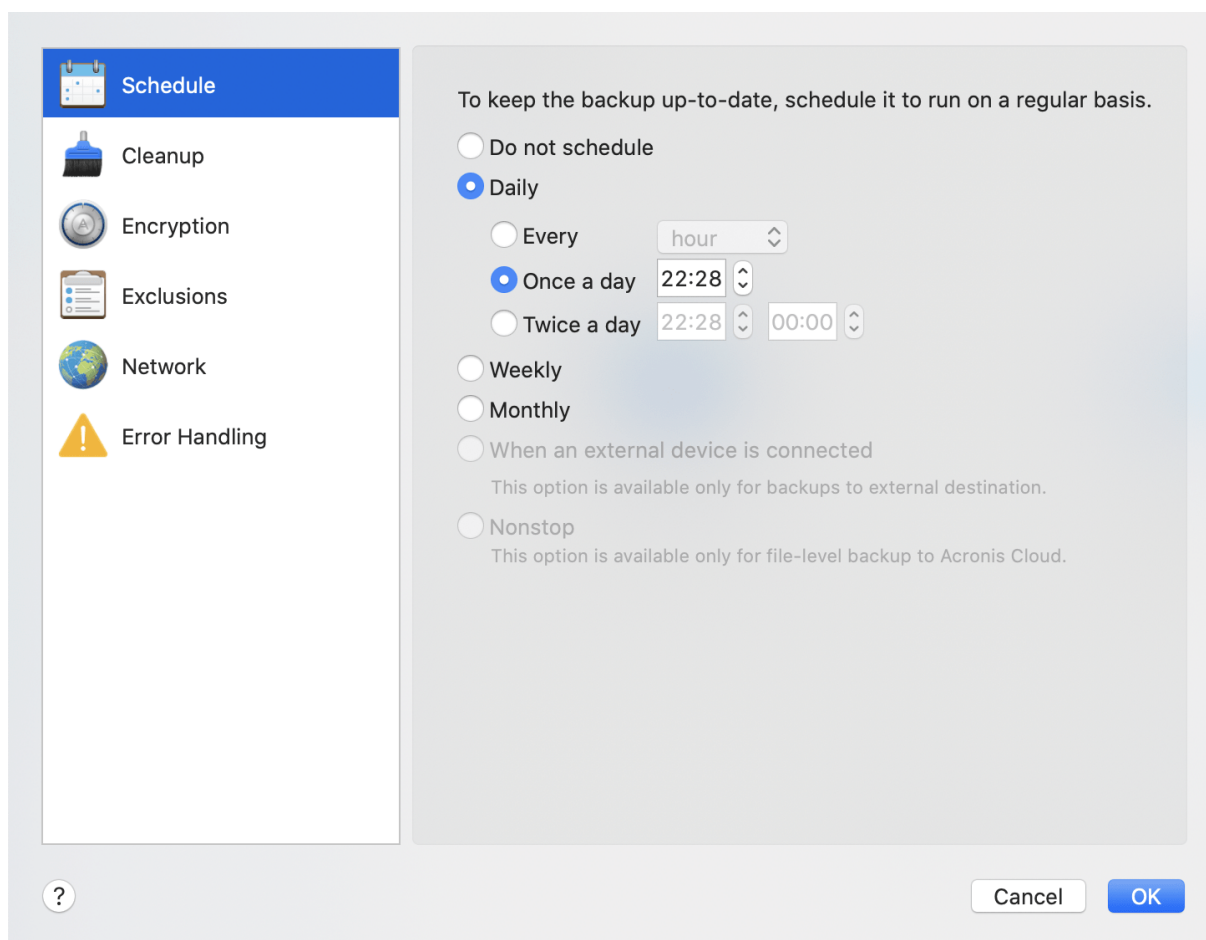
- All files and folders

To back up Microsoft 365 data:

1. Open Online Dashboard by doing one of the following:
 - Follow the link: <https://cloud.acronis.com>.
 - On the sidebar of Acronis True Image, click **Backup**, click **Add backup**, click the **Backup source** area, and then select **Cloud service**.
2. Sign in to your Acronis account.
3. On the sidebar, click **Resources**, click **Add**, and then choose **Microsoft 365**.
4. Log in to your Microsoft account, if prompted.
5. At the **Backup source** area, select items to backup:
 - Entire account
 - Outlook
 - OneDrive
6. Click **Done**.
7. You can configure cleanup rules for the backup via the **Cleanup** pane. You can also encrypt the backup and protect it with a password. When done, click **Apply**.
8. To start the backup, click **Run now**.

Scheduling

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.
 - **Nonstop** (available for file-level cloud backup only)
The initial full backup contains all of the data selected for protection. Acronis True Image then continually monitors the protected files (including open ones). Once a modification is

detected, the changed data is backed up. The shortest interval between the incremental backup operations is five minutes. This allows you to recover your data to an exact point in time.

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 (available only on Intel-based Macs, not supported on ARM-based Macs)

- Turn on the Power Nap in your mac **Energy Saver** > **Power Adapter** parameters.
- In the Acronis True Image 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 is 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.

Backup encryption

To protect the backed up data from unauthorized access, you can encrypt the backup with industry-standard AES (Advanced Encryption Standard) cryptographic algorithm with a 256-bit long key.

Note

You cannot change the backup encryption option for a pre-existing backup.

To encrypt a backup

1. When configuring the first backup process, click the **Settings** icon, and then click **Encryption**.
2. Enter the password for the backup into the corresponding field, and then click **OK**.

We recommend that you use a password longer than seven symbols and containing both letters (in upper and lower cases preferably) and numbers to make it more difficult to guess.

A password cannot be retrieved. Memorize the password that you specify for a backup protection.

Cleaning up backups, backup versions, and replicas

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

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

Nonstop Backup retention rules

When you back up files and folders to Acronis Cloud, you can select the nonstop scheduling setting. See [Scheduling](#) for details.

Because Acronis True Image permanently monitors the backed-up data and uploads the changes to Acronis Cloud, the backup could consume storage space quite fast. To reduce the number of backup versions and optimize the cloud space consumption, Acronis True Image keeps only the following backup versions:

- All versions for the last hour
- The first versions of every hour for the last 24 hours
- The first version of every day for the last week
- The first version of every week for the last month
- The first version of every month

All other versions are automatically deleted. The retention rules are pre-set and cannot be changed.

Replica retention rules

Every time you run a backup operation that has replication turned on, Acronis True Image creates a new backup version locally and a new replica version in the cloud. Sometimes the number of replica versions is slightly less than the number of the backup versions; that is done to optimize your internet usage. Nevertheless, the replicas may take quite a lot of space.

To save space, use the replica retention rules

1. In the **Backup** section, click the required backup, and then click **Settings** in the lower-right corner.
2. Click **Settings**, choose **Replication**.

You can set a limit on the number of replica versions. In addition to the number of replicas, you can limit their age. Select the **Delete versions older than** check box, and then specify how long to store a version. All versions that are older than the specified period will be automatically deleted.

To delete an entire backup and its replica

In the **Backup** section, right-click the backup with the replica to delete, and then click **Delete backup and replica**.

Depending on the backup type, this command completely deletes the backup from its location, or allows you to choose between deleting the backup files completely or just removing the backup name from Acronis True Image. Note that if you delete a backup completely, the deletion cannot be undone. When you only remove the backup name from Acronis True Image, the backup files remain in their current location and you will be able to add the existing backup to Acronis True Image later.

If a backup location is not available any longer, then the backup files cannot be deleted there, but you can remove the name of this backup from Acronis True Image. If you want to delete backup files

that you see locally, but not in Acronis True Image, try adding this existing backup to Acronis True Image. After that, you can completely delete this backup and its files by using Acronis True Image.

When you delete a backup, its replica is deleted automatically. You cannot delete a local backup and still save its replica. However, you can delete a replica alone and keep the corresponding local backup.

To delete a replica without deleting the backup

In the **Backup** section, right-click the backup with the replica to delete, and then click **Delete replica only**.

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

Cleaning up space on Acronis Cloud

1. To go to Acronis Cloud, click **Account** on the Acronis True Image sidebar, and then click **Browse my data**. The Acronis Cloud webpage will open in a browser.
2. On the Acronis Cloud webpage, on the left sidebar, click **Account**.
3. On the Acronis Cloud line, click **Clean up**.
4. Choose which versions you want to delete:
 - Versions older than some period.
 - All old versions except for several recent ones.

Warning!

Be careful! Deleted versions cannot be restored.

One more way to clean up is to delete a cloud backup that you no longer need. In this case, all version history for the backup is deleted from Acronis Cloud.

See also

"Cleaning up backups, backup versions, and replicas" (p. 36)

Adding an existing backup to the list

You may have Acronis True Image backups created by a previous product version or copied from another computer.

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.

Excluding items from backups

Before you start a backup, you can reduce the backup size by excluding data that does not need to be backed up.

