

# Acronis

## Backup 11.7

### Upgrade FAQ

#### WHAT DO I NEED TO UPGRADE TO ACRONIS BACKUP 12.5?

If you have a license of Acronis Backup 11.7 and want to upgrade to Acronis Backup 12.5:

- If you have a valid maintenance or an active subscription license, you can get upgrade license for free in your [Acronis account](#), under the license you registered.
- If you don't have a valid maintenance for your perpetual license, you can either
  - [Renew](#) the maintenance in order to get a free upgrade
  - [Purchase](#) a version upgrade to Acronis Backup 12.5 license
  - Purchase a new Acronis Backup 12.5 license or subscription license

#### UPGRADE PATHS

The following table describes the supported direct upgrade paths.

INSTALLED ON YOUR MACHINE	UPGRADE TO ACRONIS BACKUP 12.5 STANDARD (KB)	UPGRADE TO ACRONIS BACKUP 12.5 ADVANCED (KB)
Acronis Backup 11.7 Standard	●	●
Acronis Backup 11.7 Advanced	●	●

If you need to upgrade from Acronis Backup 12.5 Standard to Advanced edition, please [contact our Sales department](#).

#### MAKE SURE YOUR MAINTENANCE PLAN FOR ACRONIS BACKUP 11.7 HAS NOT EXPIRED. WITH IT, YOU MAY UPGRADE TO ACRONIS BACKUP 12.5 FOR FREE.

Acronis renewals need to be registered to complete the maintenance plan renewal transaction. You should update your support program information in your [Acronis account](#) in order to make the upgrade available. For more detailed instructions on how to register your maintenance renewal please refer to [this article](#).

**LICENSES UPGRADE TABLE**

Upgrade from Acronis Backup 11.7 to Acronis Backup 12.5

ACRONIS BACKUP 11.7	ACRONIS BACKUP 12.5
Acronis Backup 11.7 for PC	Acronis Backup 12.5 Standard Workstation
Acronis Backup 11.7 for Windows Server	Acronis Backup 12.5 Standard Server
Acronis Backup 11.7 for Linux Server	Acronis Backup 12.5 Standard Server
Acronis Backup 11.7 for Windows Server essentials	Acronis Backup 12.5 Standard Windows Server Essentials
Acronis Backup Advanced 11.7 for PC	Acronis Backup 12.5 Advanced Workstation
Acronis Backup Advanced 11.7 for Windows Server	Acronis Backup 12.5 Advanced Server
Acronis Backup Advanced 11.7 for Linux Server	Acronis Backup 12.5 Advanced Server
Acronis Backup Advanced 11.7 for Exchange	Acronis Backup 12.5 Advanced Server
Acronis Backup Advanced 11.7 for SQL	Acronis Backup 12.5 Advanced Server
Acronis Backup Advanced 11.7 for SharePoint	Acronis Backup 12.5 Advanced Server
Acronis Backup Advanced 11.7 for Active Directory	Acronis Backup 12.5 Advanced Server
Acronis Backup Advanced 11.7 Virtual for VMware	Acronis Backup 12.5 Advanced Virtual Host
Acronis Backup Advanced 11.7 Virtual for Hyper-V	Acronis Backup 12.5 Advanced Virtual Host
Acronis Backup Advanced 11.7 Virtual for RHEV	Acronis Backup 12.5 Advanced Virtual Host
Acronis Backup Advanced 11.7 Virtual for Citrix XenServer	Acronis Backup 12.5 Advanced Virtual Host
Acronis Backup Advanced 11.7 Virtual for Oracle VM	Acronis Backup 12.5 Advanced Virtual Host

\* Acronis Backup 12.5 is available free of charge for all Acronis Backup 11.7 Product Subscription users while the subscription is active.

