

# Acronis



## Acronis Backup 12 Update 3

**EVALUATION GUIDE**

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# 1 Introduction

We are happy to introduce Acronis Backup 12 – the world’s fastest backup solution that protects all your data on-premises, in remote systems, in private and public clouds, and on mobile devices.

This document will help you evaluate Acronis Backup 12 and see how it can protect your business-critical systems from data loss and disasters.

## Expectations

For testing Acronis Backup 12, it is expected that you:

- Know basic principles, processes, and terminology of backup solutions.
- Possess necessary experience and knowledge in installing and managing backup software.
- Are capable of using virtual machines (VM).

## Precautions

- Acronis Backup 12 is not designed to be installed along with any other Acronis Backup software, such as Acronis Backup Advanced or Acronis True Image.
- Acronis Backup 12 will automatically upgrade your existing installation of Acronis Backup 11.7 or 11.5.
- We would not recommend testing Acronis Backup 12 on your production servers, desktops, or work laptops right away. Testing in a controlled environment will allow you to evaluate the software without taking any unnecessary risks.

## Evaluation

Acronis Backup 12 supports a wide range of data protection scenarios. Feel free to perform any scenario, test any available feature and option. In this document, you can find sample scenarios that will give you a quick overview of the product capabilities.

## Support

If you face any issues during your evaluation, there are multiple ways for you to find help:

- Check out Acronis Backup 12 Online Help: <http://dl.managed-protection.com/u/backup/help/12/user/en-US/index.html#36537.html>
- Find the solution in the Acronis Knowledge Base: <http://kb.acronis.com/>
- Contact Acronis Support: <http://www.acronis.com/en-us/support/>
- Ask the community on the Acronis Forum: <https://forum.acronis.com/forums/acronis-business-products-discussions/acronis-backup-12>

## References

Latest updates and release notes: <http://www.acronis.com/en-us/support/updates/>

Datasheet: <http://www.acronis.com/en-us/resource-center/resource/acronis-backup-datasheet>

## 2 What's new in version 12

### Only Acronis Backup 12

- Converges cloud and on-premise data protection of small and medium businesses, backing up all individual workloads of your IT environment through a unified web console.
- Includes Acronis Instant Restore, which allows you to reduce RTO to seconds by running any physical or virtual Windows or Linux system backup as VMware or Hyper-V VM.
- Backs up on-premise physical and virtual systems, as well as Azure VMs and Amazon EC2 instances, for complete protection of your entire IT infrastructure.
- Protects VMware ESXi hosts (not just VMs) and recovers them to dissimilar hardware, for complete protection of your VMware vSphere infrastructure.
- Protects every user by backing up Windows PCs and tablets, Mac computers, iPads, iPhones, and any Android devices.
- Allows you to retain complete control over the location of your data, systems, and backups; thus ensuring that you always know where your company data is, even in the cloud.

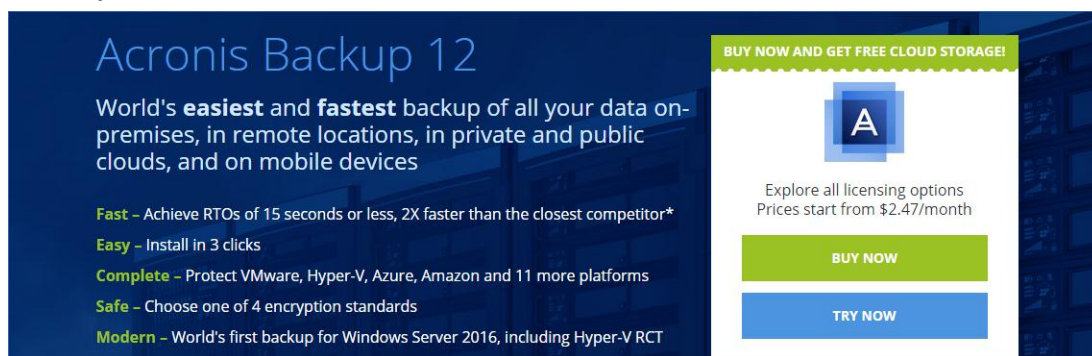
### Key features

- Unified web console
  - Simplify administration and reduce IT workload
  - Deploy in the cloud for easy implementation or on-premises for complete control
- Centralized management
  - Manage all physical, virtual, and cloud machines by using the unified web-based management console
- **(Unique)** Cloud workload backup
  - Protect Microsoft Azure VM and Amazon EC2 instances
- VMware vSphere and Microsoft Hyper-V backup
  - Protect market-leading virtualization technologies
- Application backup and recovery
  - Microsoft Exchange
  - Microsoft SQL
  - Microsoft SharePoint
  - Microsoft Active Directory
- Mac OS X backup
  - Protect all user endpoints
- iOS and Android devices backup
  - Protect all user devices
- **(Unique)** Acronis Instant Restore
  - Run backup as a VM
  - RTOs of seconds, with no data movement required
  - Any virtual or physical system
- VM replication
  - VMware to VMware
  - Easy failover, failback, and replica sandbox testing

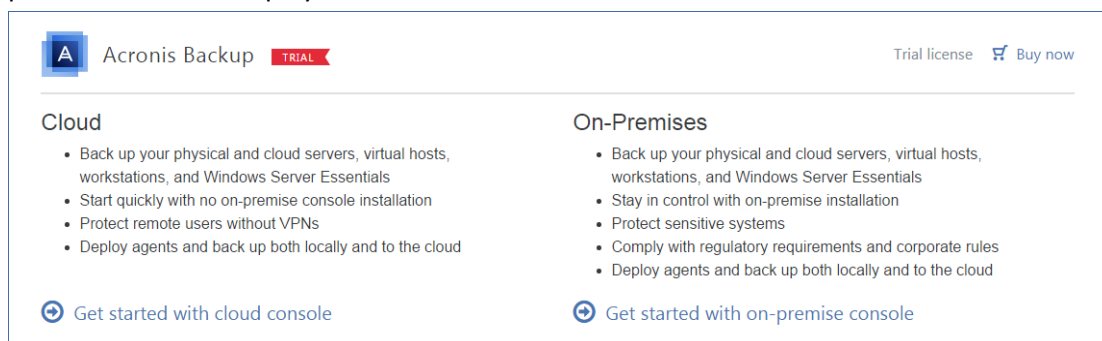
- WAN optimization included
- vmFlashback
  - CBT-based incremental restore of VMs
  - Quick RTOs, recovering only the data that has changed since the last backup
  - VMware and Hyper-V
- **(Unique)** VMware ESXi host bare-metal recovery
  - Protect your entire infrastructure, including VMware hosts and configurations

### 3 Getting Acronis Backup 12

1. Go to the Acronis Backup 12 web page: <http://www.acronis.com/en-us/business/backup>.
2. Click **Try now**.



3. Log in to your Acronis account. If you do not have an account, click **Sign up**, create an account, and activate it via the email message you will receive.
4. After logging in to the account, you will see the web page where you can choose between on-premise and cloud deployment.



## 4 On-premise vs. cloud deployment

The on-premise deployment implies that all Acronis Backup 12 components, including the management server, are installed locally in your environment (test lab). Therefore, there is no requirement for an Internet connection.

The cloud deployment implies that you manage backups through the Acronis-hosted web portal. The protected devices (physical or virtual machines, mobile devices) have corresponding backup agents installed and connected to the cloud over the Internet. Installation of the management server is not required.

### Prerequisites for testing an on-premise deployment

To install Acronis Backup Management Server, you need a physical or virtual machine running Windows Server 2008 or later.

- The machine must have a minimum 4 GB of RAM and 5 GB of free space on the system volume.
- We recommend that you have no Acronis backup software installed on this machine.
- You can use various virtualization software to run the virtual machine: VMware, Virtual PC, and so on. In Windows 8.x or 10 Enterprise, you can enable the Hyper-V role and use a Hyper-V virtual machine for testing.

### Prerequisites for testing a cloud deployment

A stable Internet connection for every physical machine or virtualization host that you want to back up.

### Common prerequisites

To store backups, you need a network shared folder with at least 30 GB of free space.

- Share this folder for read/write for **Everyone** by using Windows file sharing (the SMB protocol).
- Ensure that this folder can be accessed from the machines that you will back up.

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*To learn more about the on-premise and cloud deployments, refer to: <http://dl.managed-protection.com/u/backup/help/12/user/en-US/index.html#36428.html>.*

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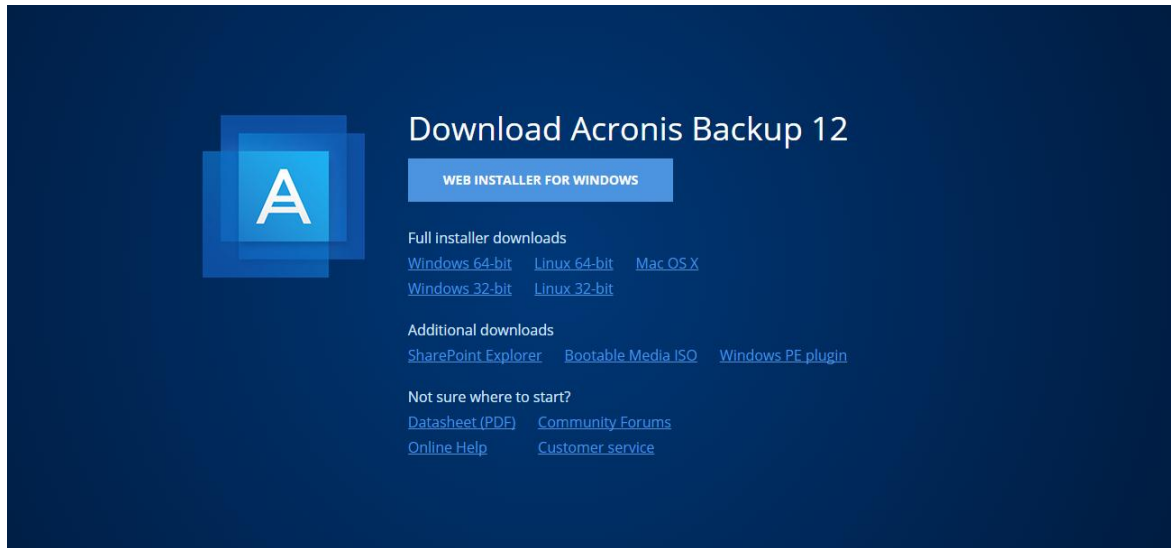
### Starting the evaluation

Having chosen the deployment method, check the prerequisites and start deployment as described below.

## 4.1 On-premise deployment

### *To proceed with the on-premise deployment*

1. Click **Get started with on-premise console**.
2. Click **Web installer for Windows** or **Windows 64-bit** to download the setup program that contains the management server.

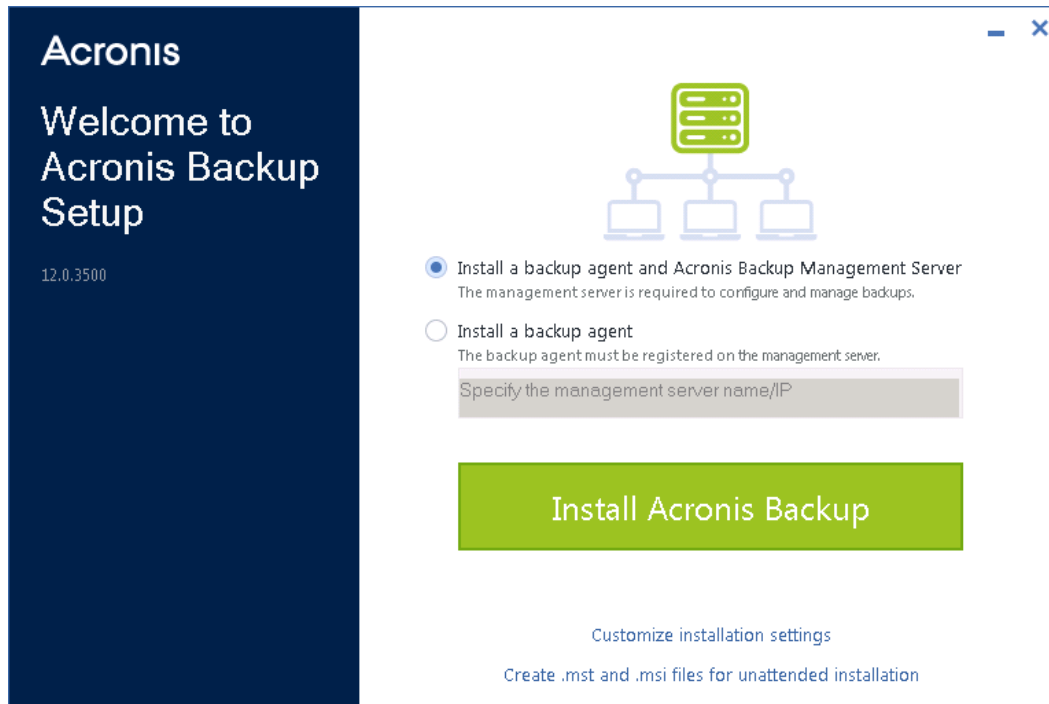


### 4.1.1 Installing the management server

*In this step, you will install the management server that will be a central point for managing your backups. Also, you will start the trial period for the software, so that you can use the fully functional product, without entering license keys.*

1. Log on as an administrator and start the Acronis Backup setup program.
2. [Optional] To change the language the setup program is displayed in, click **Setup language**.
3. Accept the terms of the license agreement and select whether the machine will participate in the Acronis Customer Experience Program (CEP).

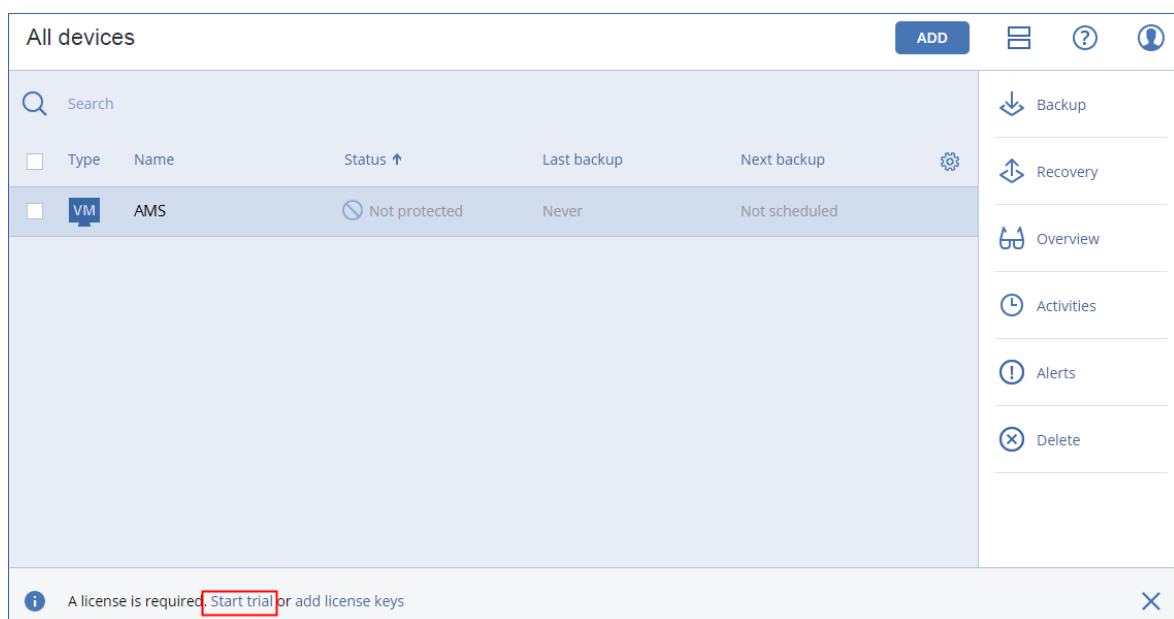
4. Leave the default setting **Install a backup agent and Acronis Backup Management Server**.



