Acronis Backup & Recovery Online

Initial Seeding Step-by-Step Guide

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1   Introduction

Initial Seeding is an optional service for customers who want to back up large amounts of data online. If the size of your first full backup is larger than 10GB and if your available internet bandwidth is less than 1Mbit/sec, then we recommend that you use the Initial Seeding service to upload your first backup to Acronis Online Backup Storage. By using Initial Seeding, you can write your first backup on a removable hard drive and then ship it to the datacenter for easy and fast uploading, thus avoiding the need to send a lot of data via a slow and potentially costly internet connection of your local internet service provider.

Initial Seeding is a paid service. It is licensed for one-time usage for one backup. Please make sure you read and understand the guide below to avoid incorrect use of your license.

This step-by-step guide will help you successfully create and send your Initial Seeding backup.

2   Prerequisites

- You will need Acronis Backup & Recovery 10 Update 3 or later or Acronis Backup & Recovery 11 installed in order to create an Initial Seeding backup. You do not need a license key to use Acronis Backup & Recovery 10 or Acronis Backup & Recovery 11 as long as you have a trial or paid subscription for Acronis Backup & Recovery Online. Hereinafter, the document describes how to use the Initial Seeding service with Acronis Backup & Recovery 11.

- Before using the Initial Seeding service, you should have an active subscription for Acronis Backup & Recovery Online. If you are currently using a trial subscription, make sure that you also have a paid subscription available and assigned to the machine for which you will do Initial Seeding. Do not use the Initial Seeding service if you do not have a paid subscription.

- Initial Seeding requires a separate license. You can get a license from your reseller or from the Acronis Online Store. An Initial Seeding license looks similar to a subscription for Acronis Backup & Recovery Online:

    LWKUFXN6-HP443Z5X-CF553FBD-3GZ3Y33E-HJA66QU4-LATXVQTB-X4F6H8VA-WXR3JHES

- You will also need a removable hard drive where you will create your Initial Seeding backup. This hard drive should meet Acronis requirements: it must be a USB, ATA, SATA or IDE disk formatted with FAT32 or NTFS. Drives not meeting these requirements may not be processed. Make sure you provide all required connecting cables including a power cable for your drive.

- You will also need to be familiar with how recognized shipment companies like UPS, FedEx or DHL operate and how to order and track shipment with them. We strongly advise against using any shipment company other than UPS, FedEx or DHL. Acronis cannot guarantee reliability of service when drives are shipped through other than these companies.

Failing to comply with the above requirements may lead to Acronis being unable to perform the service.

For more details about the Initial Seeding service, please refer to our online documentation: http://www.acronis.com/support/documentation/ABROA/index.html#9687.html

3   What is account management Web page?

This is an Acronis Web site page that is intended to manage all your subscriptions forAcronis Backup & Recovery Online. To access the page:

1.   Click **User Login**.
2.   Log in to your account (create one if you are not registered yet).
3.   Navigate to **Online backup** > **for Business**.

4   Sequence of actions

4.1   Register a license for Initial Seeding

Like all other subscriptions for Acronis Backup & Recovery Online, this license is managed on the account management Web page. Do not attempt to activate this license in the Acronis Backup & Recovery 11 product, such attempts will fail.

To register a license, click **Product Registration**, paste the Initial Seeding license, and then click **Register**.

If you now return to the account management Web page and click **Initial Seeding / Recovery**, you will see your license:

