Acronis

Frequently Asked Questions
Acronis True Image

August, 2015

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Product

1. Question: What new consumer products is Acronis announcing?

Response: Acronis is announcing two new editions to the True Image product family for home and home office users: Acronis True Image Cloud and Acronis True Image 2016, both powered by the #1 disk imaging backup technology. These new editions replace all previous versions.

2. Question: What is the difference between the two new products?

Response: With Acronis True Image Cloud, you can back up your entire PC and Mac computers locally and to the cloud. In addition, you can back up your pictures, videos, contacts, and events from Android devices, iPhones, iPads, and Windows tablets[1]. You can also protect multiple computers and mobile devices for yourself, your family, or your home office.

With Acronis True Image 2016, you can back up your entire PC and Mac computers to local storage.

Both editions offer the #1 disk imaging backup technology and the fastest backup and recovery — up to 50 percent faster than the competition. In addition, both editions offer Universal Restore so you can recover to bare metal or migrate your computer to new hardware. Both editions are optimised for Microsoft Windows 10 and the latest Mac OS X versions and offer a user-defined private key using AES-256 encryption both in-transit and at-rest.

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1 Support for Windows Phone is coming soon.

3. Question: What is new in Acronis True Image Cloud?

Response:

- Fastest Cloud Backup and Recovery – Save time with the industry's fastest online backup and restore – up to 50 percent faster than the competition.
- Mobile Device Protection – Backup and recover all your pictures, videos, contacts, and events from Android devices, iPhones, iPads, and Windows tablets and transfer them to other devices. You can back up Android messages too!
- Multi-device Protection – Protect multiple computers and mobile devices for yourself, your family, or your home office using an online dashboard.
- Smart Archiving – Safeguard large or rarely used files and save disk space by archiving them in the Acronis Cloud.
- Optimised for Microsoft Windows 10 and latest OS X versions – Supports the most recent Microsoft, Mac OS X, Android, and Apple iOS operating systems.
- Try & Decide – Create a controlled, temporary environment to safely test new software, drivers, and system configurations.

4. Question: What is new in Acronis True Image 2016?

Response:

- Optimised for Windows 10 and latest OS X versions – Supports the most recent Microsoft Windows and Mac OS X operating systems.
- Fastest Backup and Recovery – Save time with the industry's fastest backup and restore – up to 50 percent faster than the competition.
- Try & Decide – Create a controlled, temporary environment to safely test new software, drivers, and system configurations.

5. Question: What Operating Systems do Acronis True Image Cloud and Acronis True Image Cloud 2016 support?

Response: Acronis True Image Cloud supports the following operating systems:

Microsoft Windows:

- Windows 10
- Windows 7 SP1 / 8 / 8.1, all editions
- Windows Home Server
- Windows XP SP3 32-bit[2]

Mac OS X:

- OS X 10.8.5+, 10.9.5+, 10.10.2+
- Apple iOS Operating Systems
- iOS: 8.x and later

Android Operating Systems

- Android: 4.4.x and later

Acronis True Image 2016 supports the same operating systems listed above except for Apple iOS and Android.

6. Question: How can I trial the Acronis True Image Cloud and Acronis True Image 2016 products and what are the limitations?

Response: You can trial the product by clicking on these links:

Acronis True Image Cloud: http://www.acronis.com/homecomputing/thanks/ati-local-and-cloud/
Acronis True Image 2016: http://www.acronis.com/homecomputing/thanks/ati-local/
The trial is fully functional for the cloud but is available for a limited time only. Disc cloning, Universal Restore, and WinPE media creation are not available in trial.

2 Supported with some limitations. For more information, refer to the Acronis Knowledge Base.

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Licensing and Pricing

7. Question: How much does Acronis True Image Cloud and Acronis True Image 2016 cost?

Response: You can find pricing for the two new editions by clicking **here**.