You can exclude files and folders the following ways:

- **Manually, from any backup**

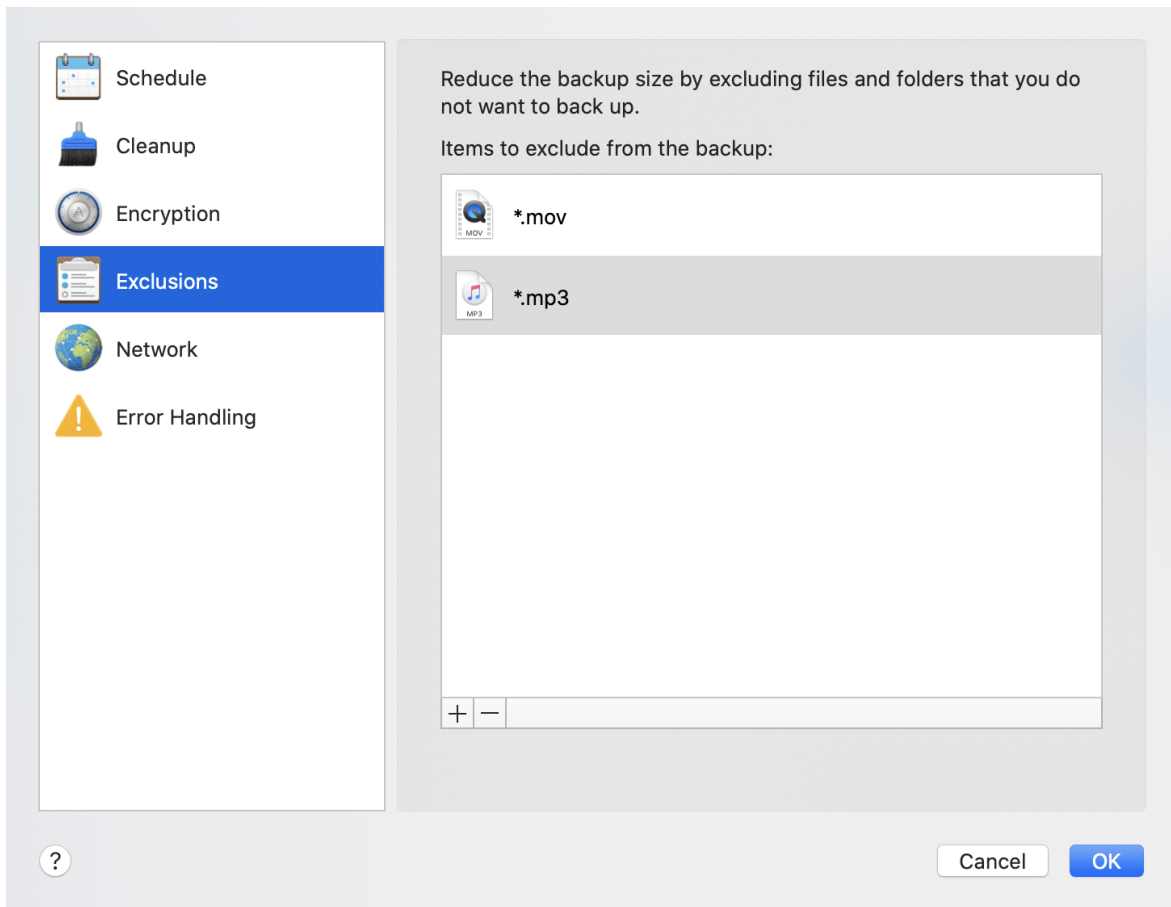
To exclude an item, specify it explicitly or use a mask.

- **Automatically, from a backup to Acronis Cloud**

Acronis True Image analyzes the backup source and suggests that you exclude your local data that can be downloaded from third-party Cloud storage.

Excluding items manually

1. When configuring a backup, click **Settings**, and then click **Exclusions**.



2. Click the Plus sign, and then click one of the following:
 - **Exclude specific file or folder**
Browse to the item that you want to exclude, select it, and then click **Exclude**.
 - **Exclude by mask**
Enter an exclusion mask by using wildcard characters (* and ?), and then click **Exclude**.
Examples of exclusion masks:
 - *.ext - all files with an .ext extension will be excluded.
 - ??name.ext - all files with an .ext extension, having six letters in their names starting with any two symbols (??) and ending with *name*, will be excluded.
3. Select or clear the **Do not notarize digitally signed files** check box (available for notarized backups only).
The main purpose of a notarized backup is protection of your personal files. Therefore, there is no need to back up system files, application files, and other files that have a digital signature. To exclude these files, select the corresponding check box.
4. Click **OK**.

Excluding recoverable data from online backups

Acronis True Image allows you to exclude your local data that is uploaded or synchronized with third-party Cloud services, such as Google Drive or Dropbox. This data is already reliably protected and can be easily downloaded to your computer. Therefore there is no need to upload it to Acronis Cloud. You can exclude it to reduce the backup size and to speed up the backup process.

You can exclude data protected with the following services:

- iTunes
- Dropbox
- Microsoft OneDrive
- Google Drive
- BoxSync
- Yandex.Disk
- SugarSync

Acronis True Image suggests that you exclude data only when the following conditions are met:

- The third-party service is currently enabled.
- There is more than 250 MB of data stored in the corresponding folder.

To exclude items from an online backup

1. Before you start the backup process, click **Optimize backup** below the backup source icon.
2. Select the check boxes next to the items that you want to exclude, and then click **Done**.

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.
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.

Network settings for backup

When you create a backup to Acronis Cloud, your data is uploaded to one of the Acronis data centers located in different countries. Initially, the data center is defined as the one closest to your location when you create your Acronis account. Afterwards, your online backups and synced files are stored in the same data center, by default.

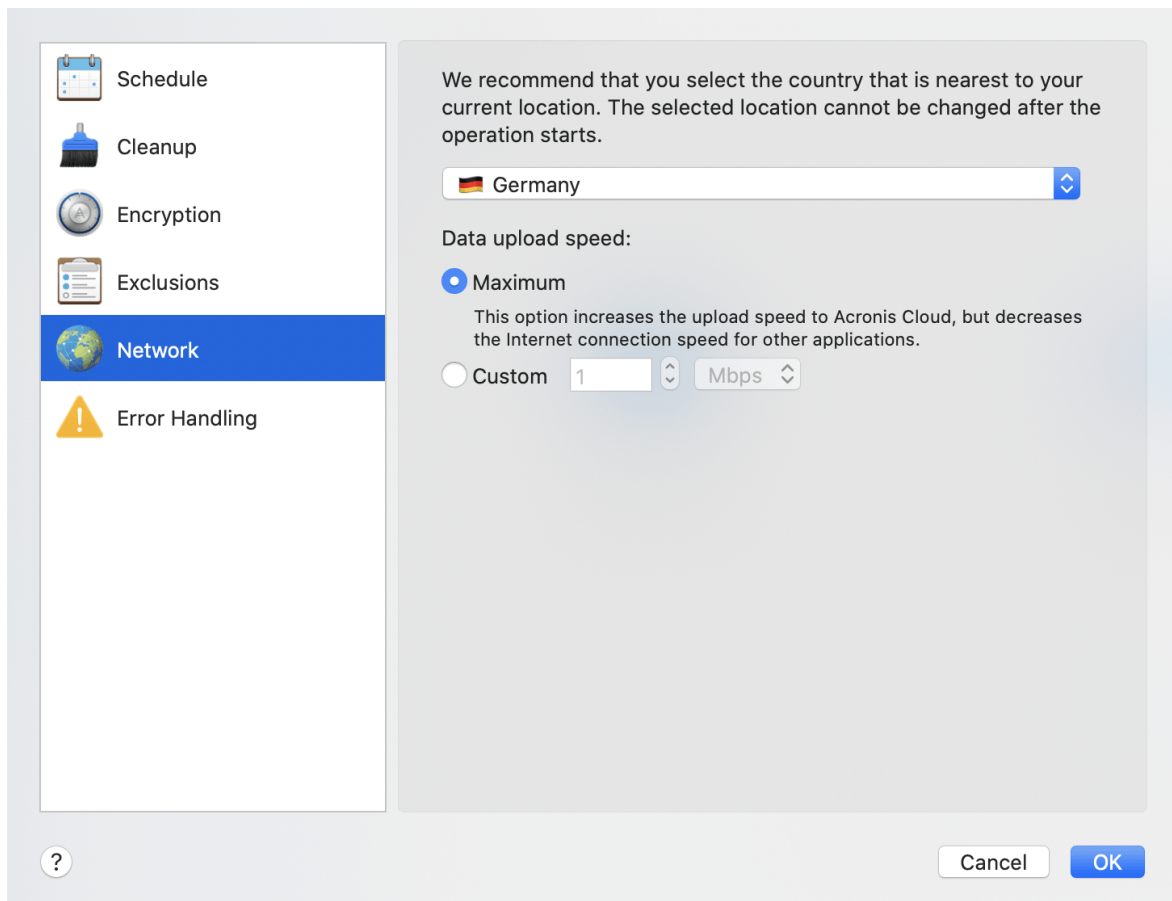
We recommend that you set the data center for a backup manually, when you are in a different country and your default data center is not the closest to your current location. This will significantly increase the data upload rate.

Note

You cannot change the data center for an already existing backup.

To select a data center

1. When configuring an online backup, click **Settings**, and then click **Network**.



The screenshot shows the 'Network' settings window. On the left is a sidebar with icons and labels for 'Schedule', 'Cleanup', 'Encryption', 'Exclusions', 'Network' (which is highlighted in blue), and 'Error Handling'. The main area on the right contains a message: 'We recommend that you select the country that is nearest to your current location. The selected location cannot be changed after the operation starts.' Below this is a dropdown menu showing 'Germany' with a flag icon. Under 'Data upload speed:', there are two radio buttons: 'Maximum' (which is selected) and 'Custom'. A descriptive text for 'Maximum' states: 'This option increases the upload speed to Acronis Cloud, but decreases the Internet connection speed for other applications.' The 'Custom' option has a text input field with the value '1' and a unit dropdown menu set to 'Mbps'. At the bottom right are 'Cancel' and 'OK' buttons. A help icon (?) is at the bottom left.

2. Select the country that is closest to your current location, and then click **OK**.

Data upload speed

When you back up data to Acronis Cloud, you can change the connection speed used by Acronis True Image. Set the connection speed that will allow you to use internet and network resources without annoying slowdowns.

1. In the backup settings, go to the **Network** section.
2. To set up the connection speed, select one of the following options:
 - **Maximum** — The data transfer rate is maximum within a system configuration.
 - **Custom** — You can specify a maximum value for data upload speed.

Error handling

Error Handling is a section in backup settings. In this section, you can configure **Repeat backup attempts** for failed backups.