5. Click **Install Acronis Backup** to proceed with the installation.
6. After the installation completes, click **Close**. The backup console will open in your default web browser.
7. Log in to the backup console.

**Important** Please remember that you are logging in to the system deployed on your premises. Do not try to use your Acronis account to log in! Use a local or domain account with administrative privileges on the machine where the management server is installed.

8. Click **Start trial**.





9. Specify your Acronis account, and then click **Sign in**. The trial period has started.

The screenshot shows a 'Start trial' dialog box overlaid on the Acronis console. The background console shows a table of devices with columns for Type, Name, and Status. One device is listed: 'tw-win-2012' with a VM icon and a 'Not prot' status. The dialog box has a title bar with a close button and the text 'Start trial'. Inside, it lists benefits of signing in: 'Fully-functional product for the 30-day trial period', 'Free 30-day cloud backup subscription', and 'Free technical support'. Below this is a section for entering email and password. The email field contains 'john.smith@mail.com' and the password field is masked with dots. A 'SIGN IN' button is at the bottom of the form. At the very bottom of the dialog, there are links for 'Forgot password?' and 'Create account'. A footer message at the bottom of the console area states: 'A license is required. Start trial or add license keys'.

**Start trial**

Please sign in to your Acronis account to get:

- ✓ Fully-functional product for the 30-day trial period
- ✓ Free 30-day cloud backup subscription
- ✓ Free technical support

Enter email and password for your Acronis account

john.smith@mail.com

\*\*\*\*\*

**SIGN IN**

[Forgot password?](#) [Create account](#)

A license is required. Start trial or add license keys

## 4.2 Cloud deployment

### *To proceed with the cloud deployment*

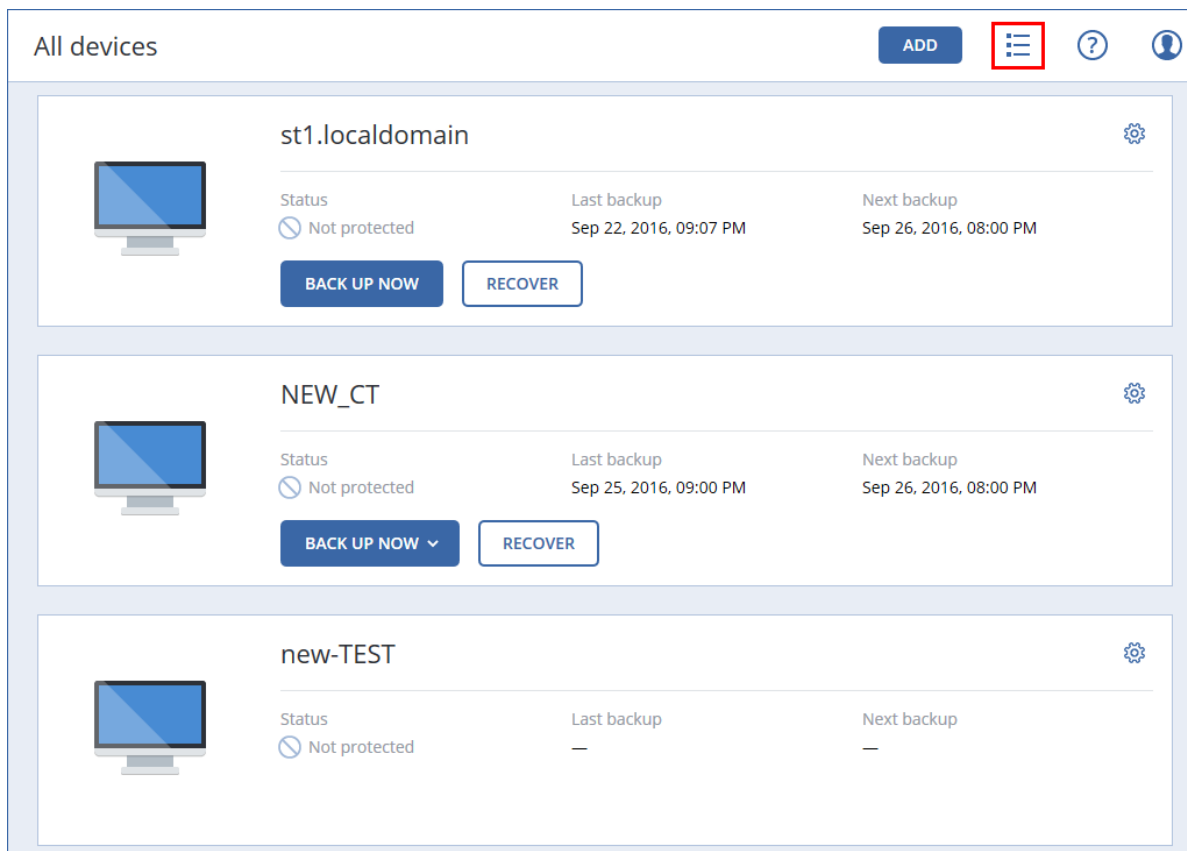
1. Click **Get started with cloud console** or navigate directly to <http://cloud.acronis.com>.
2. If prompted, sign in with your Acronis account.

## 5 Evaluation scenarios

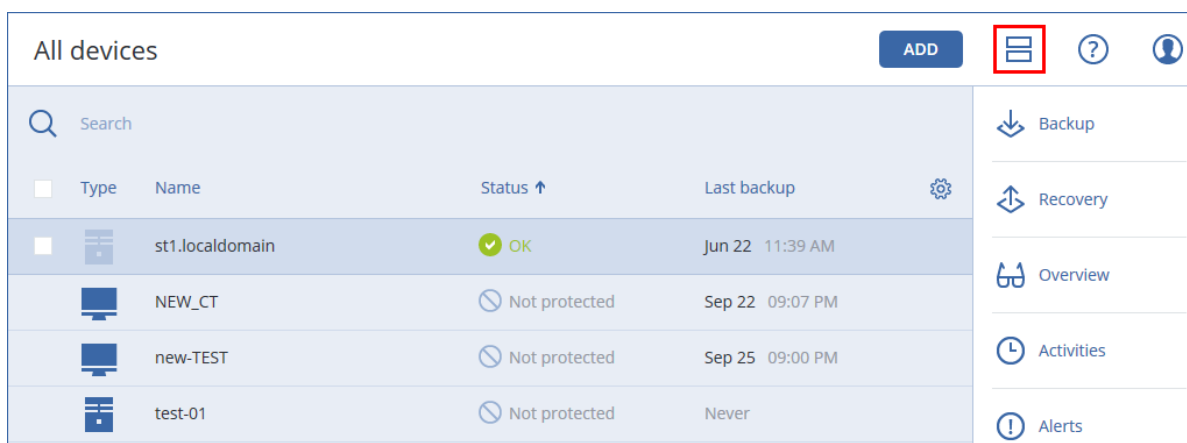
### 5.1 Backup console views

The backup console has two views: a simple view and a table view. To switch between the views, click the corresponding icon in the top right corner.

The simple view supports a small number of machines.



The table view is enabled automatically when the number of machines becomes large.



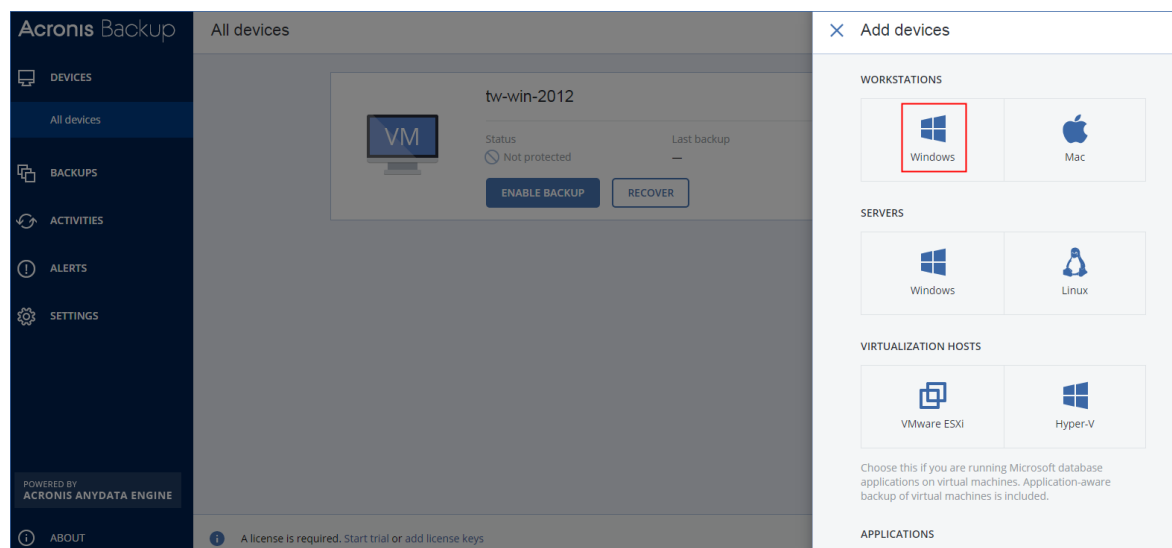
Both views provide access to the same features and operations. This document describes access to operations from the table view.

## 5.2 Windows: Backup and granular file recovery

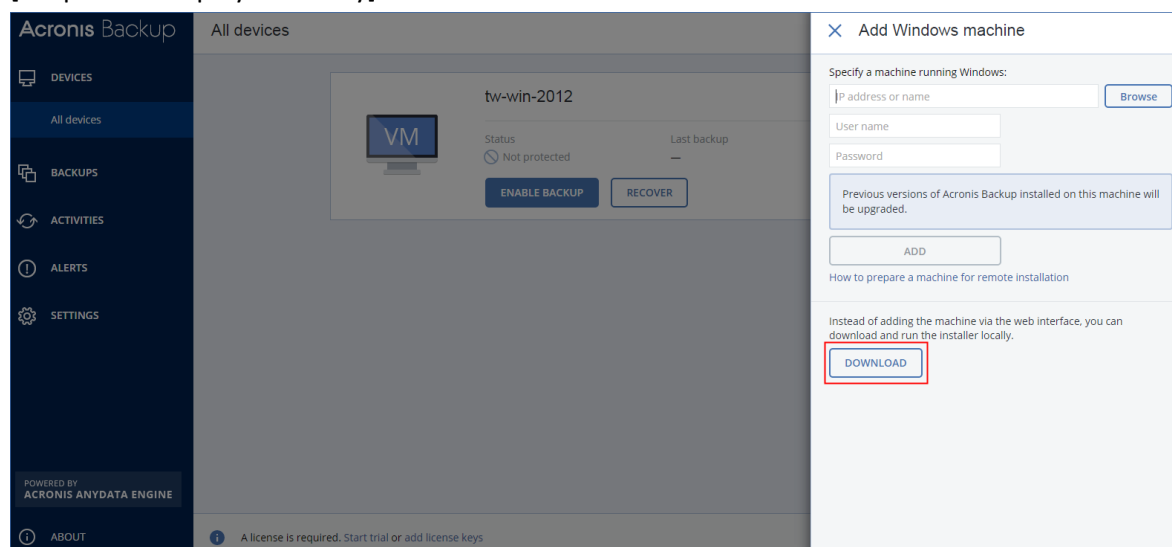
In this scenario, you will install Agent for Windows, back up the entire machine running Windows to a network share, and recover a file from this backup. Using a similar procedure, you can recover volumes, disks, or the entire machine.

### To download the setup program

1. Click **All devices** > **Add** > **Windows**.



2. [On-premise deployment only] Click **Download**.

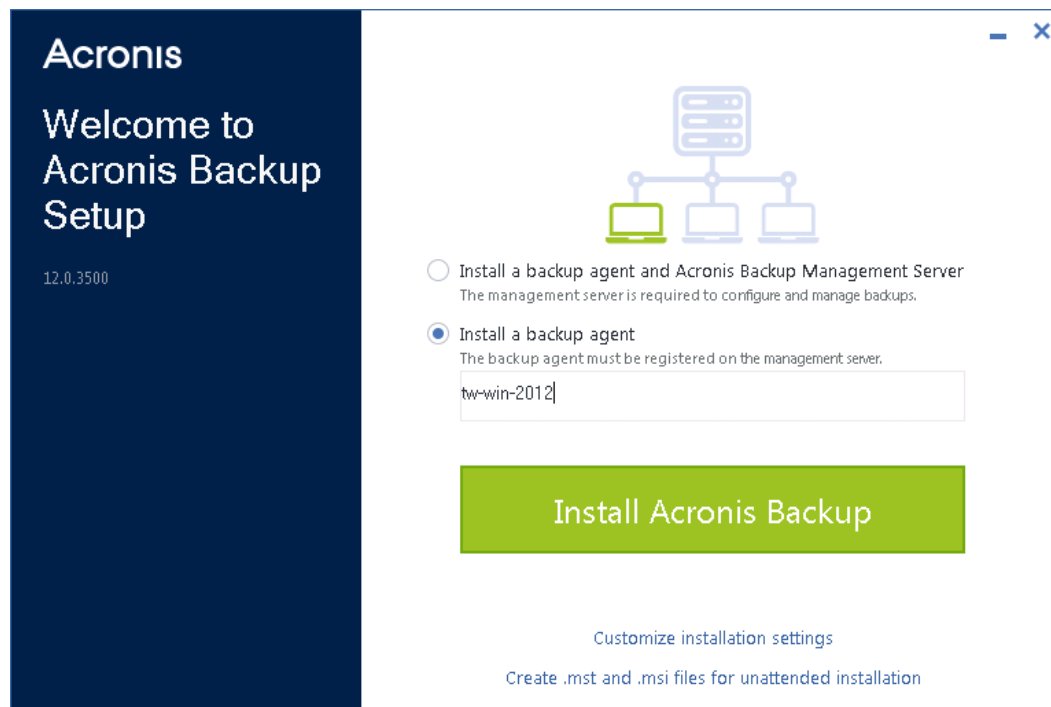


**Note** In this window, you can add a machine by specifying its IP or name. In this case, Agent for Windows will be installed on the machine automatically. Because this method requires preparatory steps, we will describe manual installation, instead. Automatic installation is described at: <http://dl.managed-protection.com/u/backup/help/12/user/en-US/index.html#36533.html>.

### [On-premise deployment] To install Agent for Windows

1. Log on as an administrator and start the Acronis Backup setup program.
2. [Optional] To change the language the setup program is displayed in, click **Setup language**.
3. Accept the terms of the license agreement and select whether the machine will participate in the Acronis Customer Experience Program (CEP).

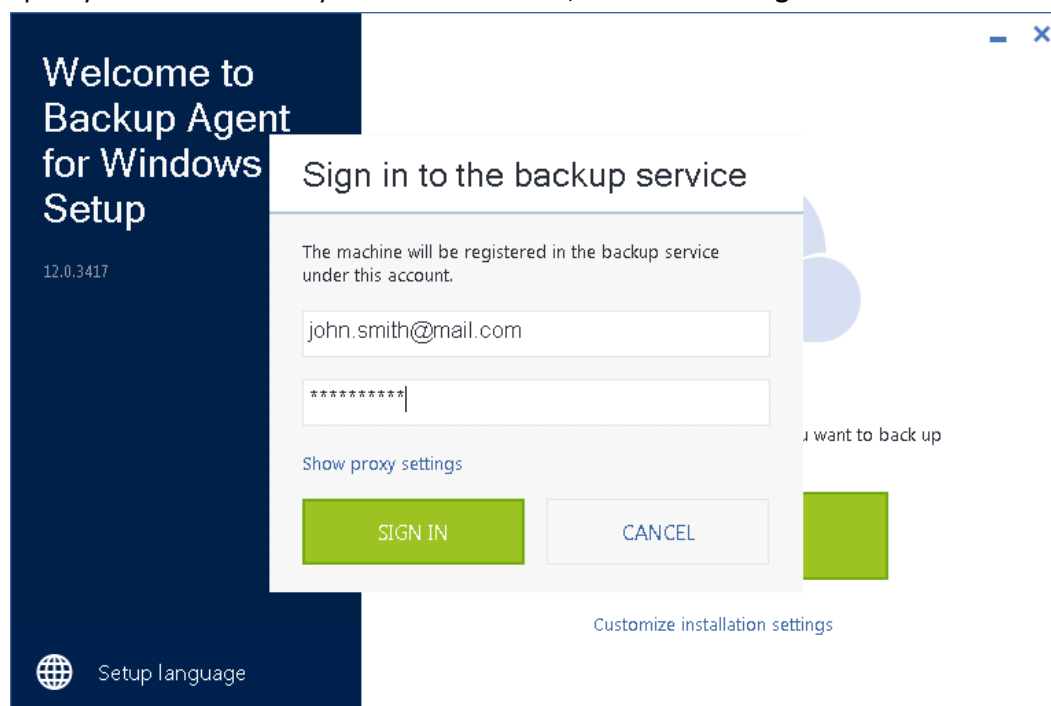
4. Select **Install a backup agent**, and then specify the host name or IP address of the machine where the management server is installed.