**WHAT ENVIRONMENTS ARE ALLOWED FOR ACRONIS BACKUP 12.5 STANDARD LICENSES?**

The following Standard licenses are available:

LICENSE	VALID FOR
Acronis Backup 12.5 Standard Workstation	1 license per one machine (Windows desktop operating systems, OS X), physical or virtual
Acronis Backup 12.5 Standard Server	1 license per one Windows or Linux machine (server operating system), physical or virtual, with support of Microsoft Exchange Server, Microsoft SQL Server, Microsoft SharePoint and Active Directory included
Acronis Backup 12.5 Standard Windows Server Essentials	1 license per one Windows Server Essentials, physical or virtual, with support of Microsoft Exchange Server, Microsoft SQL Server, Microsoft SharePoint and Active Directory included
Acronis Backup 12.5 Standard Virtual Host	1 license per one physical host (VMware or Hyper-V) including all VMs on it with support of Microsoft Exchange Server, Microsoft SQL Server, Microsoft SharePoint and Active Directory included
Acronis Backup 12.5 Standard Office 365	Only subscription licenses. 1 license for 5, 25 or 100 seats

## WHAT ENVIRONMENTS ARE ALLOWED FOR ACRONIS BACKUP 12.5 ADVANCED LICENSES?

The following Advanced licenses are available:

LICENSE	VALID FOR
Acronis Backup 12.5 Advanced Workstation	1 license per one machine (Windows desktop operating systems, OS X), physical or virtual
Acronis Backup 12.5 Advanced Server	1 license per one Windows or Linux machine (server operating system), physical or virtual, with support of Microsoft Exchange Server, Microsoft SQL Server, Microsoft SharePoint and Active Directory included
Acronis Backup 12.5 Advanced Virtual Host	1 license per one physical host (VMware, Hyper-V, RHEV, KVM, XEN, Oracle VM) including all VMs with support of Microsoft Exchange Server, Microsoft SQL Server, Microsoft SharePoint and Active Directory included
Acronis Backup 12.5 Advanced Office 365	Only subscription licenses. 1 license for 5, 25 or 100 seats

## HOW DO I UPGRADE FROM ACRONIS BACKUP 11.7 TO ACRONIS BACKUP 12.5 (STANDARD)?

### Direct Upgrade

Direct upgrade means an upgrade from installed Acronis Backup 11.7 keeping all settings and backup plans. You can find details on the upgrade from Acronis Backup 11.7 procedure and the limitations involved when running a direct upgrade in our [upgrade guide](#).

### Manual Upgrade

In general, if the product is unsupported for a direct upgrade, we recommend uninstalling your existing version and installing Acronis Backup 12.5. However, in some cases, your existing archives are still compatible and certain settings can be migrated. Please check details below.

### Upgrade from Acronis Backup 11.7 to Acronis Backup 12.5 Cloud Deployment

Due to technical differences between the two management options, it is not possible to upgrade directly from a version of Acronis Backup 11.7 managed locally to Acronis Backup 12.5 managed in the cloud console. However, all your existing local and cloud Acronis Backup 11.7 archives will be compatible with

Acronis Backup 12.5 cloud management. Existing archives can be used for restoration from both the Web management console and the bootable media.

### Upgrade from Acronis Backup 11.7 for Windows Server Essentials

Acronis Backup 11.7 for Windows Server Essentials can be upgraded to Acronis Backup 12.5 Standard. Please note that advanced features like deduplication and tape support are not available in Acronis Backup 12.5. To use these features, you need an Acronis Backup 12.5 Advanced Server license.

### To upgrade from Acronis Backup 11.7 for Windows Server Essentials to Acronis Backup 12.5 Standard Windows Server Essentials:

1. Download [this script](#) and unpack it.
2. Run the script.
3. Run the installation file of Acronis Backup 12.5 and click **Update**.
4. Reboot the machine, once the upgrade is complete.

If you see the old Acronis Agent under Devices in backup management console and the agent is grayed out, delete this agent and re-add it using Method 3 described in [this article](#).