To configure Repeat backup attempts

1. In backup settings, open the **Error Handling** section.
2. In this section, configure the following options:
 - **Repeat backup attempts** - Enables automatic retry after a failed backup attempt.
 - **Number of attempts** - Sets the maximum number of retry attempts.
 - **Time interval between attempts** - Sets how long Acronis True Image waits before the next retry.

If you enable **Repeat backup attempts**, you can close Acronis True Image while backup is running. The backup continues in the background. If your computer shuts down, the backup will continue automatically after the next startup.

If you do not enable **Repeat backup attempts**, you can still close Acronis True Image during backup, and the backup will continue in the background. But if the computer shuts down, you need to start the backup again manually.

If a backup attempt fails, Acronis True Image waits for the configured interval and retries. If all attempts fail, the backup operation is marked as failed.

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

Note

Nonstop backup and mobile backups do not have an activity feed.

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	

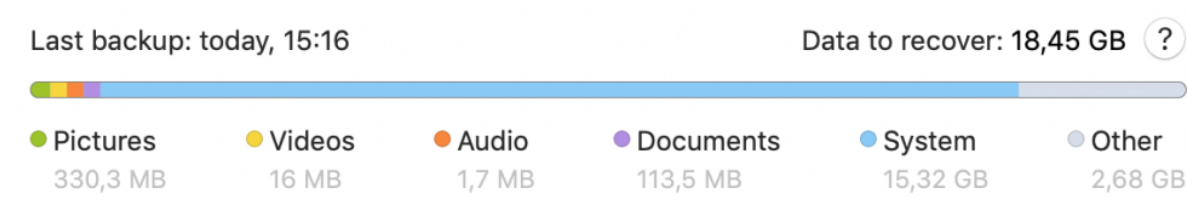
What you can view and analyze:

- 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, see the [Support Portal article](#).

The Backup tab

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



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 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.

Local mobile backups do not depend on this setting. Your mobile data is backed up to local storage on your computer as usual.

Wi-Fi networks for backup to Acronis Cloud

When you back up your data to Acronis Cloud, you can be concerned about the security of your personal data when it is transferred by unprotected Wi-Fi networks. To avoid the risk of theft of your personal data, we strongly recommend that you only use protected Wi-Fi networks.

To protect your data

- In the Acronis True Image menu, click **Preferences**, click **Wi-Fi networks**, and then select **Back up using only selected Wi-Fi networks**. In the **Remembered networks** box which contains all remembered Wi-Fi networks, select the check boxes next to the networks that you want to use to back up your data.

When the networks are selected and your computer loses a connection to any of them, all currently running scheduled backups are paused and the upcoming scheduled backups will not start. Once the computer connects to any of these networks, the suspended scheduled backups will be resumed. The scheduled backups that have been missed because of this setting will be started as well.

To back up your data by using a new Wi-Fi network, simply save this network on your computer and then select it in the **Remembered networks** box. This can be done whenever you need to use new network.

Local mobile backups do not depend on this setting. Your mobile data is backed up to local storage on your computer, as usual.

Notifications

Notifications in macOS Notification Center

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

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

Notifications in Acronis Tray Notification Center

When Acronis True Image 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 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.

The Tray Notification Center contains latest notifications in one place, lets you see important operation statuses without opening Acronis True Image at the moment when you need them. The following notifications are shown in Acronis Tray Notification Center: personal offers, information on the results of backup operations, and other important notifications from Acronis True Image. The Tray Notification Center is minimized and hidden under Acronis True Image in the Mac tray.

Email notifications about backup status

When you cannot wait a backup completion or when you want to track your scheduled backups, it is convenient to receive the backup status reports on your email address. This allows you to be immediately informed if anything goes wrong with your backups even when you are not near your computer.

To configure email notifications

1. In the Acronis True Image menu, click **Email Notification Settings**.
The **Email notifications** page of the Online Dashboard opens in your web browser.
2. Select message types that you want to receive.
3. Type email address to send the notifications to.
4. Type a message subject template by using the following variables:
 - [computer_name]
 - [operation status]
 - [backup_name]For example, you can type: *Backup report: [backup_name] - [operation status] on [computer_name]*
5. Click **Save**.

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 ChromeOS, and other operating systems. For more details, visit the Parallels website: <https://www.parallels.com/products/desktop/>.

Note

Acronis True Image supports Parallels Desktop up to version 26. Newer versions may not be fully compatible.

How does Acronis True Image handle Parallels Desktop virtual machines?

Acronis True Image 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 disk-level backup of your Mac, Acronis True Image creates snapshots of all Parallels Desktop virtual machines located on the disks selected for backup. These snapshots ensure that the virtual machines remain consistent and bootable after recovery. After the snapshots are included in the backup, they are automatically deleted from your Mac.

Which virtual machines are backed up?

Acronis True Image 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 14 or higher, all restored virtual machines will boot after recovery.

Note

We recommend recovering the PD machines as new virtual machines 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:

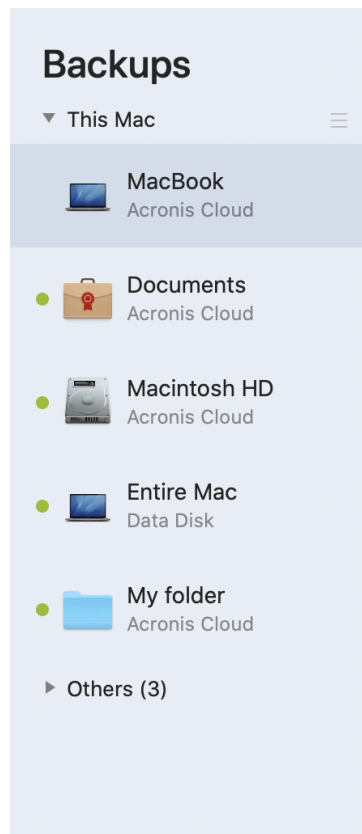
- If the virtual machine is running, backup of the Boot Camp partition will fail in most cases.
- If the virtual machine is suspended, backup of the Boot Camp partition will succeed, but recovery from the backup will fail in most cases.
- If the virtual machine is suspended, recovery to the Boot Camp 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.

Note

Backup status for the same backup plan is shown consistently in both the app and Online Dashboard. For example, when you pause a backup, the status changes to **Paused** (| |) and the **Last/Next backup** values are not updated until the backup is resumed. For a failed backup, Online Dashboard may show a message that the backup will restart after a short delay and update the **Next backup** value accordingly.



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 and Acronis Survival Kit.

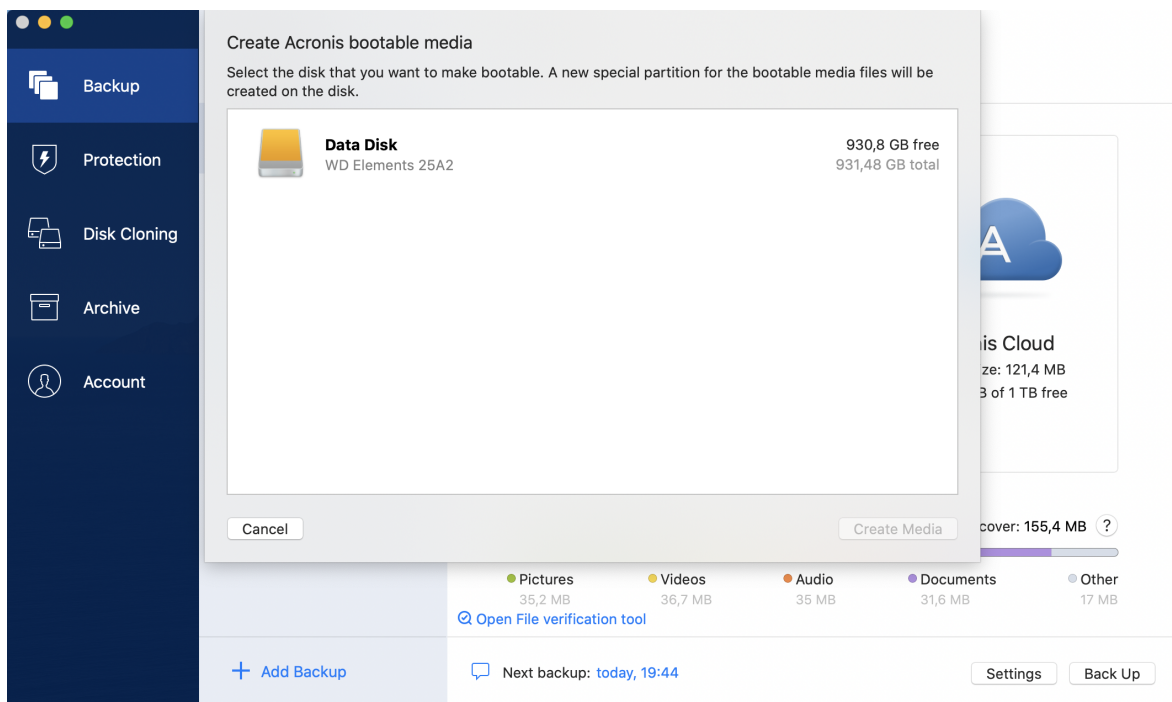
If you do not have a backup yet, create it. See [Backing up to local or network storage](#), [Backing up to Acronis Cloud](#).

Warning!

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

To create Acronis bootable media

1. Connect a removable drive to your Mac.
You can use a removable drive formatted with the APFS or Mac OS Extended file systems, having 4.3 GB (or more) of free space. For example, you can use an external hard drive or a USB flash drive. Note that CD and DVD media are not supported.
2. Open Acronis True Image.
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 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 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.

Important

If you boot a Mac with Apple silicon (with M1, M2, M3, or M4 chip) by using Acronis bootable media, the disks initialized with SoftRAID will not be available.