5. Click **Install Acronis Backup** to proceed with the installation.
6. After the installation completes, click **Close**.

**[Cloud deployment] To install Agent for Windows**

1. Ensure that the machine is connected to the Internet.
2. Log on as an administrator and start the setup program.
3. Click **Install**.
4. Specify the credentials of your Acronis account, and then click **Sign in**.



5. After the installation completes, click **Close**.

## To back up your machine

1. In the backup console, select your machine, and then click **Backup**.

The screenshot shows the backup console interface. At the top is a search bar. Below it is a table with columns: Type, Name, Status, Last backup, and Next backup. There are two rows: 'AMS' and 'MyPC', both marked as 'Not protected' and 'Never' backed up. To the right of the table is a sidebar with navigation options: Backup (highlighted with a red box), Recovery, Overview, Activities, Alerts, and Delete.

Type	Name	Status	Last backup	Next backup
VM	AMS	Not protected	Never	Not scheduled
VM	MyPC	Not protected	Never	Not scheduled

- Backup
- Recovery
- Overview
- Activities
- Alerts
- Delete

The software displays a new backup plan template.

The screenshot shows the 'New backup plan' configuration form. It has a title bar with a pencil icon and a settings gear icon. The form is divided into several sections: 'WHAT TO BACK UP' (Entire machine), 'APPLICATION BACKUP' (Disabled), 'WHERE TO BACK UP' (Specify), 'SCHEDULE' (Monday to Friday at 11:00 PM), 'HOW LONG TO KEEP' (Monthly: 6 months, Weekly: 4 weeks, Daily: 7 days), and 'ENCRYPTION' (Off). The 'WHERE TO BACK UP' section is highlighted with an orange bar on the left.

**New backup plan**

WHAT TO BACK UP: Entire machine

APPLICATION BACKUP: Disabled

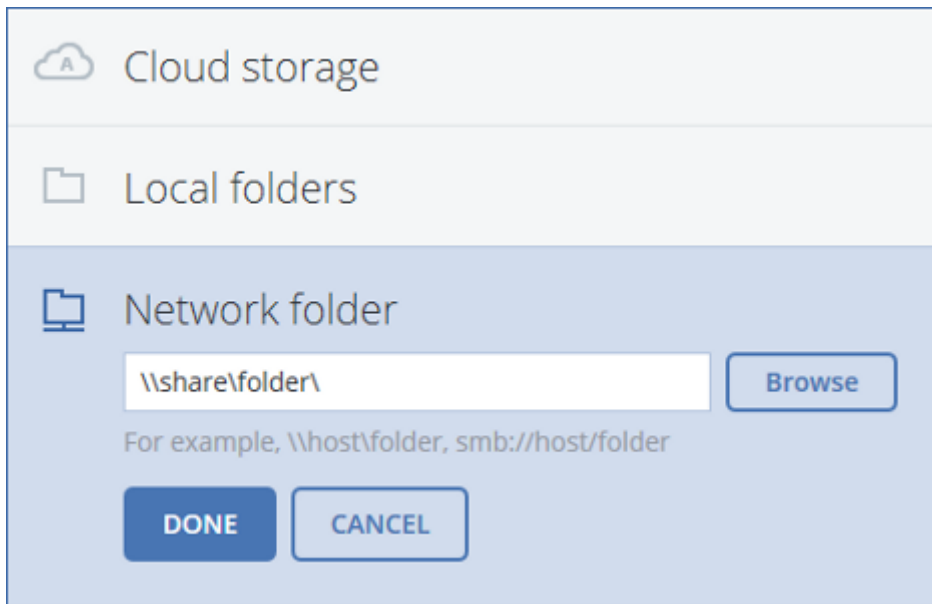
WHERE TO BACK UP: Specify

SCHEDULE: Monday to Friday at 11:00 PM

HOW LONG TO KEEP: Monthly: 6 months, Weekly: 4 weeks, Daily: 7 days

ENCRYPTION: Off

2. Click **Where to backup > Network folder**, and then browse to the shared folder you created earlier or enter its path. If prompted, specify the user name and password for the shared folder. Click **Done**.

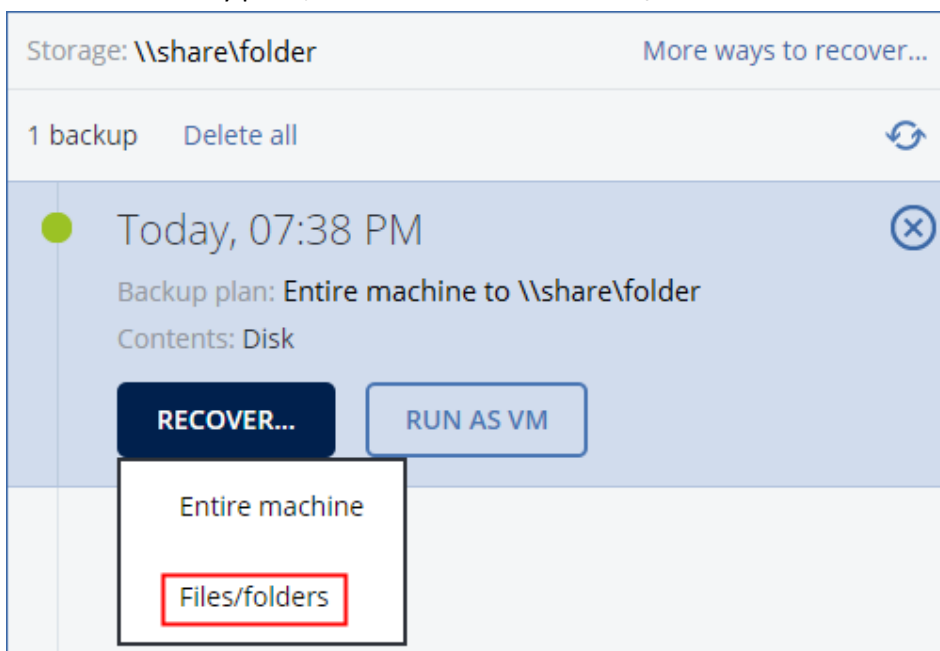


3. Click **Apply**.
4. Click **Run now**.  
The backup starts immediately. The backup progress is shown on the **Activities** tab.
5. Wait until the backup is complete.

To learn more about backup, refer to: <http://dl.managed-protection.com/u/backup/help/12/user/en-US/index.html#37328.html>.

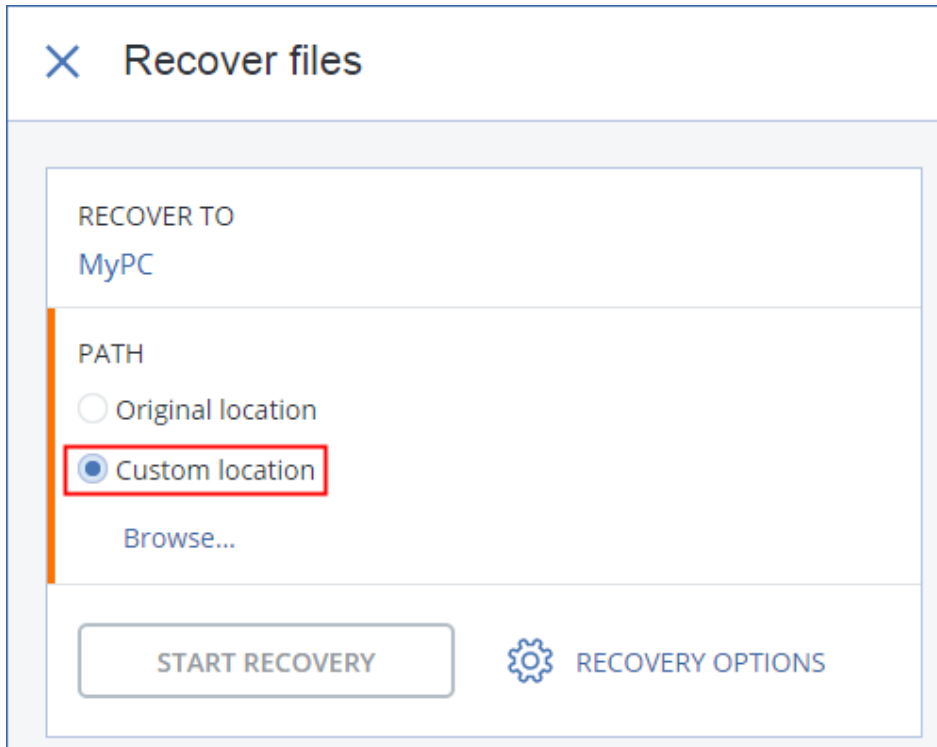
### **To recover a file from a backup**

1. In the backup console, select your machine, and then click **Recovery**.
2. Select the recovery point, and then click **Recover files/folders**.



3. Browse to the required file or use search to locate it. You can use one or more wildcard characters (\* and ?).

4. Select the file that you want to recover.
5. Click **Recover**.
6. In **Path**, select **Custom location**.



×

## Recover files

RECOVER TO  
MyPC

PATH

☐ Original location

☒ Custom location

Browse...

START RECOVERY

⚙ RECOVERY OPTIONS

7. Click **Browse**, and then specify a destination for the recovered files.
8. Click **Start recovery**.
9. Select one of the file overwriting options:
  - **Overwrite existing files**
  - **Overwrite an existing file if it is older**
  - **Do not overwrite existing files**
10. Click **Proceed** to start the recovery.

The recovery progress is shown on the **Activities** tab.

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To learn more about recovery, refer to: <http://dl.managed-protection.com/u/backup/help/12/user/en-US/index.html#36648.html>.

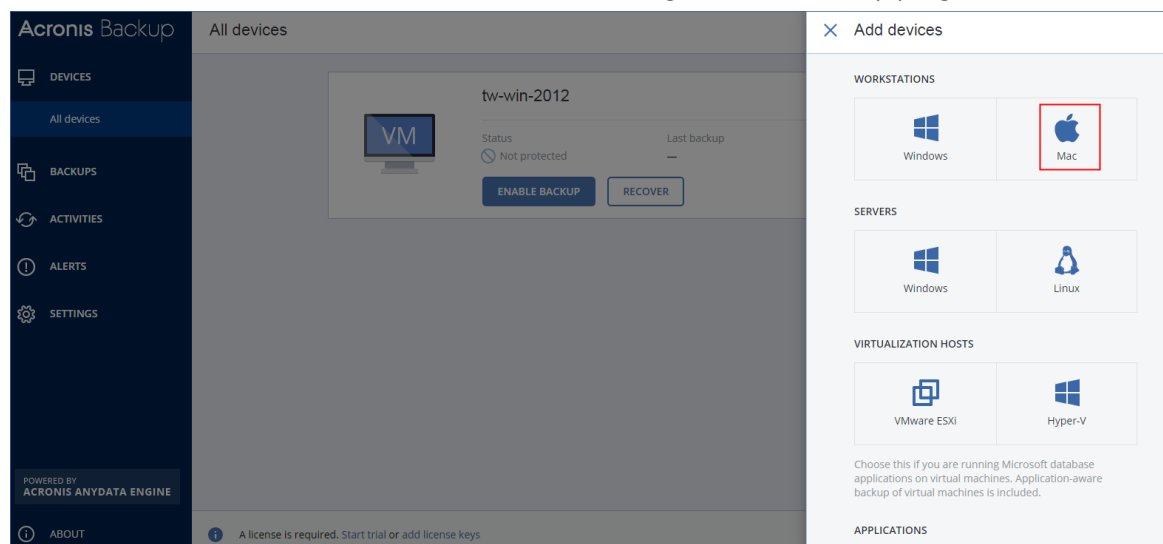
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## 5.3 Mac: Backup and granular file recovery

*In this scenario, you will install Agent for Mac, back up the entire Mac to a network share, and recover a file from this backup.*

### To install Agent for Mac

1. Click **All devices** > **Add** > **Mac**. This will download the Agent for Mac setup program.



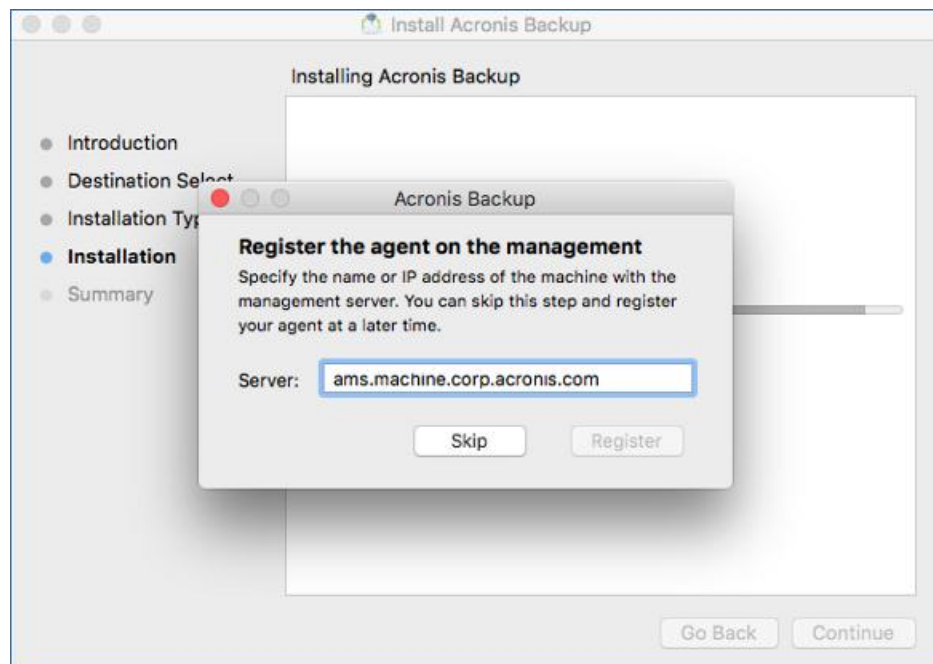
2. Double-click the installation file (.dmg), and then wait while the operating system mounts the installation disk image.
3. Inside the image, double-click **Install**.