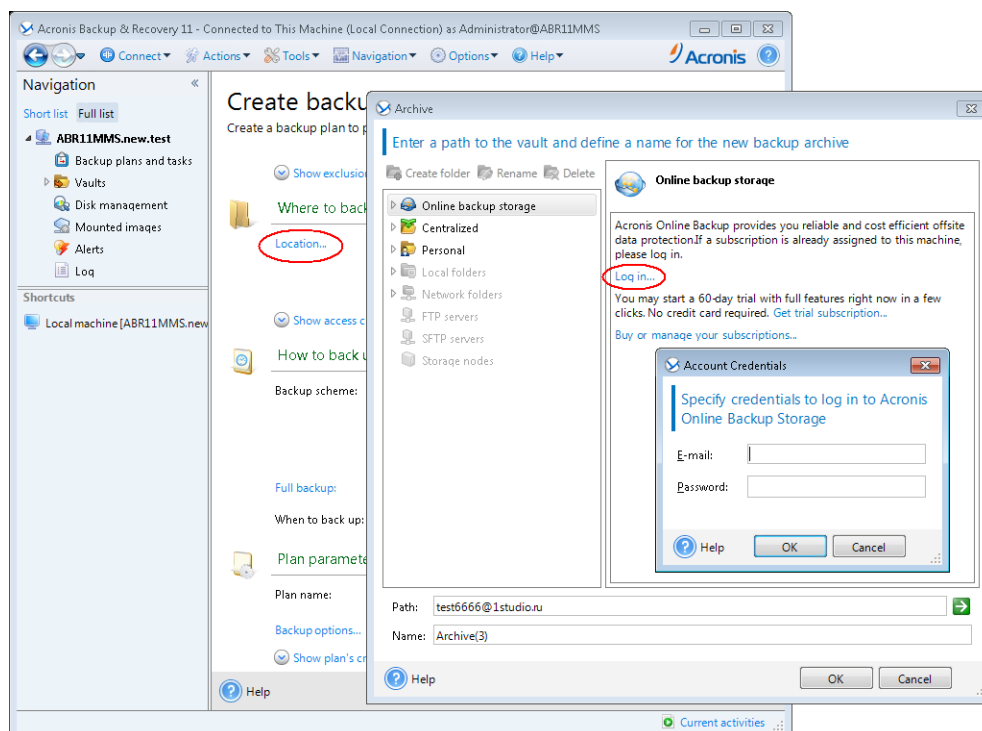You have one Initial Seeding license available for use.

4.2 Obtain a removable hard drive to write the backup to

Your hard drive should have enough space for storing the backup which you will create. If the hard drive is large enough and you need to create several Initial Seeding backups, you can use the same drive for all of them. This capability is especially useful if you request a return shipment. Make sure that your drive is a common one and conforms to Acronis requirements described in the Prerequisites (p. 3). Choosing a drive that is easy to pack for shipment is also an important consideration.
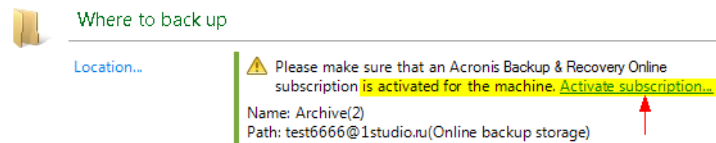
4.3 Create an Initial Seeding backup on the removable drive

This is an important step. If you make a mistake or change your mind in the middle of the process, you might need to call Acronis Support. This will delay your Initial Seeding process. Therefore, you should plan ahead.

1. Attach your removable drive and learn the volume letter assigned to it by the operating system (F:\, G:\, etc.).
2. Start the Acronis Backup & Recovery 11 product. If you use an advanced edition of the product, connect the console to the machine you want to back up.
3. Click **Create backup plan**.
4. Under **What to back up**, click **Items to back up**, and then choose what you want to back up. You can back up either files or disks/volumes.
5. Under **Where to back up**, click **Location**. Then, choose your online storage. If you are not authorized yet, click **Log in** and specify your credentials for the online storage.