Creating an Acronis Survival Kit

What is an Acronis Survival Kit?

To recover your Mac in case of a failure, you need to have two crucial components — a backup of your system disk and a bootable media. Most often these components are separated, for example, the system backup is stored on an external drive or Acronis Cloud and the bootable media is a small USB flash drive. Acronis Survival Kit combines both components into a single device that contains

everything you need to recover your computer in case of a failure. It is an external hard drive that contains both the Acronis bootable media files and a backup of your system partition or entire computer.

As a device for an Acronis Survival Kit you can use an external hard drive that is larger than 32 GB and has Mac OS Extended or APFS file system. If the drive has another file system, Acronis True Image suggests formatting the drive.

The device must be large enough to store both the bootable media and the backup. For example, if your system partition contains 200 GB of data, a 256 GB drive or larger is required.

Supported file systems for an Acronis Survival Kit include:

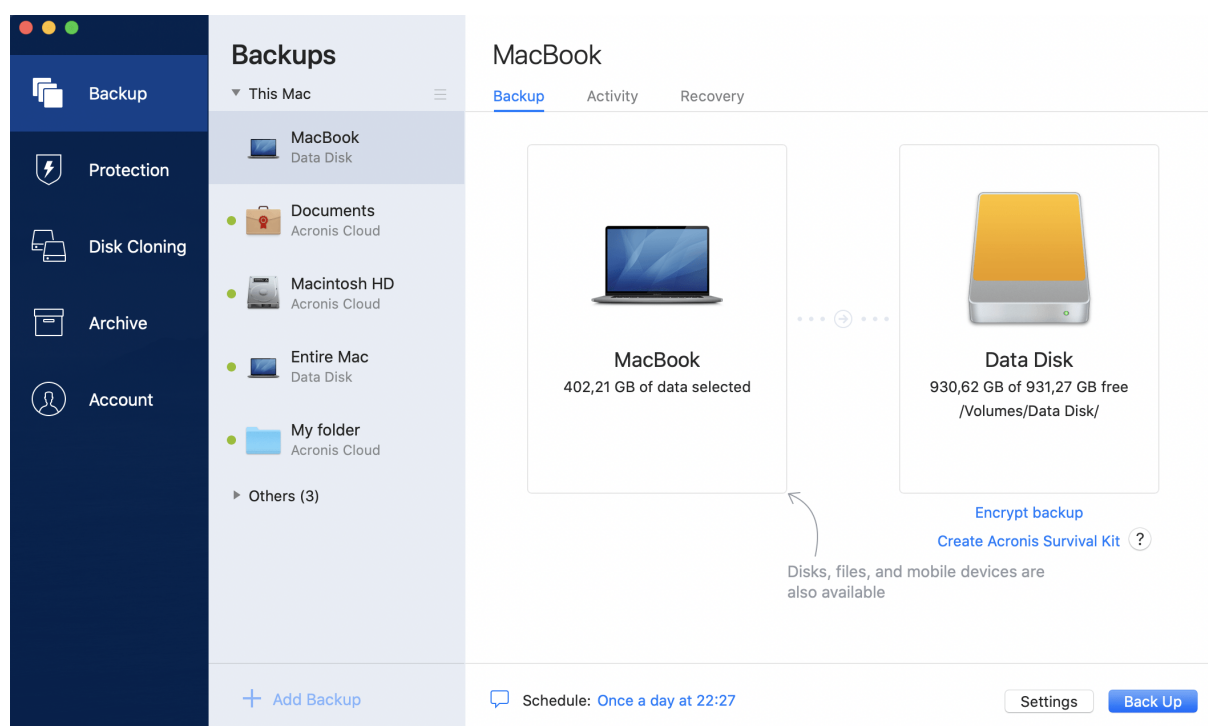
- APFS (Recommended for macOS compatibility)
- Mac OS Extended (Recommended for macOS compatibility)

Note

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

How do I create an Acronis Survival Kit?

When you configure a local backup of your system or entire Mac and select an external drive as a destination, Acronis True Image will suggest making this drive bootable.



To create an Acronis Survival Kit

1. Click **Back Up** or **Create Acronis Survival Kit**.
2. In the opened window, click **Create**.

Note

Linux-based media included in the Survival Kit does not fully support exFAT formatted partitions. If you are using a drive formatted with exFAT, we recommend reformatting it to APFS or Mac OS Extended before creating the Survival Kit or storing backups.

Acronis True Image 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 has a file system different from Mac OS Extended or APFS, Acronis True Image suggests formatting the disk. Pay attention, that disk formatting deletes all the data stored on the disk.

3. When the boot files are successfully written to the drive, it becomes a bootable media that you can use to recover your Mac. To complete creating an Acronis Survival Kit, you need to save a backup of your system to the drive. To do this, click **Back Up**. If you skip this step, do not forget to create a system backup on this drive later. See [Backing up to local or network storage](#) for details.

When your Acronis Survival Kit is ready, you can use it to recover your Mac. See [Recovering your Mac](#) for details.

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. See [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.

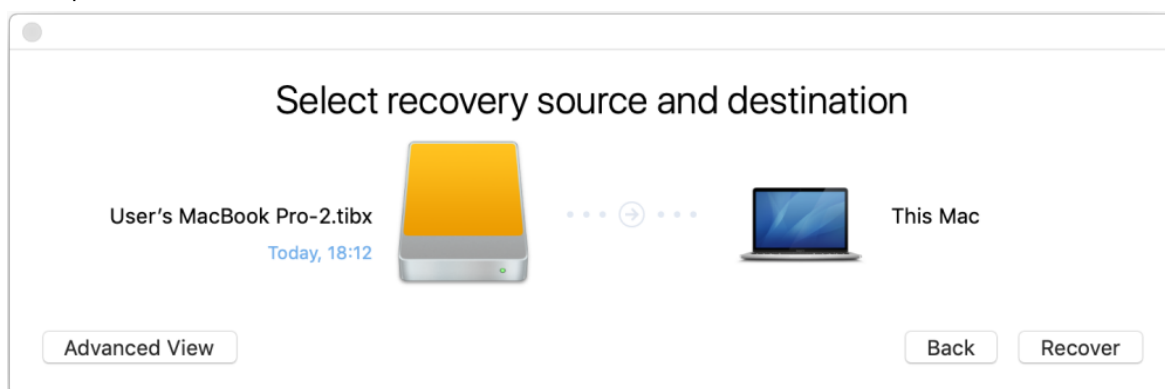
5. Click **Verify Disk**.
 - If there is an error, click **Repair Disk**. If the Disk Utility reports that the disk is OK or it has been repaired, restart your Mac and continue using it as usual. If the errors persist, recover your Mac from a Acronis True Image backup. See [Recovering your Mac](#) for details.
 - If the Disk Utility does not detect any errors, recover your Mac from Acronis True Image backup. See [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 backup. Without the backup recovery is impossible. See [Backing up to local or network storage](#) and [Backing up to Acronis Cloud](#) for details.
 - Acronis bootable media. If you do not have one and you can start Acronis True Image on your Mac, create the media as soon as possible. See [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 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:
 - **Acronis Survival Kit**
 - **Local Storage**
 - **Acronis Cloud** — sign in to your account.
 - **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 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. 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.

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 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.

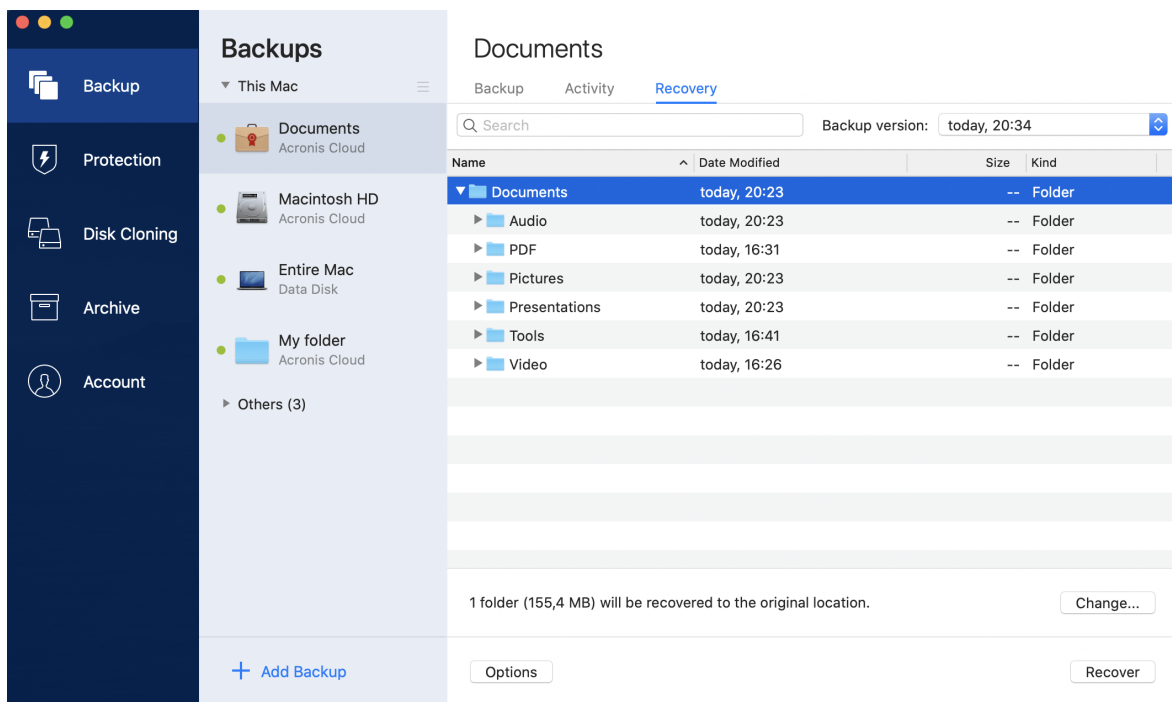
Recovering your files and folders

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

To recover data in Acronis True Image:

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. [Optional step, available for cloud backups only] Click **Options**, and then configure file recovery options. See [File recovery options](#) for details.
6. 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.
In case of notarized backup, Acronis True Image will additionally verify the authenticity of the recovered files.