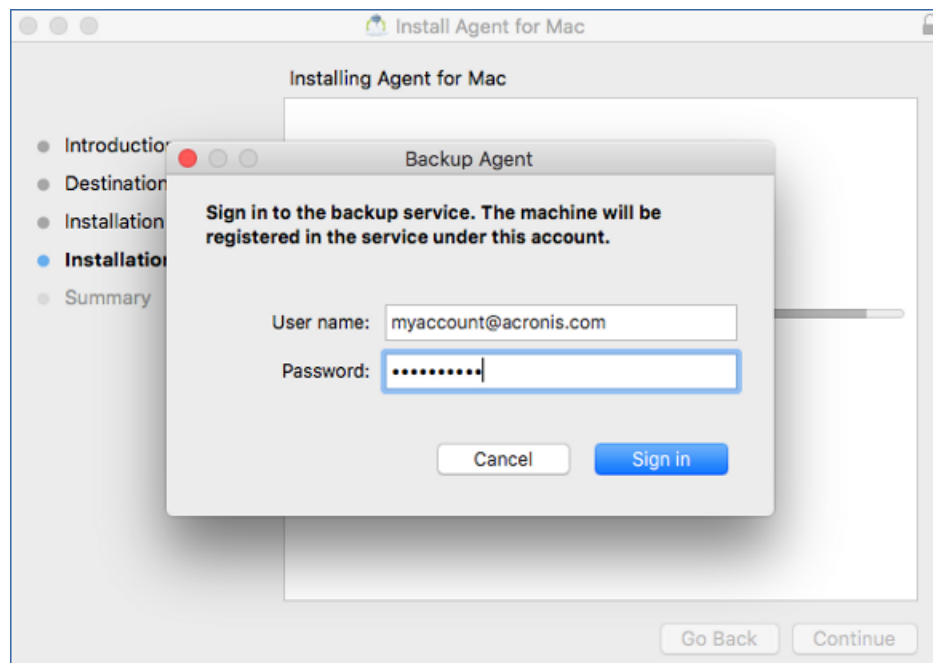
4. If prompted, provide administrator credentials.



5. [On-premise deployment only] When prompted, specify the name or IP address of the machine with the management server.



6. [Cloud deployment only] Specify the credentials of your Acronis account.

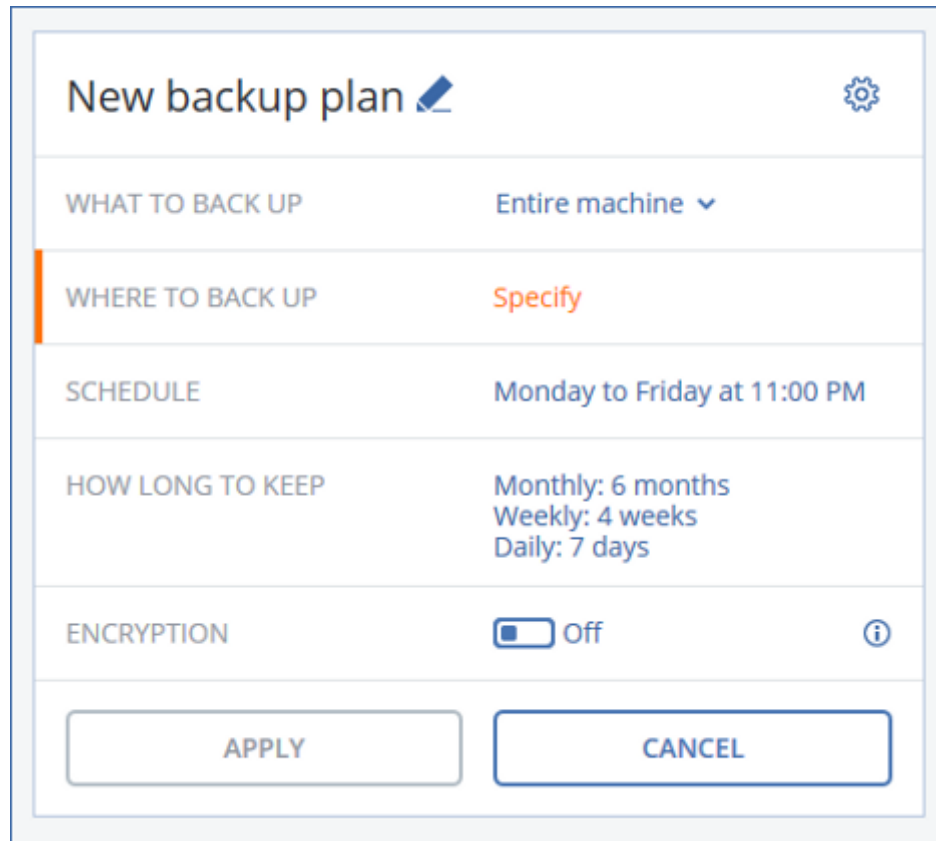


7. Complete the installation procedure.

### ***To back up your Mac***

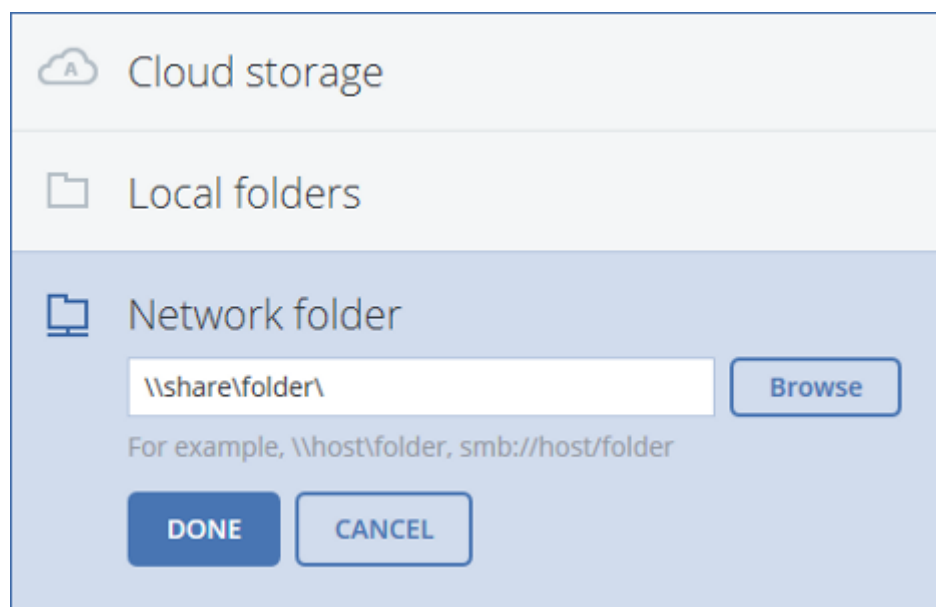
1. In the backup console, select your Mac.
2. Click **Backup**.

The software displays a new backup plan template.



The screenshot shows a 'New backup plan' dialog box with a settings icon in the top right. It contains several configuration sections: 'WHAT TO BACK UP' set to 'Entire machine', 'WHERE TO BACK UP' with a red 'Specify' button, 'SCHEDULE' set to 'Monday to Friday at 11:00 PM', 'HOW LONG TO KEEP' with options for 'Monthly: 6 months', 'Weekly: 4 weeks', and 'Daily: 7 days', and 'ENCRYPTION' set to 'Off' with an information icon. At the bottom are 'APPLY' and 'CANCEL' buttons.

3. Click **Where to backup** > **Network folder**, and then browse to the shared folder you created earlier or enter its path. If prompted, specify the user name and password for the shared folder. Click **Done**.



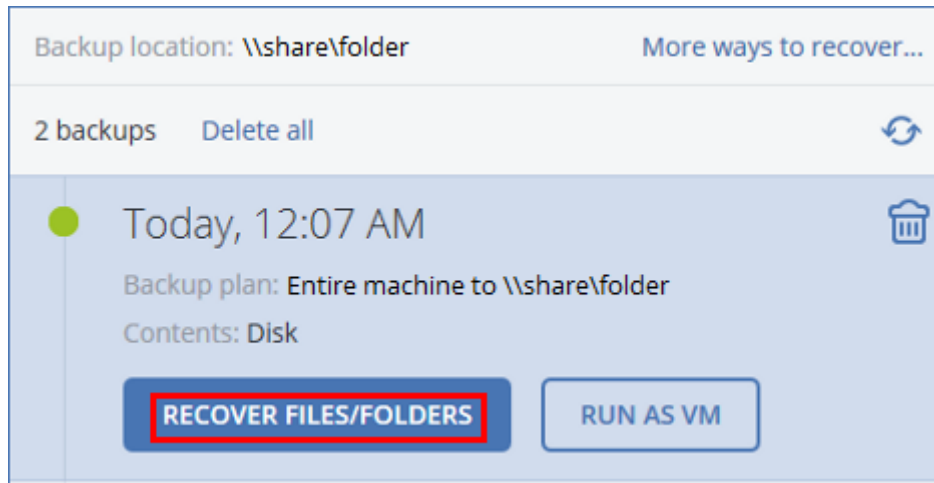
The screenshot shows a 'Network folder' selection dialog box. It has three sections: 'Cloud storage' with a cloud icon, 'Local folders' with a folder icon, and 'Network folder' with a computer icon. The 'Network folder' section is active and contains a text input field with the path '\\share\\folder\\', a 'Browse' button, and a hint: 'For example, \\host\\folder, smb://host/folder'. At the bottom are 'DONE' and 'CANCEL' buttons.

4. Click **Apply**.
5. Click **Run now**.  
The backup starts immediately. The backup progress is shown on the **Activities** tab.
6. Wait until the backup is complete.

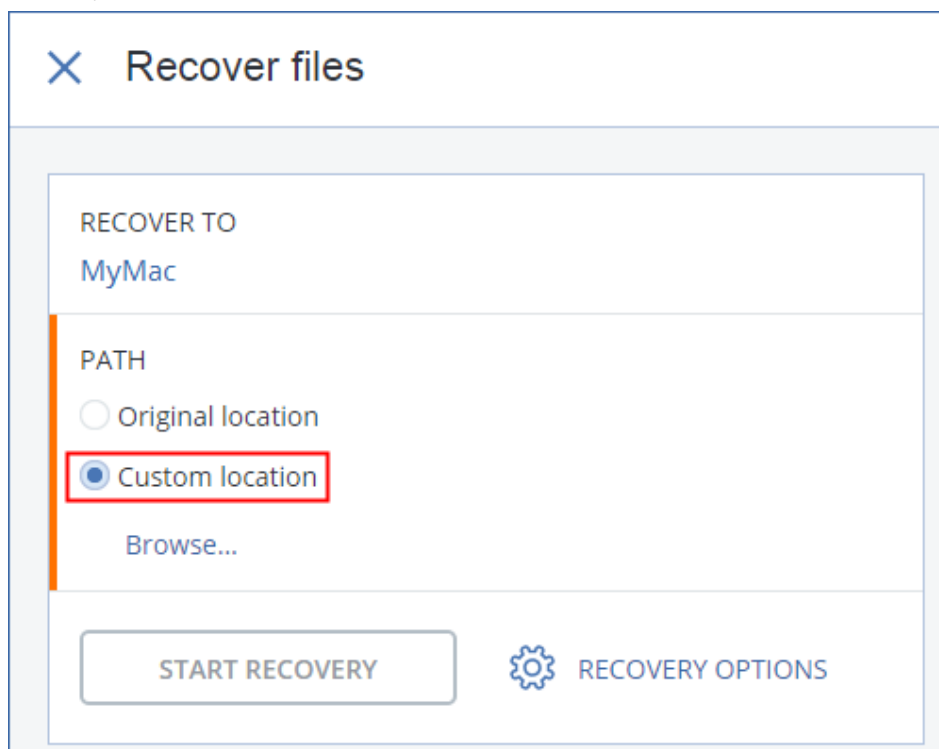
To learn more about backup, refer to: <http://dl.managed-protection.com/u/backup/help/12/user/en-US/index.html#37328.html>.

### To recover a file from a backup

1. In the backup console, select your Mac, and then click **Recovery**.
2. Select the recovery point, and then click **Recover files/folders**.



3. Browse to the required file or use search to locate it. You can use one or more wildcard characters (\* and ?).
4. Select the file that you want to recover.
5. Click **Recover**.
6. In **Path**, select **Custom location**.



7. Click **Browse**, and then specify a destination for the recovered files.
8. Click **Start recovery**.
9. Select one of the file overwriting options:
  - **Overwrite existing files**

- **Overwrite an existing file if it is older**
- **Do not overwrite existing files**

10. Click **Proceed** to start the recovery.

The recovery progress is shown on the **Activities** tab.

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*To learn more about recovery, refer to: <http://dl.managed-protection.com/u/backup/help/12/user/en-US/index.html#36648.html>.*

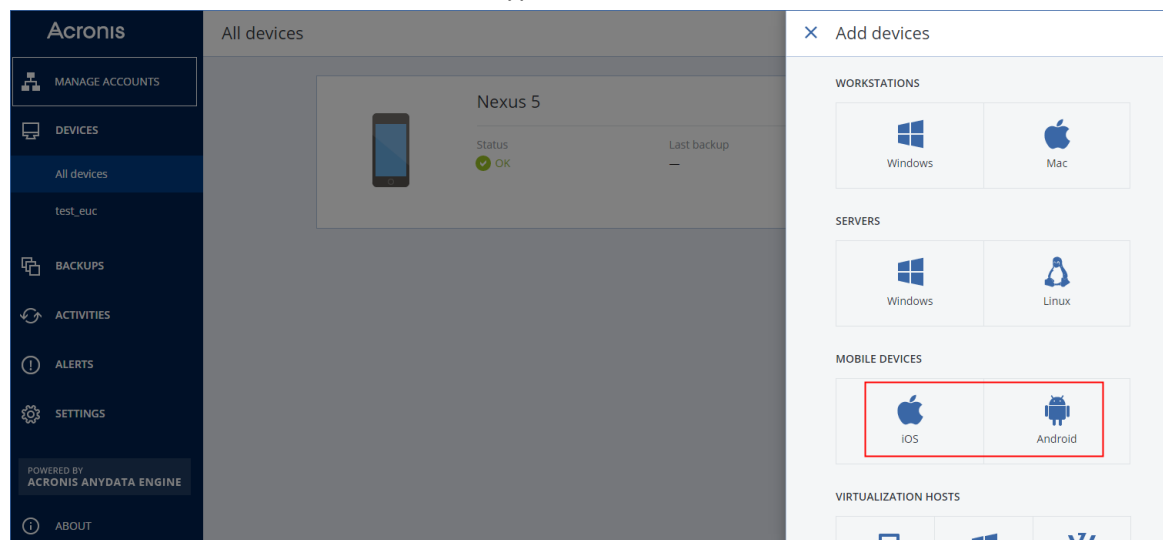
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## 5.4 Mobile device: backup and recovery

*In this scenario, you will install the backup app, back up the mobile device data, recover a contact, and download a photo to a computer.*

### **To get the backup app**

1. On the mobile device, open a browser and go to <https://backup.acronis.com/>.
2. Sign in with your Acronis account.
3. Click **All devices** > **Add**.
4. Under **Mobile devices**, select the device type.



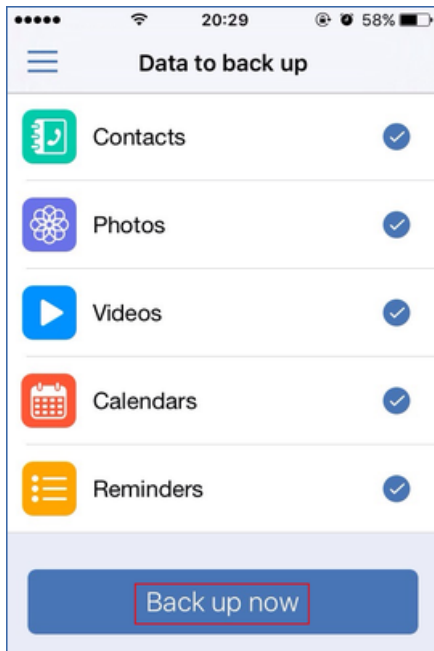
Depending on the device type, you will be redirected to the App Store or to the Google Play Store.

5. [Only on iOS devices] Click **Get**.
6. Click **Install** to install the backup app.

### **To start backing up an iOS device**

1. Open the backup app.
2. Sign in with your Acronis account.
3. Select the data categories that you want to back up. By default, all categories are selected.