6. If you want to, change the default archive name. Click **OK** to close the window.

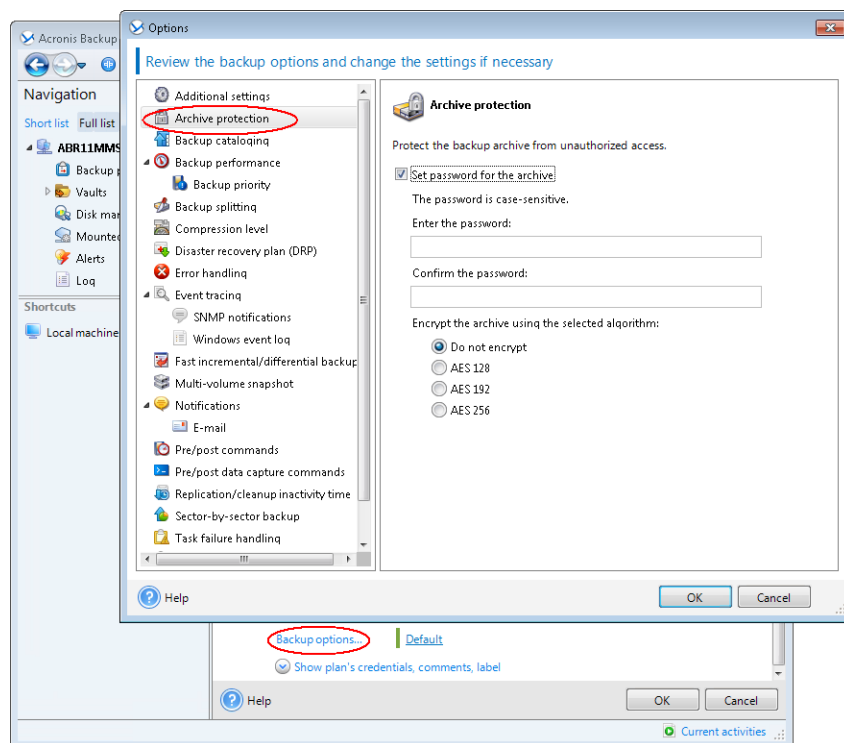7. Make sure that you have an Acronis Backup & Recovery Online subscription activated for the machine where you are going to create the Initial Seeding backup. Otherwise, the backup will fail. To activate an Acronis Backup & Recovery Online subscription for the machine, click **Activate subscription**.

8. Under **How to back up**, in **Backup scheme**, select **Initial seeding**.

9. Click **Full backup** and specify the path to your removable drive (shown as D:\ below).

10. Lastly, we recommend that you password protect and encrypt your archive since it will be sent via a third party shipment service. Acronis provides encrypted SSL connections for all your online backups. However, in order to protect your hard drive while it is shipped "over the air", we advise you to encrypt it. Under **Plan parameters**, click **Backup options**, click **Archive protection**, select the **Set password for the archive** check box, fill in and confirm your password, choose the encryption algorithm, and then click **OK** to close the window.
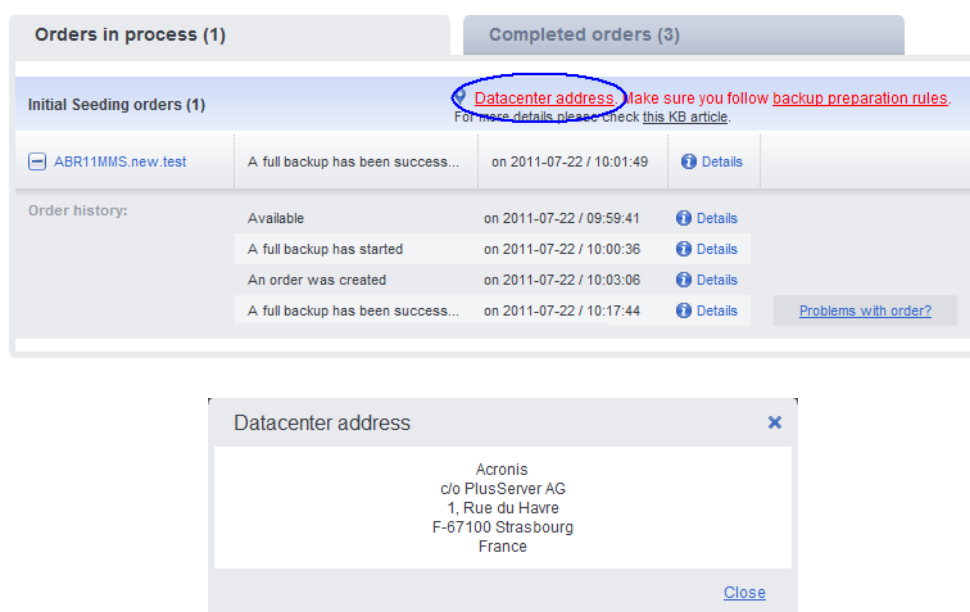

11. Click **OK** in the **Create backup plan** window. Creation of your Initial Seeding backup will now start!

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After creating an Initial Seeding backup, the software automatically validates it.