To recover data in Acronis Cloud

You can recover specific files and folders from an online backup stored on Acronis Cloud.

To perform this operation, you first need to open the Acronis Cloud web site.

To open the Acronis Cloud website

– On your Mac with Acronis True Image installed

1. Open Acronis True Image.
2. On the left pane, select **Account**.
3. In the Acronis True Image section, **Browse my data**.

– On a computer or mobile device with an internet connection:

1. In your web browser, go to <https://www.acronis.com/my/online-backup/webrestore/>.
2. Log in to your Acronis account.

The Acronis Cloud webpage opens in your web browser.

To recover files and folders

1. On the **Backups** tab of the Acronis Cloud webpage, click the required backup name. Then, browse to the file or folder that you want to recover. You can also use the **Search** field. Select the required file or folder with a check mark.
2. [Optional] To recover a specific version of a file (not a folder), click **Versions** on the right sidebar. Then, select the required date and time of the backup, and click the download icon on this line.
3. To start recovery, click **Download**.

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

Recovering Microsoft 365 data

Acronis True Image allows you to protect your personal Microsoft 365 account from losing your e-mail messages, files and folders, profile information, and other data. When you have a cloud backup of your account data, you can browse it and recover specific items.

Note

In the Online Dashboard (Family Dashboard), Microsoft 365 backups are listed under **Resources**. If the account is not protected, the status shows **Not protected** with an **Enable backup** button. After the first backup runs successfully, the button changes to **Back up now**.

Microsoft 365 backup availability depends on your subscription.

What items can be recovered?

The following items can be recovered from a mailbox backup:

- Entire mailbox
- E-mail messages
- Attachments

The following items can be recovered from a OneDrive backup:

- Entire OneDrive
- Any files and folders that were backed up

Recovering Microsoft 365 data

To browse and recover your data

1. Open Online Dashboard by doing one of the following:
 - Follow the link: <https://cloud.acronis.com>.
 - On the sidebar of Acronis True Image, click **Account**, and then click **Open Online Dashboard**.
2. Sign in to your Acronis account.
3. On the sidebar, click **Resources**, find the Microsoft 365 backup, and then click **Recover**.
4. Browse a list of your backups. If needed, use the filter to find a backup by content.
5. After selecting a backup, click **Recover...**, and choose the data that you want to restore:
 - Entire OneDrive or specific files and folders.
 - Entire mailbox or specific messages.

When you choose to recover specific items, the Online Dashboard opens the list of the backed-up items. You can browse them, view their contents, and use search to find a specific item (not available for some data types).

After selecting items, you can choose an operation to perform (depending on data type, some operations may be unavailable):

- **Show content** — click to view the item details or open it in full size.
- **Send as email** — click to send the message to selected recipients.
- **Show versions** — click to view the versions of the item.
- **Recover** — click to specify a location for the items that you recover. You can also recover sharing permissions for some items.
- **Download** — click to download the selected file.

6. **Note**

If the backup is encrypted, you may be prompted for a password before recovery starts.

Click **Start recovery**.

Searching backup content

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

Note

Search supports partial names, including non-Latin characters (UTF-8), and advanced search syntax (for example, kind:, type:, date:). Depending on the selected backup version, search can help you find items that were later changed or deleted, and then recover the needed version.

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 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

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. You can also move the data to cloud storage.

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. See [Clone disk utility](#) for details.

Important

To clone a Mac with Apple silicon (with M1, M2, M3, or M4 chip), 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. See [Connecting two Macs](#) for details.
3. Open Acronis True Image.
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**.

Using the cloned external disk on a Mac with an Intel chip

If you cloned your disk to an external drive, you can start your Mac from that drive. The cloned external disk contains a bootable copy of macOS.

To start your Mac from the cloned external disk

1. Connect the cloned external disk to your Mac.
2. Restart your Mac and immediately hold down the **Option** key until the startup disk selection screen appears.
3. Select the cloned external disk and press **Return**.

Additional steps for a Mac with Apple silicon (with M1, M2, M3, or M4 chip)

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 on your Mac. If Acronis True Image is already installed, you do not need to uninstall it, just install the new version over the existing one.

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 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 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.
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 appears¹. 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**.

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.

¹This option is not available for a Mac with Apple silicon (with M1, M2, M3, or M4 chip).

Protection

Acronis True Image provides the following types of protection:

- Active Protection runs constantly in the background to protect your machines in real time while you work as usual.
- Antivirus Scans run on-demand to perform in-depth search for malicious software throughout the whole system.
- Vulnerability assessment is a daily scan that runs in the background, detects vulnerabilities in your system and apps, and then assesses their severity.

Note

You can turn the protection on or off in the Acronis True Image 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 gives access to protection settings.

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

On the **Overview** tab of the dashboard, you can view the current protection status and run key actions.

For example, you can review the latest **Antivirus scan** report, check the next scheduled scan time, click **Run Full Scan** or **Run Quick Scan**, and review detected vulnerabilities.

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

In the left panel of the **Protection** dashboard, you can open **Detected issues**, **Quarantine**, and **Protection exclusions** to review and manage items.

To stop protection temporarily, use the protection pause control and select the pause period (30 minutes, 1 hour, 4 hours, or until restart).

Note

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

Managing protection items

The following management options are available from the **Protection** dashboard:

- [Downloading Protection updates](#) — Review update status and keep threat databases and behavioral algorithms up to date.

- [Managing detected issues](#) — Review issues waiting for your decision and click **Trust** or **Quarantine**.
- [Managing files in Quarantine](#) — Review isolated suspicious items and click **Restore**, **Restore to...**, or **Delete**.
- [Configuring Protection exclusions](#) — Add or remove trusted files and folders that should be excluded from monitoring and scanning.

Active Protection

To protect your computer from malicious software, Acronis True Image 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 application files and your backups.

Note

You can review detected items and actions in the **Activities** list. Trusted items are added to **Protection exclusions**, blocked files are moved to **Quarantine**, and flagged items that were not blocked appear in **Detected issues**.

Active protection consists of two protection levels that you can enable independently from each other:

- Anti-ransomware Protection
- Real-time Protection

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 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
- Cloud backups

If Acronis True Image finds a good temporary copy, the file is restored from that copy. If temporary file copies are not suitable for restore, Acronis True Image 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 does not support file recovery from password-protected backups.

Real-time Protection

When **Real-time Protection** is enabled, it constantly checks the files you interact with to protect your machine from suspicious activity, viruses, and other malicious threats in real time.

Real-time Protection has two modes of operation:

- **Smart on-access** — all system activities are monitored, and the files are scanned once you access them.
- **On execution** — only executable files are scanned as they are launched to make sure that they will not damage your machine.

You can configure Real-time protection what to do with blocked files:

- **Block and quarantine** — The process suspected of malware activity will be blocked, and the file will be moved to the quarantine folder.
- **Block and notify** — The process suspected of malware activity will be blocked, and you will get a notification.

You can view the results in the **Activities** list.

Configuring Active Protection

To configure Anti-ransomware Protection

1. Click **Protection** on the Acronis True Image 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.

To configure Real-time Protection

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

When enabled, Real-time Protection checks for malware all the files you interact with.

3. Select when the files should be checked.

- **Smart on-access** — All system activities are monitored, and the files are scanned once you access them.
 - **On execution** — Only executable files are scanned as they are launched to make sure that they will not damage your machine.
4. Select what to do with detected objects.
- **Block and notify** — The process suspected of malware activity will be blocked, and you will get a notification.
 - **Block and quarantine** — The process suspected of malware activity will be blocked, and the executable file will be moved to the quarantine folder.
5. Configure additional protection options:
- **Ask to move potential threats to quarantine (experimental)** — Prompts you to move detected threats to quarantine for isolation and later analysis.
 - **Protect backup files from ransomware** — Enables protection for local backup files.
 - **Protect network shares and NAS** — Extends protection to network locations.
 - **Recover affected files from network shares and NAS after blocking a process to:** Select the destination for recovered files.
 - **Change** — Select a custom destination for recovered files.
 - **Reset to default location** — Return the recovery destination to the default path.
6. Configure Web filtering:
- **Action on malicious URL detection:** Select the action to apply when a malicious URL is detected.
 - **Manage exceptions** — Configure the exceptions for trusted websites.
7. Click **OK**.

Identity protection

Important

Identity protection is currently available only for the Advanced and Premium licenses. For a list of countries where this feature is supported, see the [Support Portal article](#).

Identity protection is a set of measures to prevent cybercriminals from stealing your personal information. The following information is monitored:

- Essentials like the national ID number, passports, driver's license, addresses, phone numbers, email addresses, and credentials
- Financial information about cards and bank accounts
- Insurance documents, like health and vehicle insurance

This information can be leaked as a result of a data breach, phishing, or a malware attack. Identity protection helps you detect the data exposure and any suspicious activity related to your information. In a dedicated Identity protection dashboard, you can do the following:

- Add and update your personal information to be monitored
- Monitor the safety of your data
- Configure alerts about data exposure
- Request assistance in case of identity data theft. You can also contact the Support team via support@info.idprotectiononline.com.
- Get reimbursement in case of identity data theft

To configure Identity protection for the first time

1. In the left sidebar of Acronis True Image, click **Protection**.
2. Under **Identity protection**, click **Manage protection**. Online Dashboard opens in the browser.
For more information, see "What is Online Dashboard?" (p. 75)
3. Sign in to Online Dashboard.
4. On the **Identity protection** tab, click **Manage protection**.
5. In the **Enter your identity data** window, enter your personal information.