8. Question: What is the licence policy for Acronis True Image?

 Response: Acronis True Image has two editions:

- **Acronis True Image Cloud** is a subscription-based product. When your subscription expires, you have 30 days to recover your data from the Acronis Cloud. You can also recover your data from local backups without time limits. To continue using Acronis True Image Cloud, you need to renew your subscription.
- **Acronis True Image 2016** is a product that is based on a perpetual licence. The product doesn't contain Acronis Cloud functionality, including online backup, data synchronisation, data archiving, online dashboard, file sharing, or mobile device backup.

9. Question: What's the frequency of the subscription? Can I get a monthly subscription?

Response: At this time, Acronis offers an annual subscription for Acronis True Image Cloud.

10. Question: For which languages will the product be available?

Response: Both products will be available in the following languages: English, German, Japanese, Russian, French, Italian, Spanish, Korean, Chinese Traditional, Chinese Simplified, Dutch, Czechoslovakian, Polish, Indonesian, and Portuguese.

11. Question: Do I need to contact Microsoft regarding my licence if I restore my system to new hardware?

Response: Windows activation is required after you restore using Acronis Universal Restore or convert a Windows-based partition backup to different hardware or a virtual environment. For more details, please consult Knowledge Base: https://kb.acronis.com/content/36187

12. Question: How can I purchase the products?

Response: In all countries, the products are available online. Selected retailers and Acronis partners also sell box products in specific countries. Go to http://www.acronis.com/en-us/partners/resellers/locator.html for a listing of Acronis partners.

13. Question: Is the perpetual licence just for PC and Mac?

Response: Yes, and you can install Acronis True Image 2016 on one, three, or five PCs and/or Mac computers.

14. Question: What about mobile backup pricing?

Response: For now, mobile backup is only available with Acronis True Image Cloud subscriptions.

15. Question: Is there a cloud subscription price per size of storage space used?

Response: No, the subscription price for Acronis True Image Cloud includes unlimited cloud space.

16. Question: Is unlimited cloud backup really unlimited in terms of cloud space?

Response: Unlimited means unlimited. However, in order to protect our user's experience, all our products are subject to a fair usage policy agreement. You can find this fair usage policy online: https://kb.acronis.com/ati2016/fairusage That said, if you exceed the fair usage policy limit, we investigate on a case-by-case basis in order to allocate more storage space for those individuals who need it.

Upgrades and Renewals

17. Question: If I previously purchased Acronis True Image 2015, is there any option/offer available for me to upgrade to Acronis True Image Cloud or Acronis True Image 2016?

Response:
- Customers with Acronis True Image Unlimited (release 2015) will receive a free upgrade to Acronis True Image Cloud (release of 2016) with their current paid subscription.
- Acronis True Image has a standard "30 day before the new version release" free upgrade policy. As a gesture to our customers, we have extended the free upgrade period for 10 days this year. This means, you are eligible for a free upgrade to Acronis True Image 2016 if you purchased/activated a version of Acronis True Image 2015 between July 9, 2015 and August 17, 2015.
- Users of Acronis True Image 2014/2015 (no cloud) can upgrade to Acronis True Image Cloud or to Acronis True Image 2016.
- You can also upgrade the number of computers supported from one to three or five or from three to five.

18. Question: Can I upgrade from an Acronis True Image version "without cloud" to a "cloud" version?

Response: Yes, see response to question 17.

19. Question: Why should I upgrade to Acronis True Image Cloud when I already have Acronis True Image 2015?

Response: Acronis True Image Cloud offers:

- Entire Computer Backup – Local and Cloud: Full image backup enables you to restore your entire system, applications, or files, and migrate to new hardware.
- Mobile Device Backup: Back up and recover all your pictures, videos, contacts, and events from Android devices, iPhones, iPads, and Windows tablets.
- Online Dashboard: Protect multiple computers and mobile devices for yourself, your family, or your home office.
- Fastest Cloud Backup and Recovery: Save time and frustration with the industry's fastest backup and restore – up to 50 percent faster than the competition.
- Optimised for Windows 10 and recent Mac OS X versions: Compatible with Windows 7, 8, and 10.