As soon as the backup is created, the Initial Seeding status on the account management Web page changes. The Initial Seeding license becomes used and is no longer available – it is converted to an order assigned to the machine you did the backup for. You can cancel (p. 11) your order up until you mark it as shipped.

4.4   Get datacenter address

After your Initial Seeding backup has been successfully created, go to the account management Web page, click **Initial Seeding / Recovery**, and then click **Datacenter address** to see the shipping address to send the drive to.

4.5   Package a hard drive for shipment

It is very important that your hard drive be packaged carefully. Careful packaging will protect your drive from any damage during shipment.

Hard drive types

Acronis accepts hard disk drives of the following interface types: IDE, ATA, SATA, USB connected drives.

SCSI drives are not accepted.

Packaging

If possible, use the original packaging. Otherwise, packaging materials can be obtained at any shipping outlet or stationary store. You should also include all necessary cables or adapters to the drive. Acronis will not be able to process your initial seeding request if there are no cables included.

The following are instructions about how to package your hard disk drive.

Step 1

Delicately remove your hard disk drive from the machine.

Step 2

Place the hard drive into an anti-static bag to protect the drive from electrostatic discharge. If you do not have an anti-static bag, simply wrap the hard drive into aluminum foil.

Step 3

Use a sturdy box that is at least twice the size of the drive. Pack the drive with a bubble wrap around all 6 sides so it can fit tight into the box and cannot be moved within.

*DO NOT use Styrofoam **peanuts** for packing as they do not provide enough protection.*
*DO NOT send your media in **jiffy** bags*

Step 4

Choose the transport company that you will use for shipping. On that company's web site, prepare and print two prepaid shipping labels:

1. **Shipping label for sending** your hard drive. This label is placed on the top of the box. You should send your package to one of the Acronis data centers. The data center address can be obtained on the **Initial seeding / Recovery** tab of your account management page by clicking **Datacenter address**.

   We recommend that you use overnight shipping, if you want to start doing incremental backups as soon as possible. The data is generally available the next business day after the data center receives it.

2. **Shipping label for returning** your hard drive. Put this label in the box. When returning your hard drive, we will reuse the same packaging unless it is damaged. If you do not enclose the label, your drive will be **securely discarded**.

   You might want to use the most cost-efficient delivery method for having your hard drive returned.
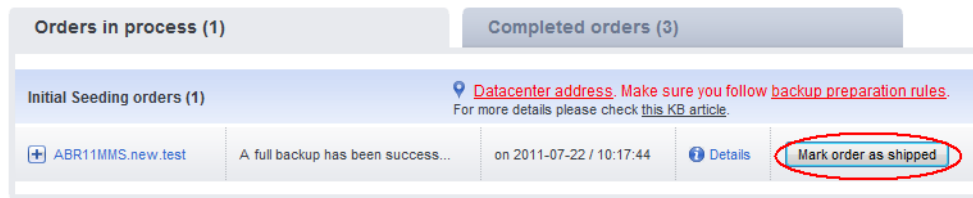

Step 5

Securely seal the box with a sturdy tape. Then, stick the **shipping label for sending** your hard drive to the top of the box, so the label does not wrap around the edge of the package.

4.6 Arrange shipment of your hard drive to Acronis

When the shipment company picks up your drive and you receive the Tracking ID, do the following:

1. Click **Mark order as shipped**.

2. Select your shipment company, enter your tracking number, and then click **OK**.

After you have marked your order as shipped, you can no longer cancel this order.

4.7 Track fulfillment of your order

Until the drive is received by the datacenter, you are able to track the shipment at the shipment company Web site using your tracking code. After the drive is received by the datacenter, you will receive email notifications of the following events:

- The drive processing by the datacenter is started.
- The upload of your archive is completed.
- The drive is shipped back (in case you provided a return shipment label).
- Initial Seeding results in an error.