Important

Ensure that the information is complete and accurate. Otherwise, you might not be notified when your actual identity data is compromised.

Once you have entered the data, we start running regular checks of its safety.

The Identity protection dashboard opens in your browser.

To open Identity protection dashboard from Acronis True Image

1. In the left sidebar of Acronis True Image, click **Protection**.
2. Under **Identity protection**, click **Manage protection**.
Online Dashboard opens in the browser.
3. Sign in to Online Dashboard.
4. On the **Identity protection** tab, click **Manage protection**.
The Identity protection dashboard opens in the browser.

To open Identity protection dashboard from Online Dashboard

1. Open Online Dashboard at <https://cloud.acronis.com>.
For more information, see "What is Online Dashboard?" (p. 75)
2. In the left sidebar of Online Dashboard, click **Protection > Identity protection**.
3. On the **Identity protection** tab, click **Manage protection**.
The Identity protection dashboard opens in your browser.

Antivirus scans

Antivirus scan is one of the components of Acronis True Image Antivirus and Anti-malware Protection. It protects your computer by checking for malware on demand – manually or at predefined intervals that you can configure.

You can select between two types of scans.

- **Full** scan checks the entire machine for viruses. Full scan will detect malware by examining all files and processes (or a subset of files and processes), except for excluded files or folders that you defined in the excludes lists.
- **Quick** scan checks only specific files and folders. Quick scan will detect malware by examining specific folders which are considered the most likely virus storages.

You can also choose what to scan: archive files, external drives, or only new and changed files.

Note

You can configure Acronis True Image to prevent your computer from entering sleep mode if a scan operation is running. Keep in mind that this option is selected by default.

By default, in case of a CPU overload, the priority of antivirus scans is decreased to let other applications perform properly in. This slows down the scanning when the CPU is overloaded. You can speed up the scanning process by disabling this option.

You can view the **Antivirus scan** results in the **Scan details report**.

Configuring Antivirus Scans

1. Click **Protection** on the Acronis True Image side bar, then click **Settings**.
2. Go to the **Antivirus** tab and apply the required settings.
3. To configure scan type, on the **Schedule** tab, select the required check box.
 - **Full** — This option is set by default. Acronis True Image will check the entire Mac.
 - **Quick** — Acronis True Image will check only the specific folders that are considered the most likely storages of threats.
4. To schedule antivirus scans, on the **Schedule** tab, select the required check boxes to configure the time when the scanning process shall start.
 - **Do not schedule** — The scan run is not planned for a specific time.
 - **Daily** — The scan will be run every day at a specified time. Set the time.
 - **Weekly** — The scan will be run on a specified day of week. Set the day of week and time.
 - **Monthly** — The scan will be run on a specified day of month.
 - **At system startup** — The scan will be run at each start of your operating system.
5. To configure an action on detection, on the **Options** tab, select the required check boxes.
 - **Quarantine** — This option is set by default. When Acronis True Image detects a potential malware threat, it stops the process and moves the suspicious file to the quarantine folder.
 - **Notify only** — When a suspicious process is detected, you will get a notification about the potential malware threat.
6. To configure what to scan, on the **Options** tab, select the required check boxes.
 - **Scan archive files**
 - **Scan external drives**

- **Scan network shares and NAS**
 - **Scan only new and changes files**
7. To configure the system behavior during Antivirus scans, select the required check boxes.
 - **Prevent the sleep or hibernate mode** — Your computer will not shut down unless the scan is performed.
 - **Run missed tasks at the startup** — If some of the tasks were not completed before the system shut down, scanning process is resumed when the system starts again.
 - **Give priority to other applications** — In case of a CPU overload, the antivirus scan priority can be decreased to let other applications perform properly. By default, the check box is selected, and in this case, scanning will take more time.
 8. After configuring the Antivirus scan options, click **OK** to save your changes.

You can view the Antivirus scan results in **Scan details report**.

Vulnerability assessment

Vulnerability assessment is one of the components of Acronis True Image Antivirus and Anti-malware Protection. It is a daily scan that runs in the background, detects vulnerabilities in your system and apps, and then assesses their severity. You can also run it manually when needed.

Note

Vulnerability assessment requires a stable internet connection.

To view the vulnerabilities:

1. On the left sidebar, click **PROTECTION**.
2. On the **Overview** tab, under **Vulnerability assessment**, click **Detected vulnerabilities**. The report is displayed.
3. To run a new scan, click **Run Scan**.
4. [optional] To view the detailed information on a vulnerability in Acronis True Image, click the arrow next to its name. The **Detailed information** window opens with the vulnerability details, like the affected product version.
5. [optional] To view more information on a vulnerability:
 - In the report, click the **i** icon next to the vulnerability name.
 - In the **Detailed information** window, click **More information**.A webpage will be displayed with the detailed description of the vulnerability.
6. To resolve the detected issues, install the latest updates of the affected applications. Then, scan again to ensure that the vulnerabilities are fixed. If they persist, it means that some apps might still put your system at risk. To protect your data fully, back up your entire machine and enable Anti-malware Protection.

To configure the vulnerability assessment:

1. On the left sidebar, click **PROTECTION**, then click **Settings**.
2. Go to the **Vulnerability assessment** tab, and select or clear the check box to enable or disable the vulnerability scan.

Downloading Protection updates

Protection updates include a database of threats and behavioral algorithms that detect viruses and other potentially harmful files and applications.

By default, Acronis True Image downloads Protection updates automatically.

To review or download Protection updates

1. On the **Protection** dashboard, click **Settings** in the lower-right corner.
2. In **Protection updates**, do one of the following:
 - Review the current update status to make sure that your protection uses the latest available databases and components.
 - Keep **Download Protection updates automatically** enabled if you want updates to be downloaded in the background.
 - If automatic downloading is disabled, click **Check for updates**, and then click **Download** if updates are available.

Managing detected issues

Detected issues is a list of the detected issues that are waiting for your decision.

Review each item and choose the action that best matches your trust level for that file or process.

To manage detected issues

1. On the **Protection** dashboard, in the left panel, click **Detected issues**.
2. Select an item to view details.
3. Choose how to process the item:
 - **Trust** — adds the item to **Protection exclusions**. Use this option if you are sure that the item is safe and you do not want it to be monitored or scanned again.
 - **Quarantine** — moves the item to an isolated place where it cannot affect your system. Use this option if you do not trust the item.

Managing files in Quarantine

Quarantine is an isolated place to store infected and suspected files that were detected.

Files in quarantine cannot affect your system while they remain there.

To manage files in Quarantine

1. On the **Protection** dashboard, in the left panel, click **Quarantine**.
2. Select an item.

3. Choose what to do with the item:
 - **Restore** — returns the item to its original location and adds it to **Protection exclusions**. Use this option if you are sure that the item is safe.
 - **Restore to...** — restores the item to another location. Use this option if you want to inspect the item before returning it to its original location.
 - **Delete** — removes the item from your Mac. Use this option if you no longer need the item.

Configuring Protection exclusions

Protection exclusions is a list of trusted files, folders, and applications that will be excluded from monitoring and scanning processes.

Add items to this list if you are sure that they are safe and you do not want Protection to detect them again.

To add items to Protection exclusions

1. On the **Protection** dashboard, in the left panel, click **Protection exclusions**.
2. Add the item that you want to exclude:
 - Add a file if you want Protection to skip a specific trusted item.
 - Add a folder if you want Protection to skip all trusted items stored in that location.
3. Save your changes.

To remove items from Protection exclusions

1. On the **Protection** dashboard, in the left panel, click **Protection exclusions**.
2. Select the items that you want to remove.
3. Remove the selected items and click **Save** so that Protection starts scanning them again.

Online Dashboard and Acronis Cloud

What is Online Dashboard?

Online Dashboard is a unified cross-platform solution that allows you to track and control the protection status of all computers, smartphones, and tablets registered for the same account. To track and control the protection status of the devices in your account, use Online Dashboard:

- Control the current statuses of all backups on all devices running Windows, macOS, iOS, and Android.
- Add a new device to the list.
- Manually start any backup on any computer.
- Create new backups of any type (entire machine, file-level, disk-level) on PCs and Macs.
- Change settings of existing backups.
- Recover data from any backup located in Acronis Cloud, including backups from PCs, Macs, and devices running iOS and Android.
- Resolve some product-related issues.
 - Enable two-factor authentication (2FA).
For more information, see "Two-factor authentication (2FA)" (p. 16).
 - Monitor the safety of your personal information in the Identity protection dashboard.
For more information, see "Identity protection" (p. 69).

Adding a new device

1. On the device that you want to add, open Online Dashboard at: <https://cloud.acronis.com>.
2. Sign in with your account.
3. On the **Devices** tab, click **Add device**.
4. Download and install Acronis True Image.
5. Start Acronis True Image and sign in to the same account.

Backing up any computer

With the web-based Online Dashboard, you can back up any computer (PC or Mac) that shares the same account.

If a device is not yet protected, you can back up it by using the default settings. Acronis True Image will back up the entire contents of the device (for example, an entire PC backup) to Acronis Cloud. These default settings cannot be changed with Acronis Cloud. If you need to customize the settings, start Acronis True Image on this device and configure the backup manually.

To back up any computer

1. Open Online Dashboard at: <https://cloud.acronis.com>.
2. Sign in with your account.
3. On the **Devices** tab, find the device that you want to back up. If the device is offline, make sure that it is turned on and connected to the internet.
4. Perform one of the following:
 - If the device was backed up before, click **Back up now**.
Acronis True Image creates a new backup version in accordance with the configured backup scheme.
 - If the device has not yet been backed up, click **Enable backup**, wait until the backup is auto-configured, and then click **Back up now**.
Acronis True Image creates a new full backup and uploads it to Acronis Cloud.