4. Tap **Back up now**.

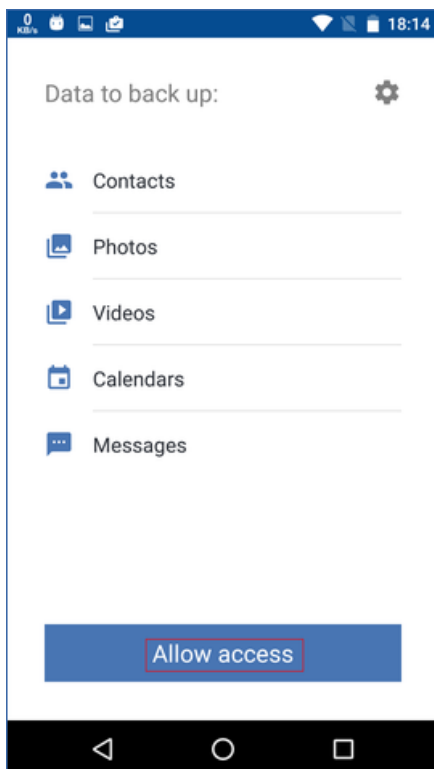


5. Allow the app access to your personal data. If you deny access to some data categories, they will not be backed up.

The backup starts.

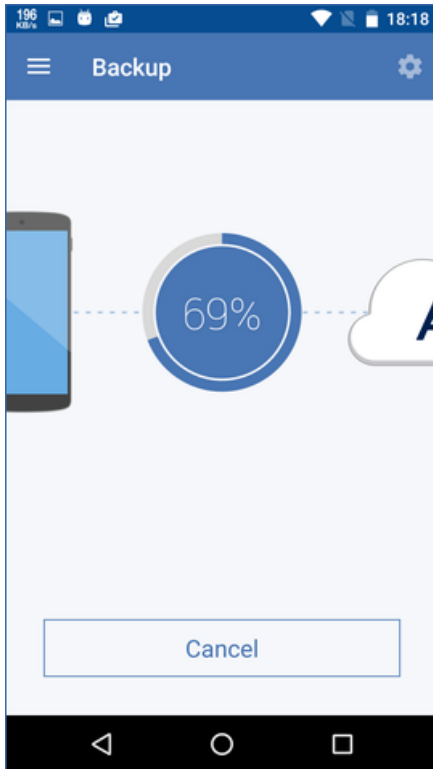
#### ***To start backing up an Android device***

1. Open the backup app.
2. Sign in with your Acronis account.
3. [In Android 6.0 and later] Allow the app access to your personal data. If you deny access to some data categories, they will not be backed up.



4. [Optional] Specify the data categories that you do not want to back up. To do this, tap the gear icon, tap the sliders for the data categories to be excluded from backup, and then tap the back arrow.
5. Tap **Back up**.

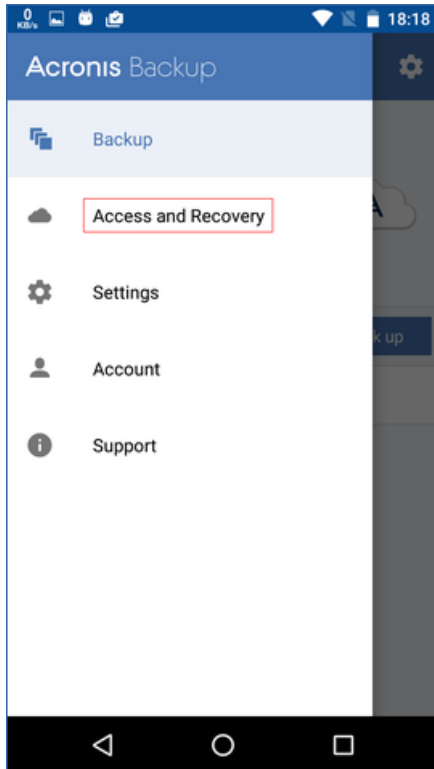
The backup starts.



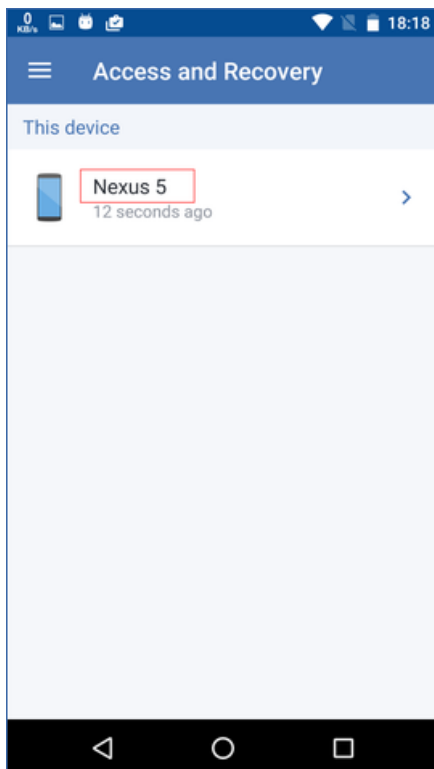
***To recover a contact***

1. Open the backup app.

2. Swipe to the right, and then tap **Access and Recovery**.

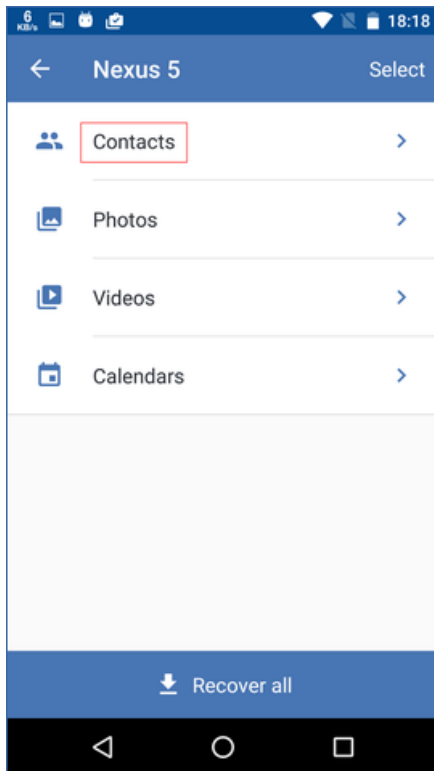


3. Tap the device name.



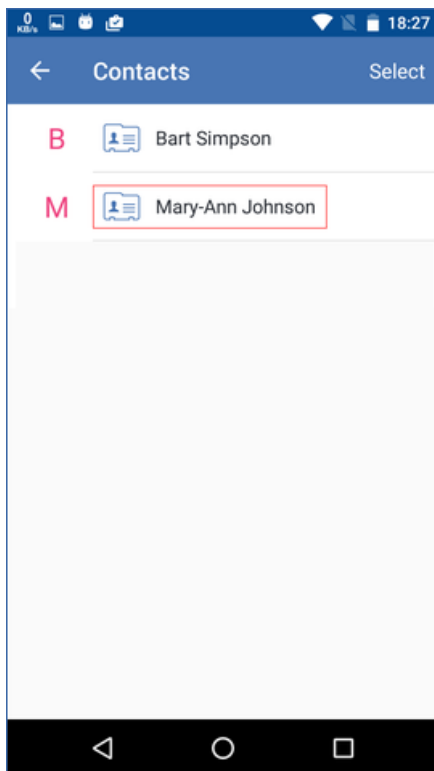


4. Tap **Contacts**.

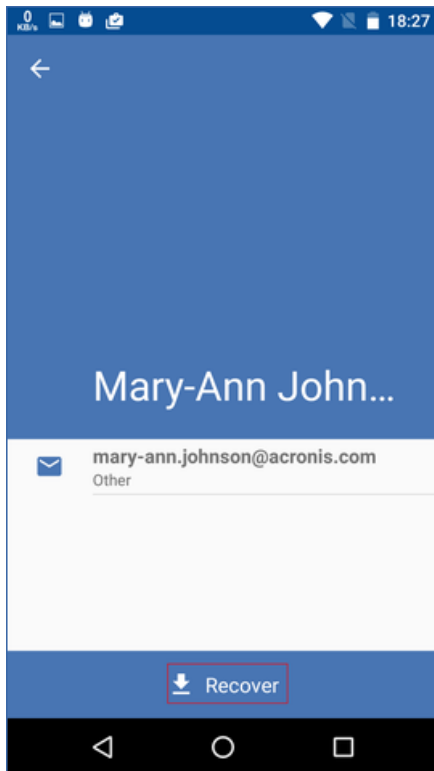


Notice the **Recover all** button. It is useful when you want to transfer all of the data to a new mobile device.

5. Tap the contact that you want to recover.



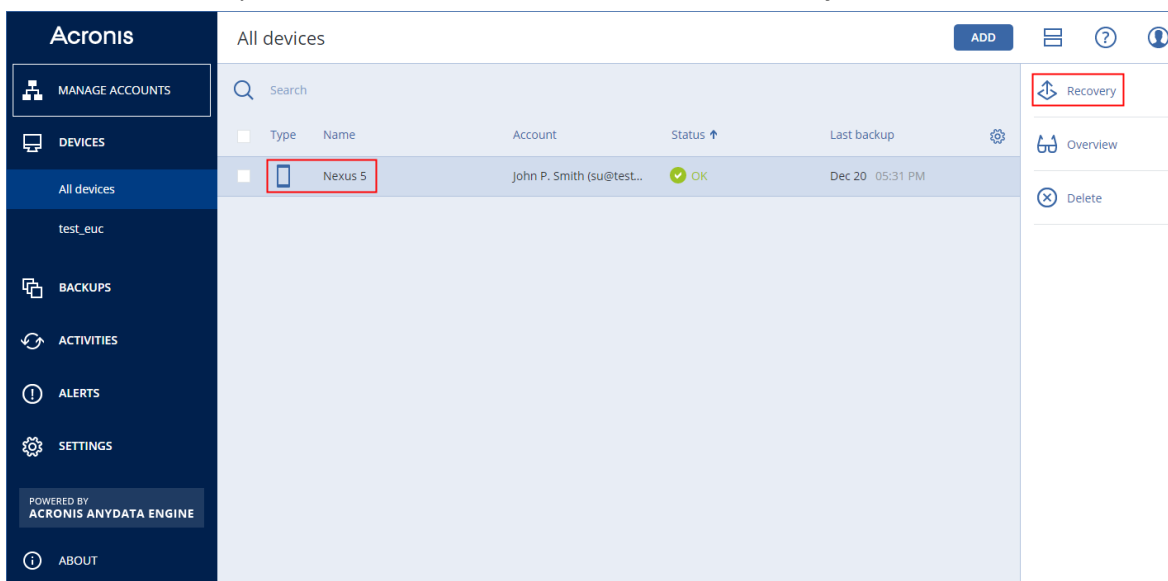
6. Tap **Recover**.



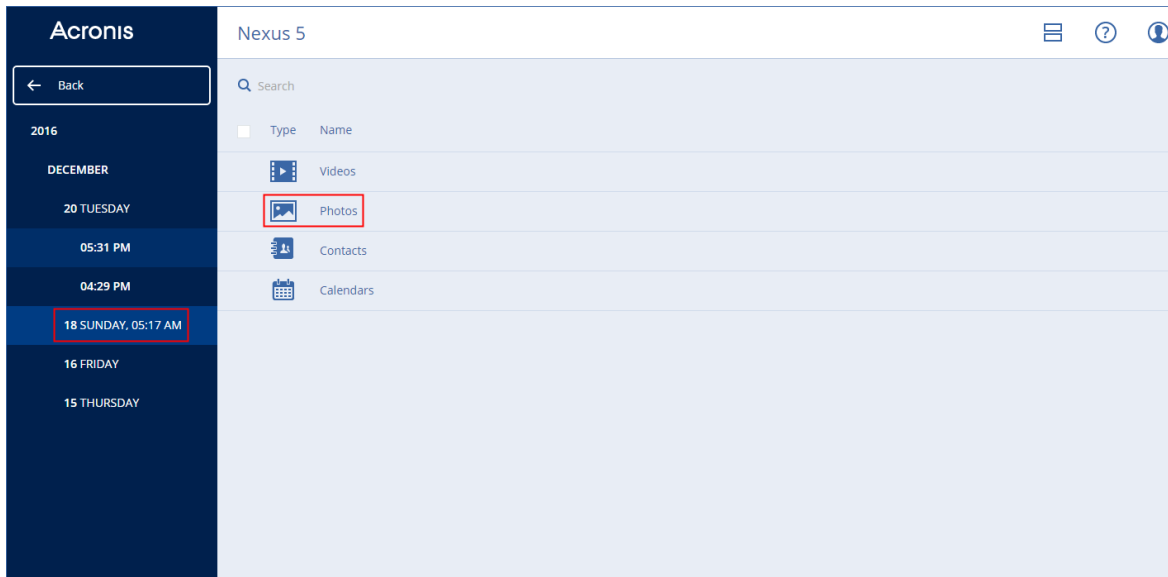
Regardless of whether the original contact was stored in the internal storage of the device or on a SIM card, the recovered contact will be placed to the internal storage.

***To download a photo to a computer***

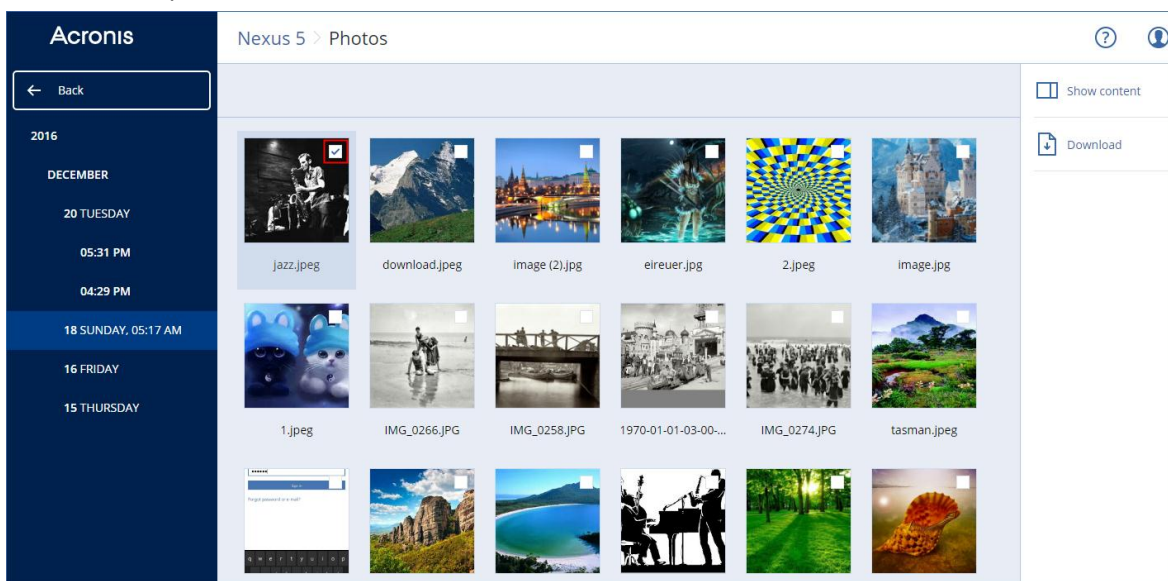
1. On the computer, open the backup console.
2. Sign in with your Acronis account.
3. In **All devices**, click your mobile device name, and then click **Recovery**.