If you want to submit an additional query about your Initial Seeding order, you can do it on the account management page.
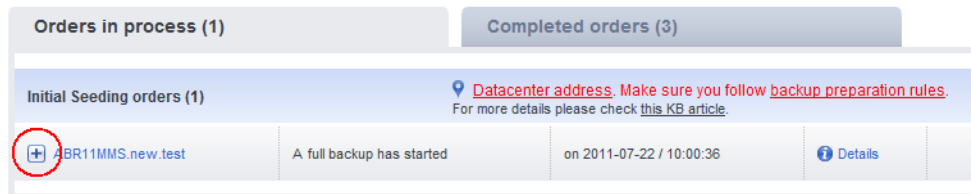
1. Click **Initial Seeding / Recovery**.
2. Find the necessary machine and expand the information about it by clicking "+".
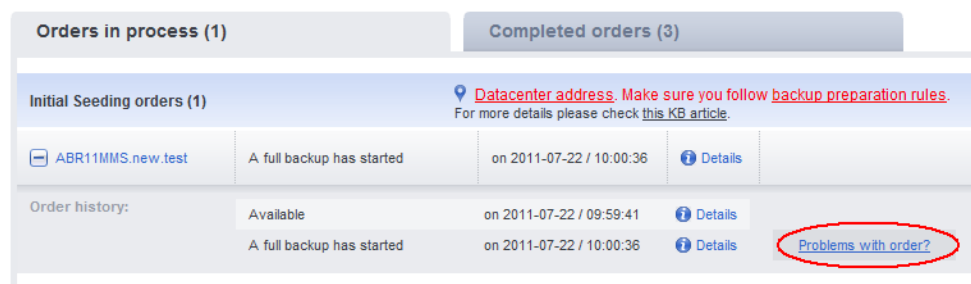3. Click **Problems with order** and click **Submit a request via web form**.

5   If you need to cancel an Initial Seeding order

From the moment you start an Initial Seeding backup until you mark your order as shipped to the datacenter, you can cancel your Initial Seeding order and make the license available again. To do so:
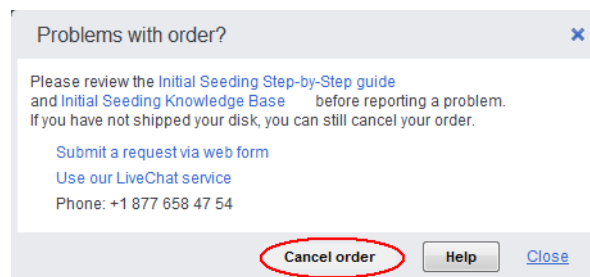
1. Go to the account management page, and click **Initial Seeding / Recovery**.
2. Find the machine you want to cancel the Initial Seeding order for, and expand the information about it by clicking "+".

3. Click **Problems with order?**.

4. Click **Cancel order**.

After a subsequent confirmation dialog, your Initial Seeding order will be cancelled and the license will become available again.

6   Initial Seeding service levels

In order for you to estimate the time required for the Initial Seeding service, guidelines for the different stages of the Initial Seeding process are provided below.

- *Creating an Initial Seeding backup* will take approximately as much time as creating a regular offline backup of the same data. It also depends on the speed of your removable hard drive, its connection to the machine you are backing up, and the machine's overall performance.

- *Shipping the hard drive to the Acronis datacenter* depends completely on the shipping company and is beyond the control of Acronis. Normally, shipment companies provide multiple types of shipment. They can range from overnight to several days and have different costs.

- *Processing the drive in the datacenter* can take a few days before and a few days after the actual upload of the Initial Seeding archive. We aim to turn drives around within one week. However, we are not currently able to provide a binding commitment on that.

- *Uploading the Initial Seeding archive* depends on the archive size and will normally run at a speed of 20-30GB/hour. This means that a 100GB archive will be uploaded within 3-5 hours maximum.

- *Response time for support requests* related to Initial Seeding is usually within 3 working days.

At present, Acronis does not provide any service level guarantees for Initial Seeding. However, we make our best reasonable efforts to provide service that meets the expectations of most customers.

7 Where to find additional information

Acronis Backup and Recovery Online Evaluation Guide:
http://download.acronis.com/pdf/abr10o_evaluationguide_en-US.pdf.

Documentation for Acronis Backup & Recovery Online:
http://www.acronis.com/support/documentation/ABRO/.

Knowledge base articles for Acronis Backup & Recovery Online:
http://kb.acronis.com/content/13928.

If you need further assistance with your Acronis product, please visit our support portal at http://www.acronis.com/support/.