Recovering data with Online Dashboard

The web-based Online Dashboard allows you to recover data from any online backup uploaded from your devices, including PCs, Macs, smartphones, and tablets.

To recover data from an online backup

1. Open Online Dashboard at: <https://cloud.acronis.com>.
2. Sign in with your account.
3. On the **Devices** tab, find the device that is the source of the data that you want to recover. If the device is offline, make sure that it is turned on and connected to the internet.
4. Click **Recover**.
5. On the left panel, select the backup version by the backup date and time.
6. On the right panel, select the check boxes next to the files and folders that you want to recover.
7. Click **Download**.

Note

Download saves the selected items to your computer. Depending on what you are downloading, you may be prompted to enter an encryption password, or you may need to use a dedicated download tool (for example, Acronis Cloud Backup Download) to download and open the backup locally.

If your internet connection is lost during downloading, the download pauses and you can resume it. If there is not enough free space on the destination disk, the download may fail with a warning until you free up disk space or choose another destination.

Archiving data

What is data archiving?

Data archiving is a tool that allows you to move your big or rarely used files to NAS, an external hard drive, or a USB flash drive. You can also move them to Acronis Cloud. Every time you run this tool, it analyzes the data in the selected folder and suggests moving the found files. You can select the files and folders that you want to archive. After moving to an archive, the local copies of these files will be deleted. The links to the files are stored in a special location called Acronis Drive. You can access the location as an ordinary folder in Finder. Double-clicking a file link will open the file as if it was stored in the local folder. If the file is archived to Acronis Cloud, it will be downloaded back to your computer, first. You can also access and manage it right in Acronis Cloud.

Data archiving has the following main features:

- **Free storage space saving**

As a rule, storage space of modern high-capacity hard drives is mostly occupied by user data, such as photographs and documents, and not by the operating system or applications. Since most of the data is used occasionally, there is no need to keep them on a local drive. Data archiving helps you free up storage space for frequently used files.

- **Cloud archiving and local archiving**

You can choose a destination type for your archive: an internal hard drive, external hard drive, NAS, or a USB flash drive. You can also choose Acronis Cloud. Every time you choose Acronis Cloud as a destination, the selected data is stored in the same cloud archive. Local archives are independent from each other and may have different names, destinations, encryption settings, and so on, though you can select an existing archive as a destination instead of creating a new one. The number of local archives is not limited.

- **Easy access of cloud archive from any device**

When you archive your files to Acronis Cloud, you can access them with Acronis True Image, the Acronis True Image mobile application, and Acronis Cloud from any device running Windows, macOS, iOS, and Android, including tablets and smartphones.

- **Data protection in the cloud archive**

Your data stored in Acronis Cloud is protected from corruption or disaster. For example, in case of your local hard drive failure, you can download your files to your new hard drive. Moreover, your data is stored in encrypted state. You can be sure that no one except you can access your data.

- **File sharing**

When your files are uploaded to Acronis Cloud, you can create public links to share the files with your friends or to post them to forums and social networks.

- **File versions**

For the files that have been changed and uploaded to Acronis Cloud several times, Acronis True Image keeps all the modifications in different file versions. You can choose a previous file version and download it to your device.

What is excluded from archives?

To reduce the archive size and eliminate the possibility of corrupting your system, by default Acronis True Image excludes the following data from archives:

- System swap/paging files
- Trash/Recycle Bin folders
- System metadata folders
- Backup archives and related metadata (for example, .tib, .tibx, .tib.metadata)
- Temporary/backup files (for example, .tmp, .~)

See the full file list in the [Support Portal article](#).

Note

These exclusions apply to the Archiving feature only and are not the same as backup exclusions. If you cannot delete a .tib or .tibx file, it may be protected by Active Protection. For details, see [Active Protection](#).

Cloud archiving vs. Online backup

When you archive your data to Acronis Cloud, it is similar to an online backup, but there are a number of differences.

	Online backup	Cloud archiving
Feature purpose	Data protection from operating system corruption, hardware failures, and loss of separate files.	Cleanup of local storage device and moving data to Acronis Cloud.
Data protection	• Overall protection of all data on a computer, especially an operating system. • Protection of frequently used files.	Protection of rarely used and old files, mostly your personal documents, photographs, and so on.
Source data selection	Manual selection.	Manual selection.
Source data handling	The source data is kept in the original location.	The source data is deleted from the original location. This gives you a guarantee that your data will not get into the wrong hands if your hard drive or laptop is stolen.

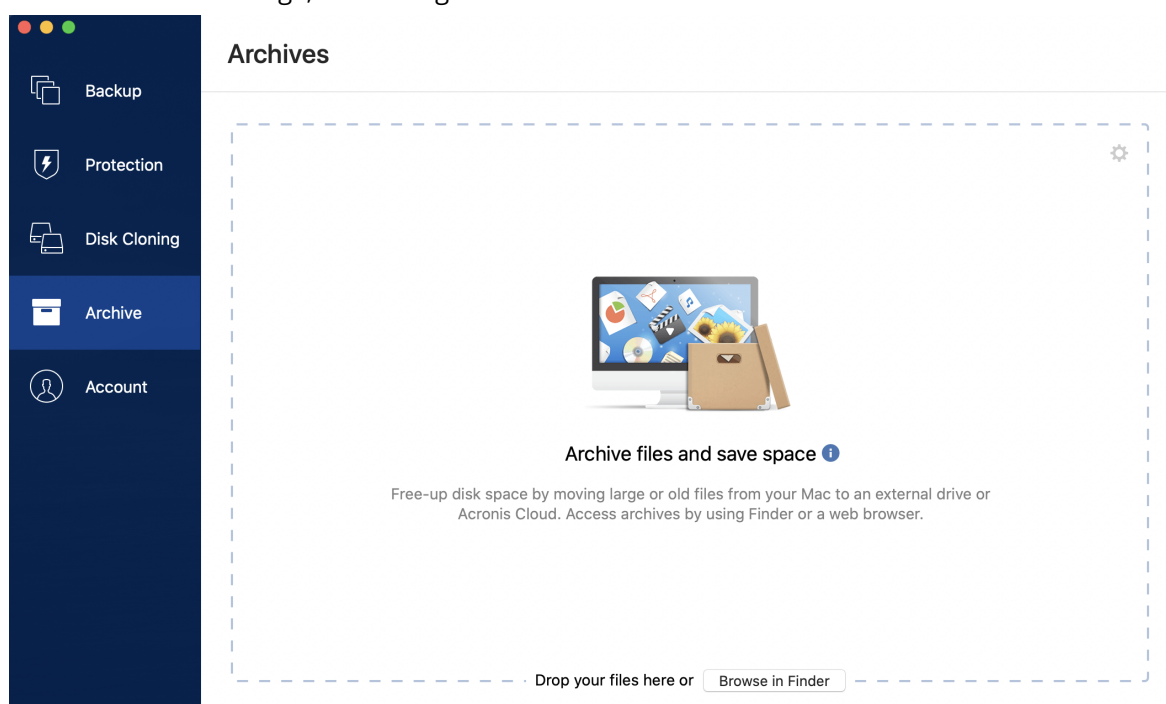
Data change frequency	The data to back up is changed frequently. Usually a backup has many versions updated from time to time.	The data to archive is changed rarely. The files have few versions.
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Archiving your data

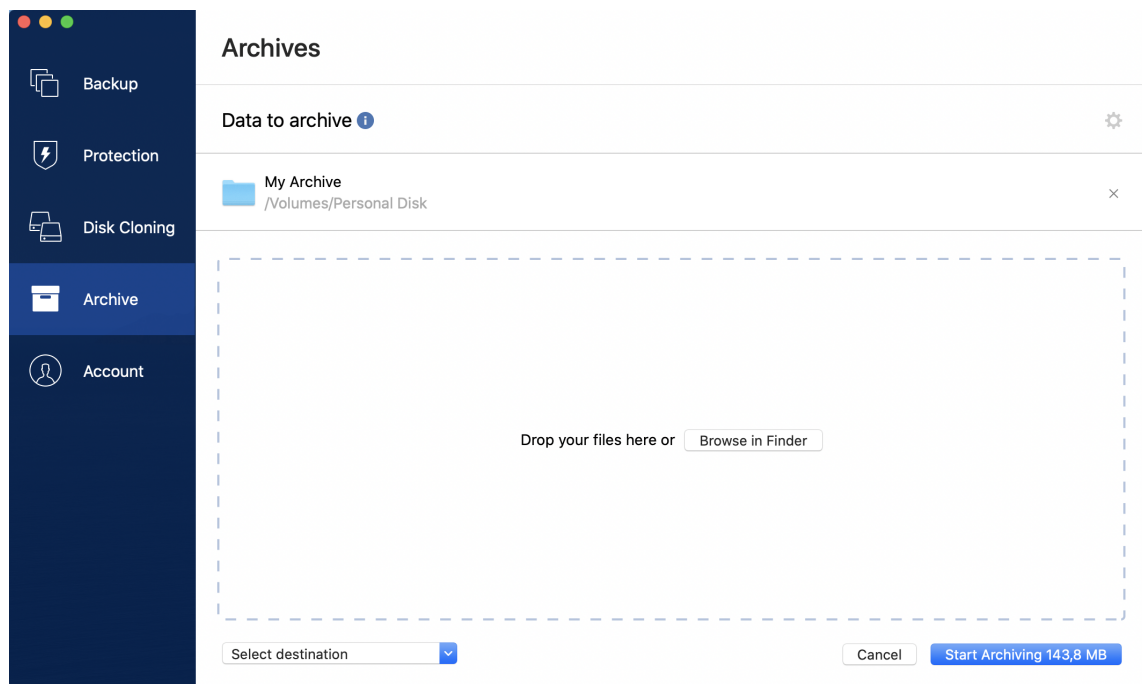
Data archiving helps you free up your storage space by moving your old or rarely used files. See [What is data archiving](#) for details.