4. Select the recovery point, and then click **Photos**.



5. Point to the photo that you want to download, and then select the check box in the top right corner of the photo.



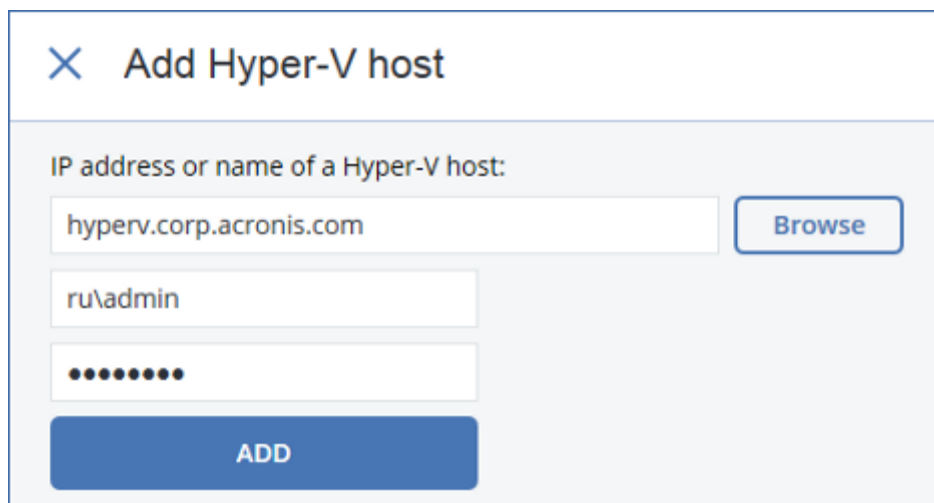
6. Click **Download**, select the file location, and then click **Save**.

## 5.5 Microsoft Hyper-V: VM backup and recovery

*In this scenario, you will install Agent for Hyper-V, back up a Hyper-V virtual machine, and recover it to a new virtual machine.*

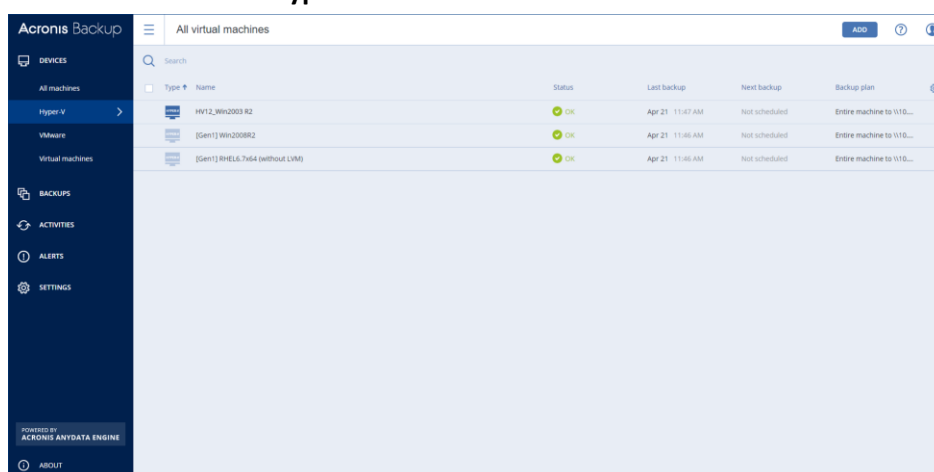
### **[On-premise deployment] To install Agent for Hyper-V**

1. Click **All devices > Add > Hyper-V**.
2. Specify the host name or IP address of the Hyper-V host and the credentials of an account with administrative privileges on the machine.



3. Click **Add**.

The agent will be silently deployed to the selected machine. The virtual machines will appear under **Devices** on the **Hyper-V** tab.



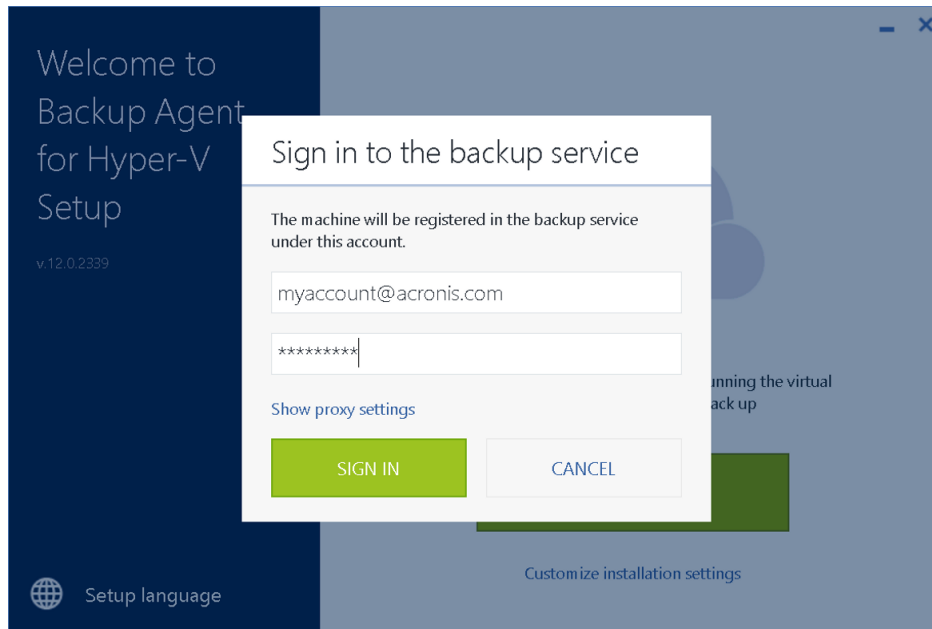
Type	Name	Status	Last backup	Next backup	Backup plan
Hyper-V	HW12_Win2003 R2	OK	Apr 21 11:47 AM	Not scheduled	Entire machine to V10...
VMware	[Gen1] Win2008R2	OK	Apr 21 11:46 AM	Not scheduled	Entire machine to V10...
Virtual machines	[Gen1] RHEL6.7x64 (without LVM)	OK	Apr 21 11:46 AM	Not scheduled	Entire machine to V10...

*If you have problems with the installation, refer to the preparatory steps described at: <http://dl.managed-protection.com/u/backup/help/12/user/en-US/index.html#36533.html>.*

### **[Cloud deployment] To install Agent for Hyper-V**

1. Click **All devices > Add > Hyper-V**. This will download the Agent for Hyper-V setup program.
2. On the Hyper-V host, log on as an administrator and start the setup program.
3. Click **Install**.

4. Specify the credentials of your Acronis account, and then click **Sign in**.

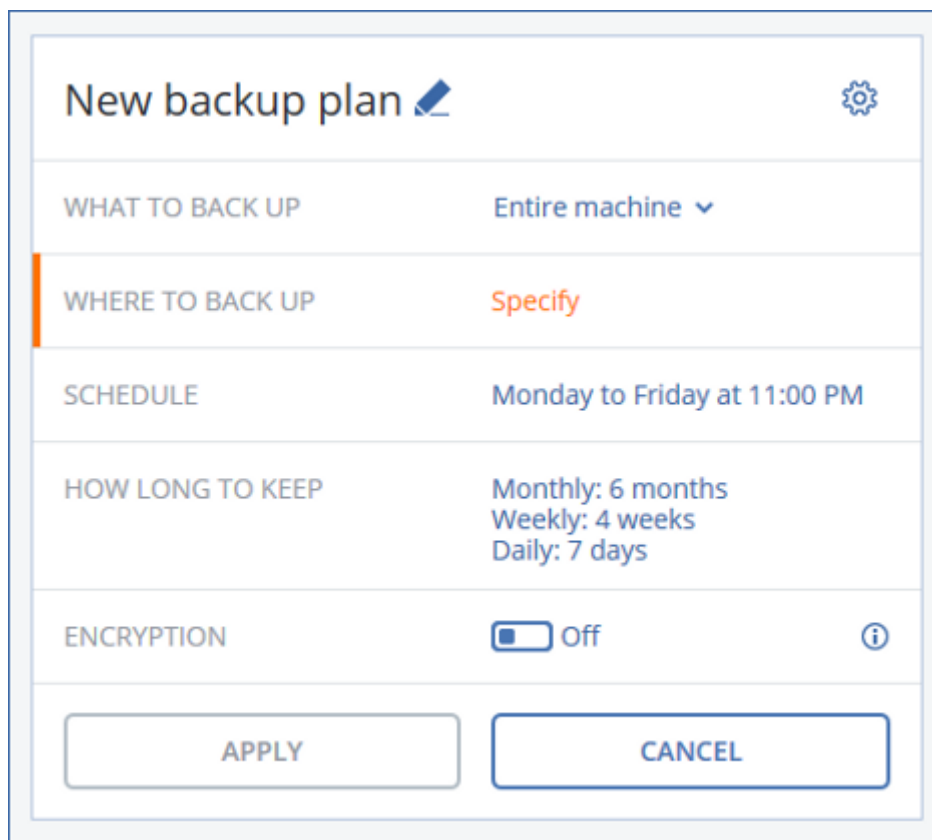


5. After the installation completes, click **Close**.  
The virtual machines will appear under **Devices** on the **Hyper-V** tab.

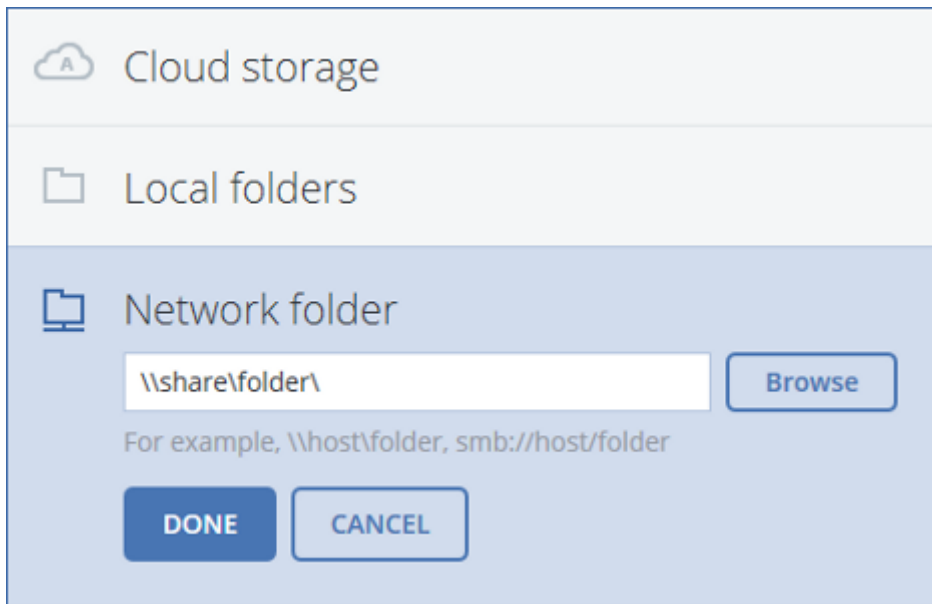
***To back up a Hyper-V virtual machine***

1. Select the virtual machine that you want to back up.
2. Click **Backup**.

The software displays a new backup plan template.



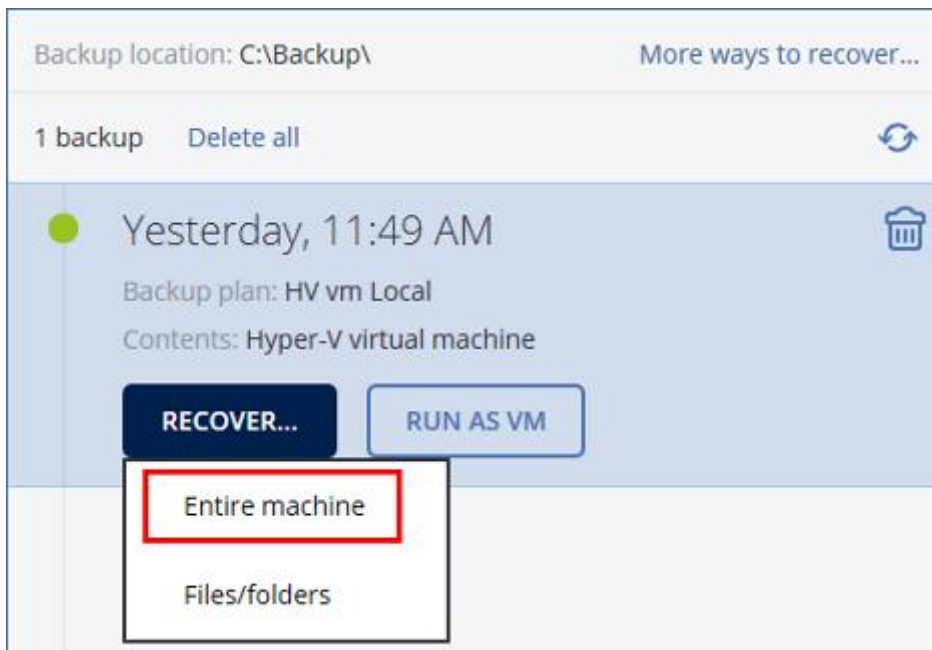
- Click **Where to backup** > **Network folder**, and then browse to the shared folder you created earlier or enter its path. If prompted, specify the user name and password for the shared folder. Click **Done**.



- Click **Apply**.
- Click **Run now**.  
The backup starts immediately. The backup progress is shown on the **Activities** tab.
- Wait until the backup is complete.

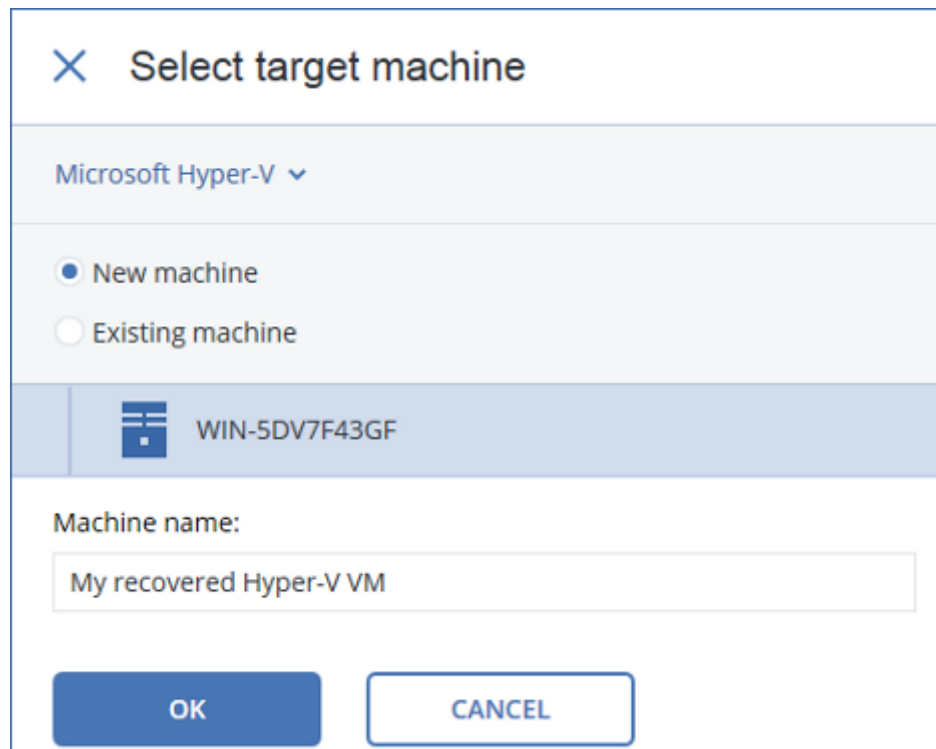
#### **To recover a virtual machine**

- Select the virtual machine that you backed up, and then click **Recovery**.
- Select a recovery point, and then click **Recover** > **Entire machine**.