20. Question: I'm using Acronis True Image Unlimited and I have an active subscription to Acronis Cloud. How do I upgrade to Acronis True Image Cloud?

Response: The upgrade is free for you. You can upgrade your product by using notification messages you receive by email or directly in the product. You can also download the new version from the Acronis website. A new serial number for Acronis True Image Cloud will be automatically registered to your Acronis account.

21. Question: I am using Acronis True Image Unlimited with an active Acronis Cloud subscription and I already bought Acronis True Image Cloud. Does this mean I've lost my money?

Response: No, it doesn't. You bought a subscription for Acronis True Image Cloud for one year. This year will be added to the end of your current subscription.

22. Question: I have an active Acronis True Image Unlimited subscription. Will the subscription expiration date be changed after the upgrade?

Response: If you upgrade your copy of Acronis True Image for the same number of computers (for example, Acronis True Image Unlimited for 1 computer to Acronis True Image Cloud for 1 computer), the expiration date will remain the same. If you upgrade by purchasing a licence for more computers (for example, Acronis True Image Unlimited for 1 computer to Acronis True Image Cloud for 3 computers), the subscription expiration date for all computers will be prolonged for one year starting from the date you purchased the new licence. In addition, the unused time frame from your old subscription will be added to your new subscription. Since Acronis True Image Cloud is completely based on a subscription, the expiration date will be applied to the product as well.

23. Question: I am using Acronis True Image 2015 and purchased a separate cloud add-on subscription to the Acronis Cloud which has expired. What upgrade options do I have?

Response: You can upgrade to either subscription-based Acronis True Image Cloud and continue to enjoy your cloud backup (and new features) or you can upgrade your perpetual licence product to Acronis True Image 2016 (without cloud features).

Acronis (Cloud) Data Centre

24 Question: When backing up to the Acronis cloud, where is the data centre located?

Response: Acronis Data Centres are located in the U.S., UK, France, Germany, Russia, Singapore, Japan, and Australia with more added quarterly. You can find more details on all available data centres in the Knowledge Base article: https://kb.acronis.com/content/4350

25. Question: What happens to my data once my subscription expires?

Response: After your Acronis Cloud subscription expires, the backed up data is still accessible:
- For five days after the Acronis Cloud subscription expires, you can continue making backups to Cloud Storage.
- For 30 days after the Acronis Cloud subscription expires, you can restore data from the cloud.
- Thirty (30) days after the Acronis Cloud subscription expires, the data in the Acronis Cloud is destroyed.

26. Question: Must I store my backups in the Acronis Data Centre or can I save my backups to a different cloud storage?

Response: Acronis True Image Cloud only backs up, stores, and archives data in the Acronis Cloud.

27. Question: Are the mobile backups stored locally and/or to the cloud?

Response: All mobile backups are stored in the Acronis Cloud.

Security

28. Question: How can I be sure that my data is safe with Acronis True Image?

Response: Acronis True Image supports AES-256 encryption, which is a government-approved standard for security encryption. Users can set up their own unique password and encrypt data when it is at rest and when in transit to the Acronis Cloud via a secure channel using 2048bit SSL management channel.
All Acronis Data Centres are Tier-IV designed. Acronis physically secures the Data Centres with high fences, 24x7 security personnel, and video surveillance with 90-day archiving. Biometric hand-geometry scan and proximity key cards are required for access.

29. Question: Can anyone intercept the data while it is uploading to the Acronis Cloud?

Response: No, the data is uploaded over an encrypted protocol.

30. Question: Can I recover my data to a new system if the backup is encrypted?

Response: Yes.

Support

You can view Support FAQ here.
Please consult our Knowledge Base to find more information on product features and known solutions.

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