To archive your data

1. Start Acronis True Image, and then go to the **Archive** section.



2. [Optional step] To learn basics of the data archiving feature, view the Getting Started slides.
3. To select files to archive, do one of the following:
 - Drag the files to the Archive screen (for example, from Finder).
 - Click **Browse in Finder**, and then select the files to archive.



4. Click **Select destination**, and then select a destination for the archived files.
5. [Optional step] Click the gear icon to configure additional settings. You can:
 - Protect your archive with a password and encryption at **Settings → Encryption**. See [Archive encryption](#) for details.
 - Select a preferred data center and configure the upload speed at **Settings → Advanced**. See [Selecting Acronis Cloud data center](#) for details.
6. Click **Start Archiving**.
7. Confirm that you want to move your files to the archive and automatically delete them from your computer.

Network settings for archiving

Data center

When you archive your files to Acronis Cloud, they are uploaded to one of the Acronis data centers located in different countries. Initially, the data center is defined as the one closest to your location when you create your Acronis account. Afterwards, your archived files are stored in the same data center, by default.

We recommend that you set the data center for an archive manually, when you are in a different country and your default data center is not the closest to your current location. This will significantly increase the data upload rate.

Note

You cannot change the data center after starting the archiving process.

To select a data center

1. When configuring the first archiving process, click the **Settings** icon, and then click **Network**.
2. Select the country that is closest to your current location, and then click **OK**.

Data upload speed

When you archive data to Acronis Cloud, you can change the connection speed used by Acronis True Image. Set the connection speed that will allow you to use internet without annoying slowdowns.

To set up the connection speed, select one of the following options:

- **Maximum** — The data transfer rate is maximum within a system configuration.
- **Custom** — You can specify a maximum value for data upload speed.

Archive encryption

To protect the archived data from unauthorized access, you can encrypt the archive with industry-standard AES (Advanced Encryption Standard) cryptographic algorithm with a 256-bit long key.

Note

You cannot set or change the archive encryption option for a pre-existing archive.

To encrypt an archive

1. When configuring the first archiving process, click the **Settings** icon, and then click **Encryption**.
2. Enter the password for the archive into the corresponding field, and then click **OK**.

We recommend that you use a password longer than seven symbols and containing both letters (in upper and lower cases preferably) and numbers to make it more difficult to guess.

A password cannot be retrieved. Memorize the password that you specify for an archive protection.

Accessing your archived files

When your files are successfully archived, you can access them in:

- **Finder**

Open Finder, and then click **Acronis Drive** under **Favorites**.

You can work with the files in read-only mode. To modify a file, copy it to a different folder, first.
- **Acronis Cloud** (applicable to the cloud archive only)
 1. Open Acronis True Image, click **Archives**, and then click **Open in web browser**.
 2. On the **Archive** tab of the Acronis Cloud website, select the required archive with a check mark.
 3. Click **Download** on the right sidebar.
 4. The selected data will be copied to the default downloads folder.

Sharing data

You can share files and folders stored in backups and archives stored in Acronis Cloud.

1. On the Acronis True Image sidebar, click **Account**.
2. In the **Acronis Cloud Storage** section, click **Browse my data**.
You are redirected to the Acronis Cloud browser page.
3. Depending on what you want to share, do the following:
 - If you want to share a file or folder from a backup, on the left sidebar, click **BACKUPS**. Select the required file or folder with a check mark.
 - If you want to share a file or folder from an archive, on the left sidebar, click **ARCHIVES**. Select the required file or folder with a check mark.
4. On the right sidebar, click **Share link**.
5. [Optional] You can configure the sharing options. To do that, in the link window, click **Link settings**. You can apply a password, set the expiration date, and limit the amount of downloads.
6. In the link window, click **Copy link** and close it.

You can now share this link. To see the shared files, on the left sidebar, click **SHARING**. You can select any file here, and on the right sidebar copy its link, configure the link settings, or delete it.

Log files

Acronis True Image creates log files for backup, recovery, clone, and other operations. These logs can help in troubleshooting. You can open them in the Console app by double-clicking the file. The most recent log usually contains the full error message of the failed operation.

The log files are located in:

`/Library/Logs/Acronis/`

Note

Do not confuse it with `~/Library/Logs` (per-user logs).

The folders in this location contain the following logs:

- **ti_demon** – `ti_demon_GUID_[date-time].log`: backup, clone, and recovery operations
- **backup_worker** – `backup_worker_[date-time].log`: service-level backup operations
- **console** – `console.0.log`: operations in the product interface
- **media_builder_CPUtype_** – `media_builder_[date-time].0.log`: Media Builder operations

Log retention

On macOS, log rotation and retention are managed automatically by the operating system. Old log files are compressed and removed when they reach a certain size or age. This prevents logs from taking excessive disk space. No manual cleanup is required under normal circumstances.

The exact retention period and size limits are controlled by macOS system logging (logd) and may vary depending on the system configuration. Typically, only a limited number of the most recent logs are kept for each component.

The system installation log file is located in:

`/var/log/install.log` – macOS installation log file

Firewall settings

Acronis True Image requires certain ports to be allowed through the macOS firewall for proper operation. The table below lists the ports, their direction, and purpose.

Port	Direction	Purpose
58101 (TCP)	Inbound	Tray Notification Center and service communication
8099 (TCP)	Outbound	Applying policies
8890 (TCP)	Outbound	Quarantine service
30630 (TCP)	Inbound	Alert Manager service
9772 (TCP)	Outbound	Malware detection, quarantine, database updates
58091 (TCP)	Inbound	Online Dashboard functionality and cloud registration
9999 (TCP)	Outbound	Authorization and routing requests
6110 (TCP)	Inbound	Malware protection
20, 21 (TCP and UDP)	Outbound	Used when backing up to an FTP server (passive mode required)

For the most up-to-date list of required ports and troubleshooting steps, see the Knowledge Base article: [Firewall settings for Acronis products](#) .

Index

A

Accessing your archived files 81
Acronis Cloud Backup Download 26
Acronis Mobile 32
Acronis patented technologies 6
Activating Acronis True Image 9
Active Protection 67
Adding a new device 75
Adding an existing backup to the list 38
Anti-ransomware Protection 67
Antivirus scans 70
Application preferences 13
Archive encryption 81
Archiving data 77
Archiving your data 79

B

Backing up any computer 75
Backing up Microsoft 365 data 33
Backing up mobile devices 31
Backing up to Acronis Cloud 23
Backing up to local or network storage 21
Backup 19
Backup activity and statistics 43
Backup encryption 36
Backup list 48
Backup states 49
Basic concepts 19

C

Cleaning up backups, backup versions, and replicas 36
Cleaning up space on Acronis Cloud 38
Clone disk utility 62
Cloning a Fusion Drive 64
Cloning disks 62
Cloud archiving vs. Online backup 78
Configuring Active Protection 68
Configuring Antivirus Scans 71
Configuring Protection exclusions 74
Connecting two Macs 65
Connection settings 41
Copyright statement 6
Creating Acronis bootable media 51
Creating an Acronis account 25
Creating an Acronis Survival Kit 52
Creating bootable media 51

D

Data center 80
Data upload speed 43, 81
Disk cloning 62
Downloading Protection updates 73

E

Email notifications about backup status 46
Error handling 43
Excluding items from backups 39

Excluding items manually 40

Excluding recoverable data from online
backups 41

F

FAQ about Boot Camp partition 57

File recovery options 61

Firewall settings 84

H

How Acronis True Image uses the Blockchain
technology 29

How do I create an Acronis Survival Kit? 53

How do I recover virtual machines? 48

How does Acronis True Image handle Parallels
Desktop virtual machines? 47

How does it work? 47

I

Identity protection 69

Installing 9

Integration with Touch Bar 15

Introduction 7

K

Keyboard shortcuts 14

L

Laptop power settings 45

Limitations 48

Local destination of mobile backups 33

Log files 83

Log retention 83

M

Managing detected issues 73

Managing files in Quarantine 73

Managing protection items 66

Managing your subscription licenses
manually 10

Manual verification of a file's authenticity 30

N

Network settings for archiving 80

Network settings for backup 42

Nonstop Backup retention rules 37

Notarized backup 27

Notifications 46

Notifications in Acronis Tray Notification
Center 46

Notifications in macOS Notification Center 46

O

Online Dashboard and Acronis Cloud 75

P

Parallels Desktop support 47

Possible reasons for the "Too many activations"
issue 10

Protection 66

R

Real-time Protection 68

Recovering data with Online Dashboard 76

Recovering Microsoft 365 data 59

Recovering your files after blocking a

process 67

Recovering your files and folders 57

Recovering your Mac 55

Recovery 55

Replica retention rules 37

Replicating local backups to Acronis Cloud 26

Replication activation 26

S

Scheduling 34

Searching backup content 60

Sending feedback to Acronis 11

Sharing data 82

Sorting backups in the list 49

System requirements 7

T

Technical Support 18

The Activity tab 44

The Backup tab 44

The Protection dashboard 66

To use Mac Power Nap (available only on Intel-based Macs, not supported on ARM-based Macs) 36

Too many activations 10

Trial version information 11

Two-factor authentication (2FA) 16

U

Uninstalling Acronis True Image 18

Upgrading Acronis True Image 10

Using Blockchain technology 28

V

Verifying file authenticity 29

Vulnerability assessment 72

W

What is Acronis Cloud? 25

What is Acronis True Image? 7

What is an Acronis Survival Kit? 52

What is Blockchain? 29

What is data archiving? 77

What is excluded from archives? 78

What is Online Dashboard? 75

What is Parallels Desktop? 47

What items can be recovered? 59

What you can and cannot back up 20

When do I recover my Mac? 55

Which virtual machines are backed up? 47

Why back up Microsoft 365 data? 33

Why replicate? 26

Wi-Fi networks for backup to Acronis Cloud 45