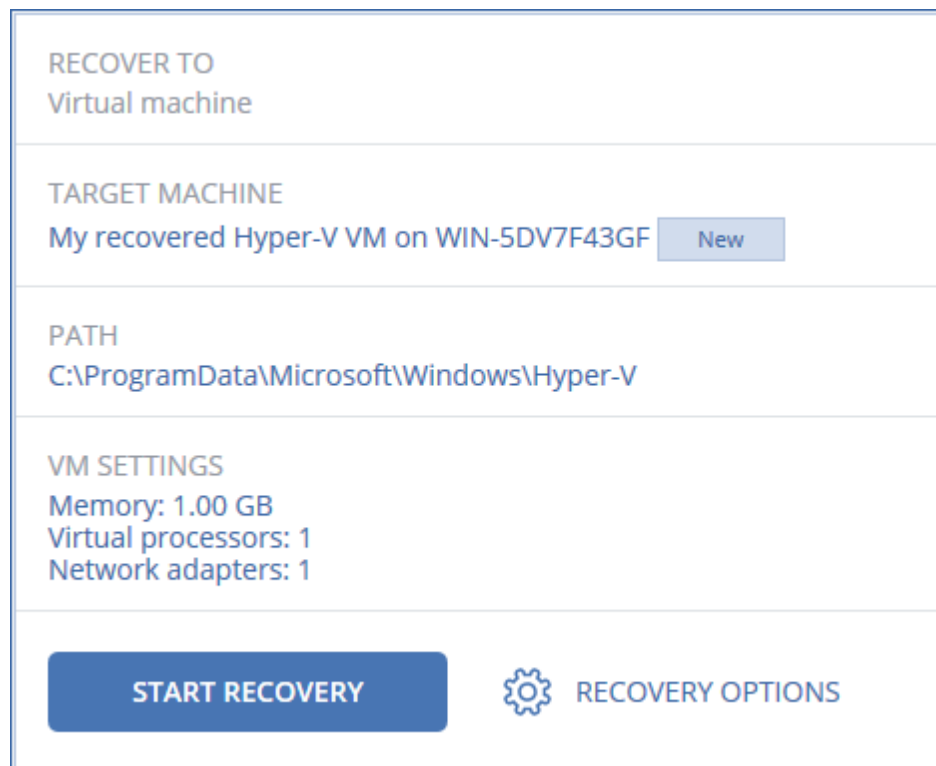
- The software automatically selects the original machine as the target machine. Click **Target machine**, and then do the following:
  - Click **New machine**.
  - Select the Hyper-V host.

- c. In **Machine name**, specify the new machine name.
- d. Click **OK**.



The screenshot shows a dialog box titled "Select target machine" with a close button (X) in the top left corner. Below the title bar, there is a dropdown menu showing "Microsoft Hyper-V" with a downward arrow. Underneath, there are two radio buttons: "New machine" (which is selected) and "Existing machine". Below these, there is a section with a blue header bar containing a server icon and the text "WIN-5DV7F43GF". Under this header, the text "Machine name:" is followed by a text input field containing "My recovered Hyper-V VM". At the bottom of the dialog, there are two buttons: "OK" and "CANCEL".

- 4. Click **Start recovery**.



The screenshot shows a configuration window titled "RECOVER TO Virtual machine". It has several sections: "TARGET MACHINE" with the text "My recovered Hyper-V VM on WIN-5DV7F43GF" and a "New" button; "PATH" with the text "C:\ProgramData\Microsoft\Windows\Hyper-V"; and "VM SETTINGS" with the text "Memory: 1.00 GB", "Virtual processors: 1", and "Network adapters: 1". At the bottom, there is a large blue button labeled "START RECOVERY" and a gear icon followed by the text "RECOVERY OPTIONS".

The recovery progress is shown on the **Activities** tab.

The recovered machine is powered off by default, because the original machine may still be online and so there is a chance that the original machine's clone will appear on the network. To be on the

safe side, power on the recovered virtual machine manually, after you take the necessary precautions.



## 5.6 Microsoft Hyper-V: Acronis Instant Restore

In this scenario, you will run a Hyper-V virtual machine from the backup created in the previous scenario.

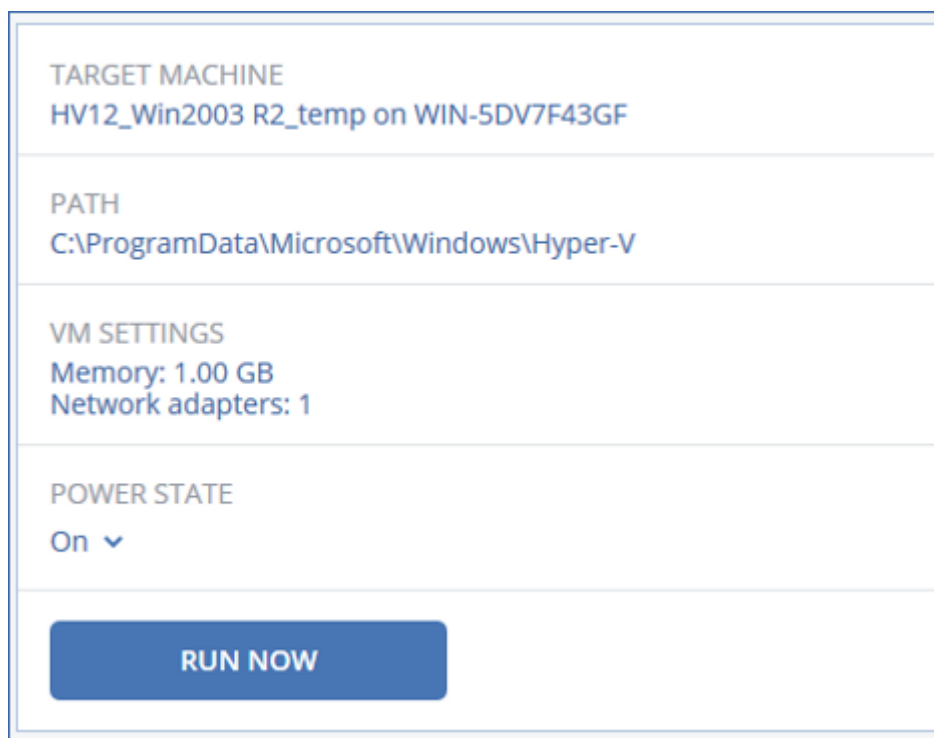
### To run a virtual machine from a backup

1. Select a backed-up machine, click **Recovery**, and then select a recovery point.
2. Click **Run as VM**.



The software automatically selects the host and other required parameters.

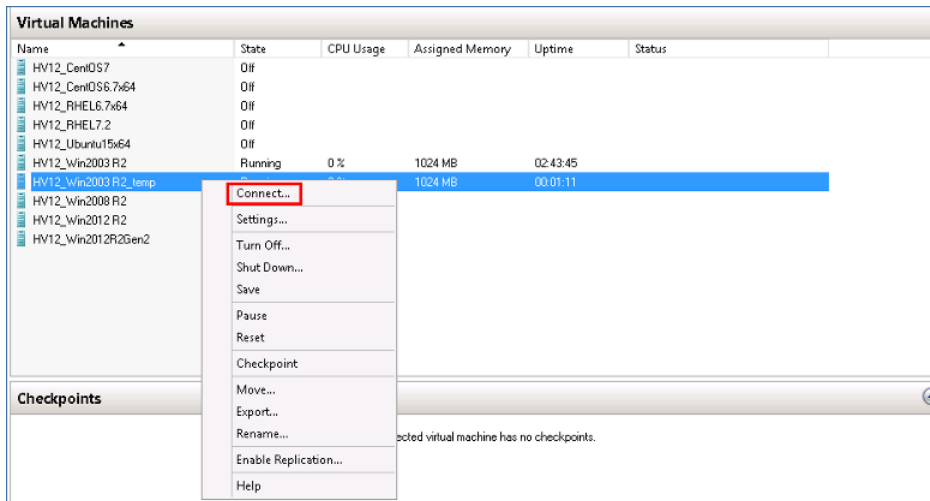
3. Click **Run now**.



As a result, the machine appears in the **All devices** list, with the following icon:



4. In Hyper-V Manager, right-click the machine running from a backup, and then click **Connect**.



5. Verify that the machine running from a backup functions properly.

### ***To delete a virtual machine that is running from a backup***

We do not recommend deleting a temporary virtual machine directly in vSphere/Hyper-V.

1. Select a machine that is running from a backup.
2. Click **Delete**.



3. Confirm your decision.

The machine is removed from the backup console. It is also removed from the Hyper-V inventory and storage. All changes that occurred to the data while the machine was running are lost.

To learn more about Instant Restore, refer to: <http://dl.managed-protection.com/u/backup/help/12/user-en-US/index.html#35684.html>.

## 5.7 Microsoft Azure: VM backup and recovery

*In this scenario, you will install Agent for Windows on an Azure virtual machine, back up this machine to Acronis Cloud Storage, and recover it to a new virtual machine.*

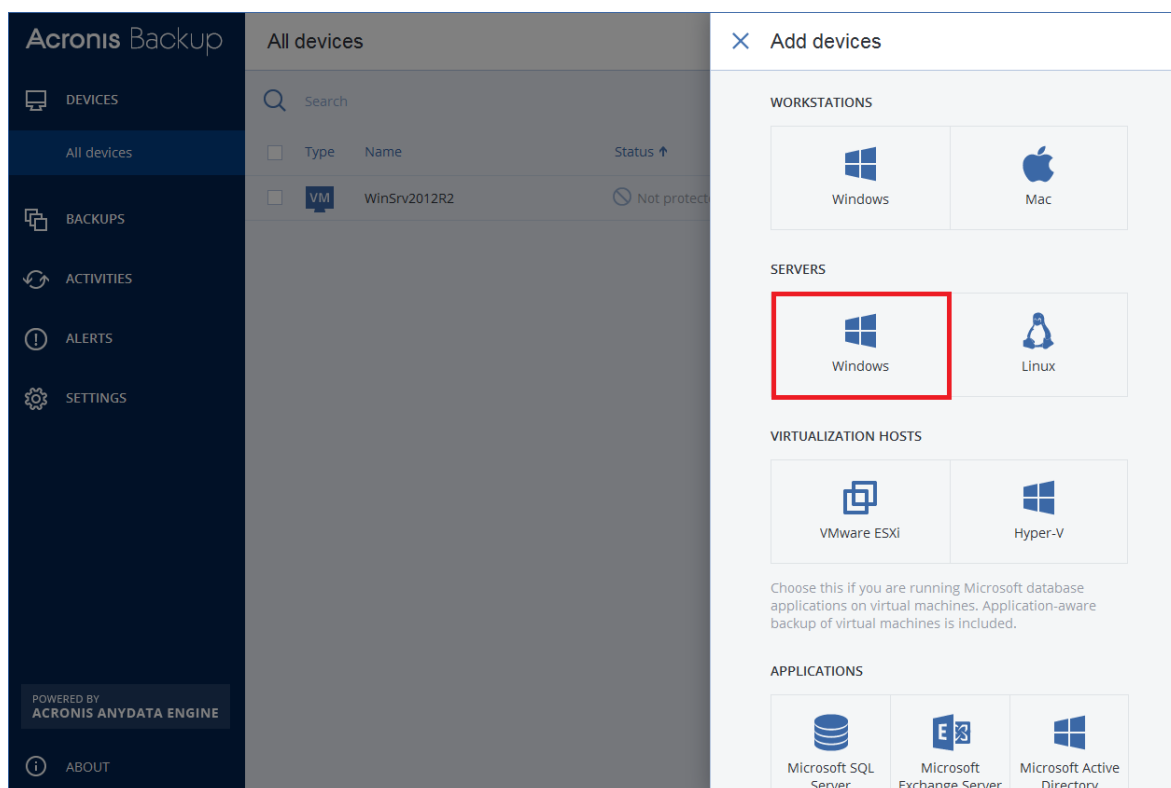
### Network requirements for the on-premise deployment

The agent installed on the Azure virtual machine must be able to communicate with the management server over the network.


- If both the agent and the management server are installed in the Azure cloud, the machines are already located in the same network. No additional actions are required.
- If the management server is located outside the Azure cloud, the Azure virtual machine will not have network access to the local network where the management server is installed. To enable the agent installed on the virtual machine to communicate with the management server, a virtual private network (VPN) connection between the local network and the Azure cloud must be created. For instructions about how to create the VPN connection, refer to the following article: <https://azure.microsoft.com/en-us/documentation/articles/vpn-gateway-site-to-site-create>

### **[On-premise deployment] To install Agent for Windows**

1. Ensure that either of the above network requirements is met.
2. Click **All devices > Add > Windows**.



3. Specify the name or IP address of the Azure virtual machine, and the credentials of an account with the administrative privileges on this machine.

 **Add Windows machine**

Specify a machine running Windows:

WinSrv

Browse

JohnSmith

●●●●●●●●●●

Previous versions of Acronis Backup installed on this machine will be upgraded.

ADD

4. Click **Add**.

The agent will be silently installed on the selected machine. The machine will appear under **Devices** on the **All devices** tab.

**Acronis Backup**

DEVICES

All devices

BACKUPS

ACTIVITIES

ALERTS

SETTINGS

POWERED BY  
ACRONIS ANYDATA ENGINE

ABOUT

All devices

ADD

Search

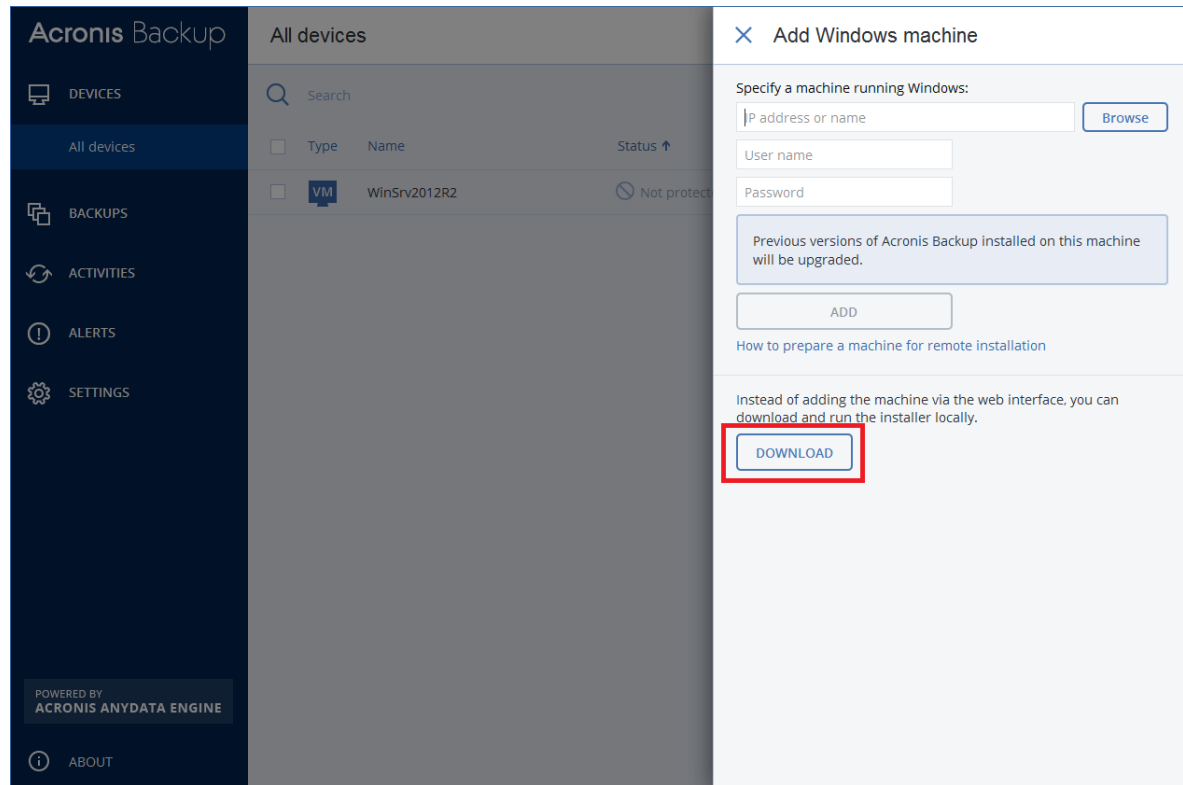
<input type="checkbox"/>	Type	Name	Status ↑	Last backup	Next backup	
<input type="checkbox"/>	VM	WinSrv	Not protected	Never	Not scheduled	
<input type="checkbox"/>	VM	WinSrv2012R2	Not protected	Never	Not scheduled	

If you have problems with the installation, refer to the preparatory steps described at: <http://dl.managed-protection.com/u/backup/help/12/user/en-US/index.html#36533.html>.

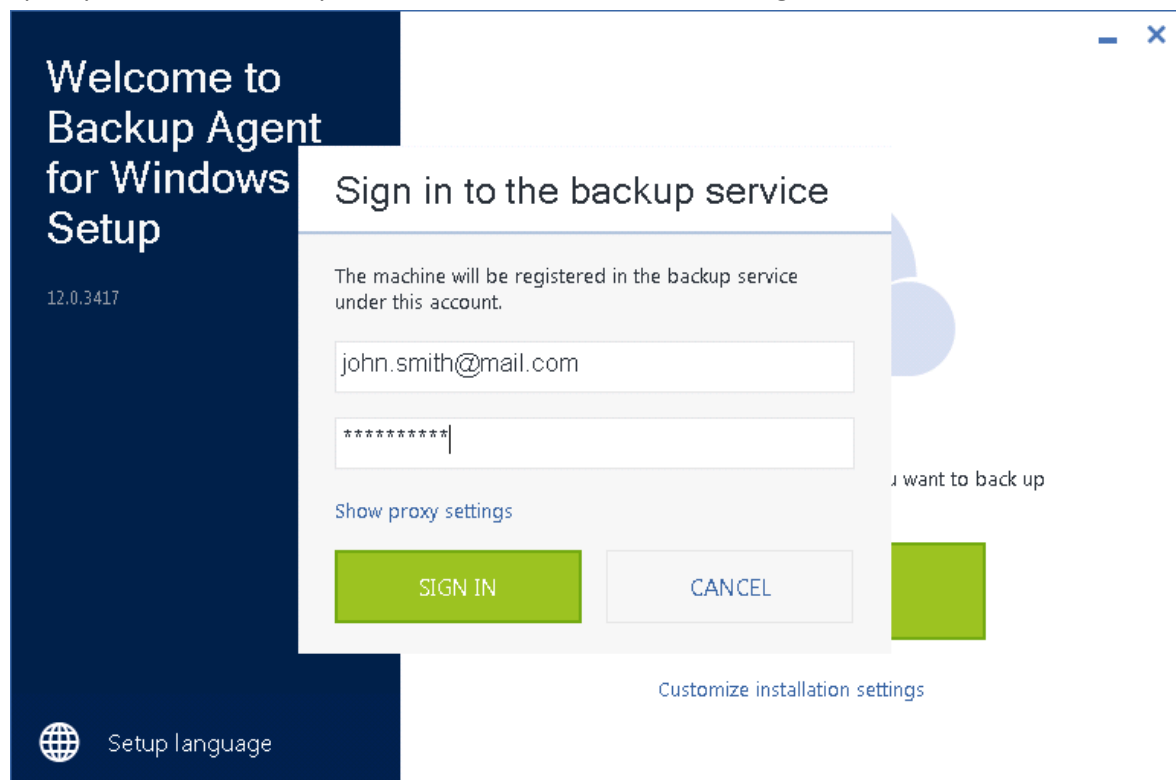
### **[Cloud deployment] To install Agent for Windows**

1. Click **All devices > Add > Windows**.

2. Click **Download**.



3. On the Azure virtual machine, log on as an administrator and start the setup program.
4. Click **Install**.
5. Specify the credentials of your Acronis account, and then click **Sign in**.

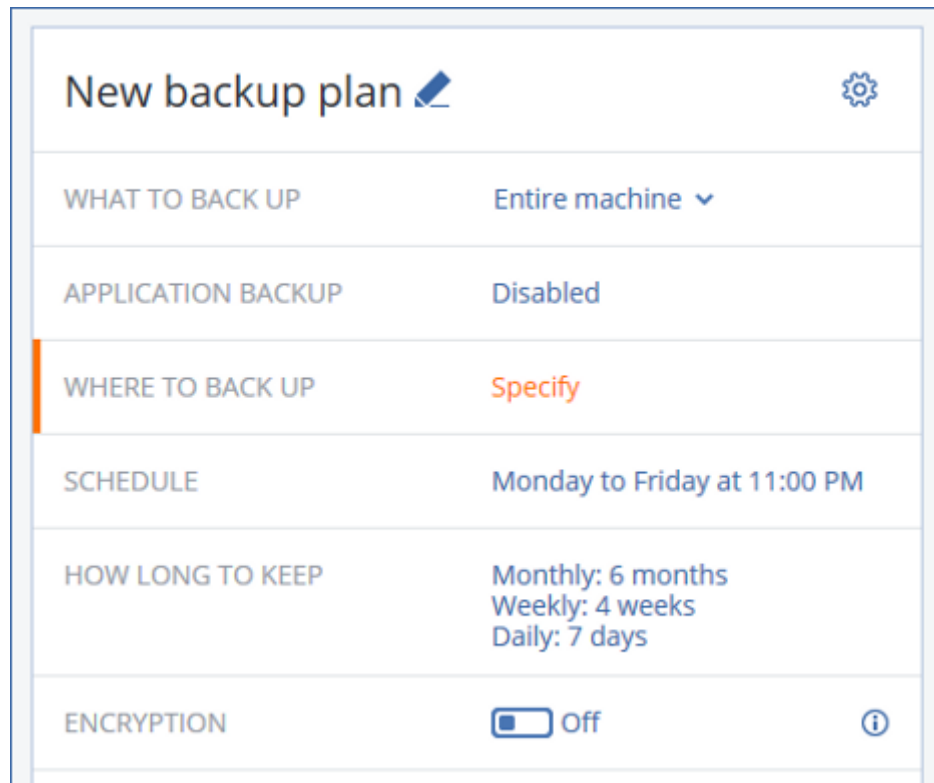


6. After the installation completes, click **Close**.  
The machine appears under **Devices** on the **All devices** tab.

### **To back up an Azure virtual machine running Windows**

1. Select the virtual machine that you want to back up.
2. Click **Backup**.

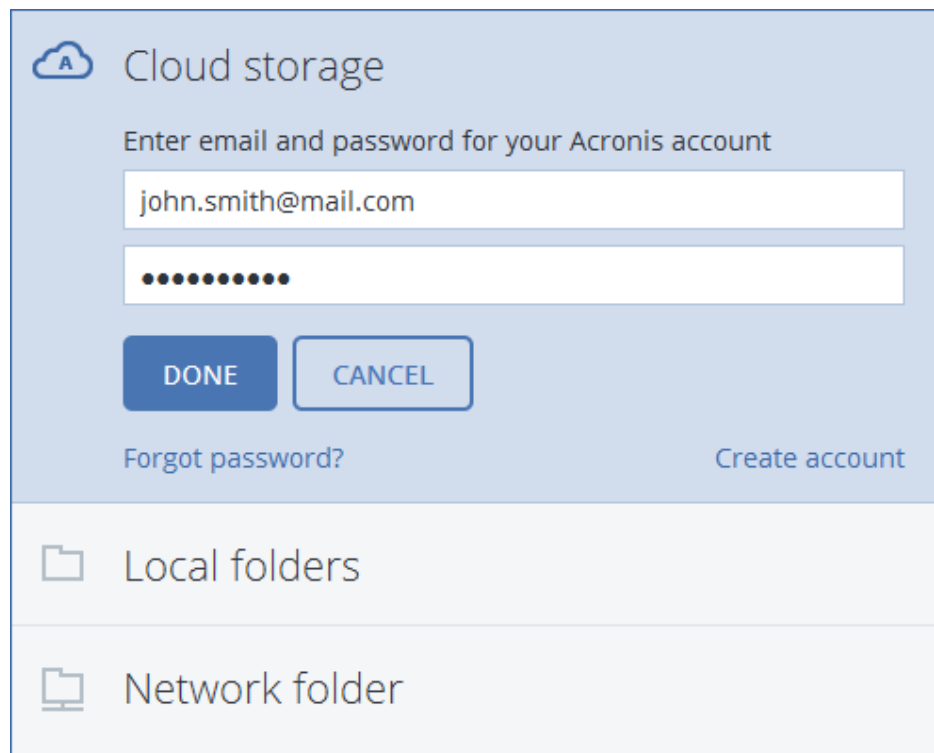
The software displays a new backup plan template.



The screenshot shows a 'New backup plan' configuration window. It has a title bar with a pencil icon and a settings gear icon. The main area is divided into several sections:

- WHAT TO BACK UP:** Set to 'Entire machine' with a dropdown arrow.
- APPLICATION BACKUP:** Set to 'Disabled'.
- WHERE TO BACK UP:** Set to 'Specify' (highlighted with an orange bar on the left).
- SCHEDULE:** Set to 'Monday to Friday at 11:00 PM'.
- HOW LONG TO KEEP:** Set to 'Monthly: 6 months', 'Weekly: 4 weeks', and 'Daily: 7 days'.
- ENCRYPTION:** Set to 'Off' with a toggle switch and an information icon.

3. Click **Where to back up > Cloud storage**.
4. Specify the credentials of your Acronis account, and then click **Done**.



The screenshot shows a 'Cloud storage' configuration window. It has a title bar with a cloud icon and the text 'Cloud storage'. The main area is divided into two sections:

- Cloud storage:** This section contains a prompt 'Enter email and password for your Acronis account'. Below this are two input fields: the first contains 'john.smith@mail.com' and the second contains a masked password '.....'. There are two buttons: 'DONE' (blue) and 'CANCEL' (light blue). At the bottom of this section are two links: 'Forgot password?' and 'Create account'.
- Local folders:** This section contains a folder icon and the text 'Local folders'.
- Network folder:** This section contains a network folder icon and the text 'Network folder'.

5. Click **Apply**.

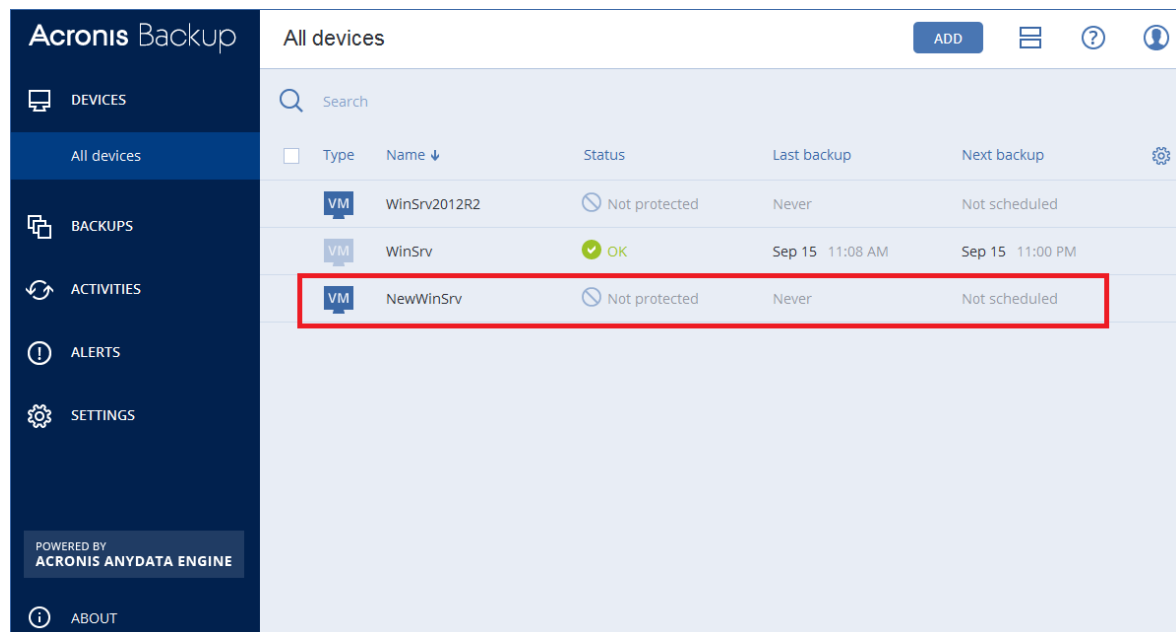
6. Click **Run now**.

The backup starts immediately. The backup progress is shown on the **Activities** tab.

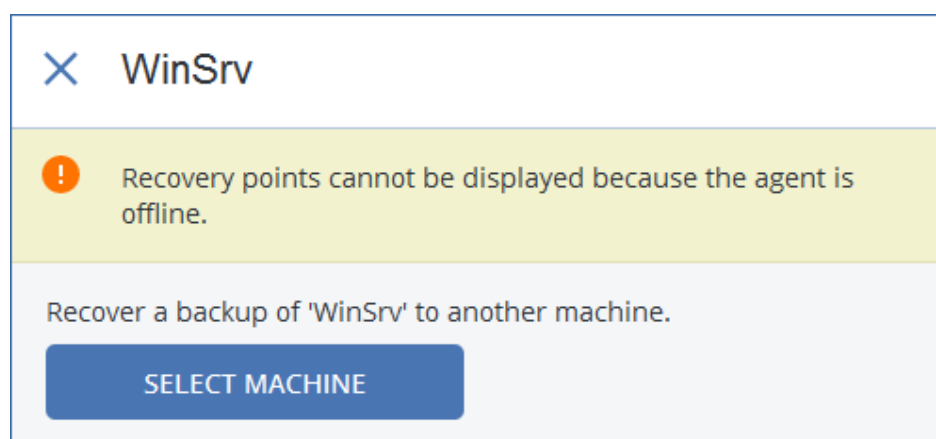
7. Wait until the backup is complete.

### ***To recover an Azure virtual machine running Windows***

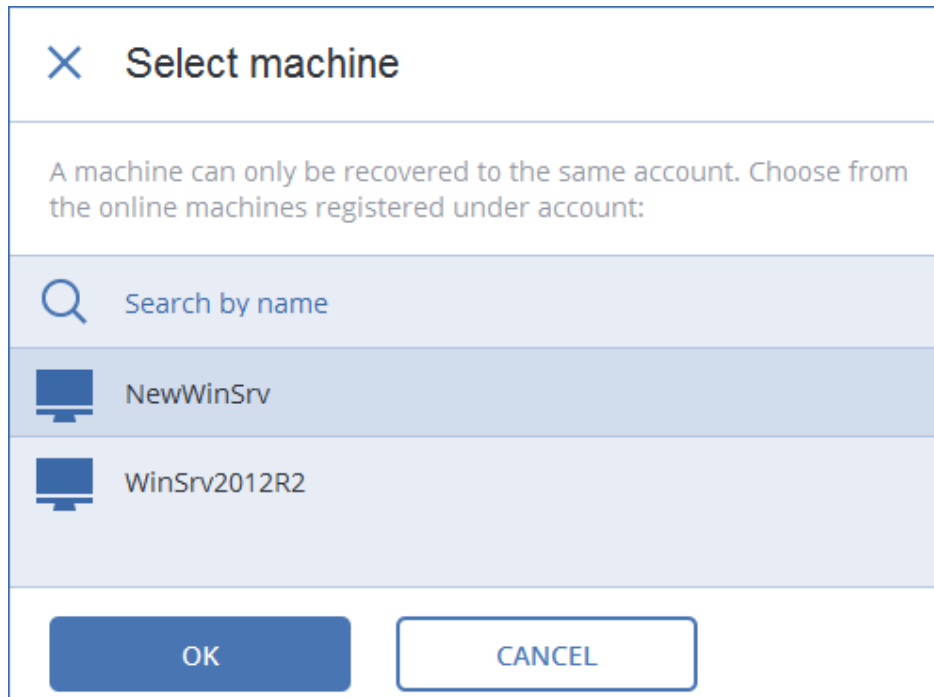
1. In Microsoft Azure:
  - a. Create a new Windows virtual machine from the same template as the original machine. If the original machine has more disks than the template has, add disks to ensure that the new machine has the same disk configuration as the original one.
  - b. Stop the original machine, if it is online.
2. Install Agent for Windows on the new machine as described above. The new machine appears under **Devices** on the **All devices** tab.



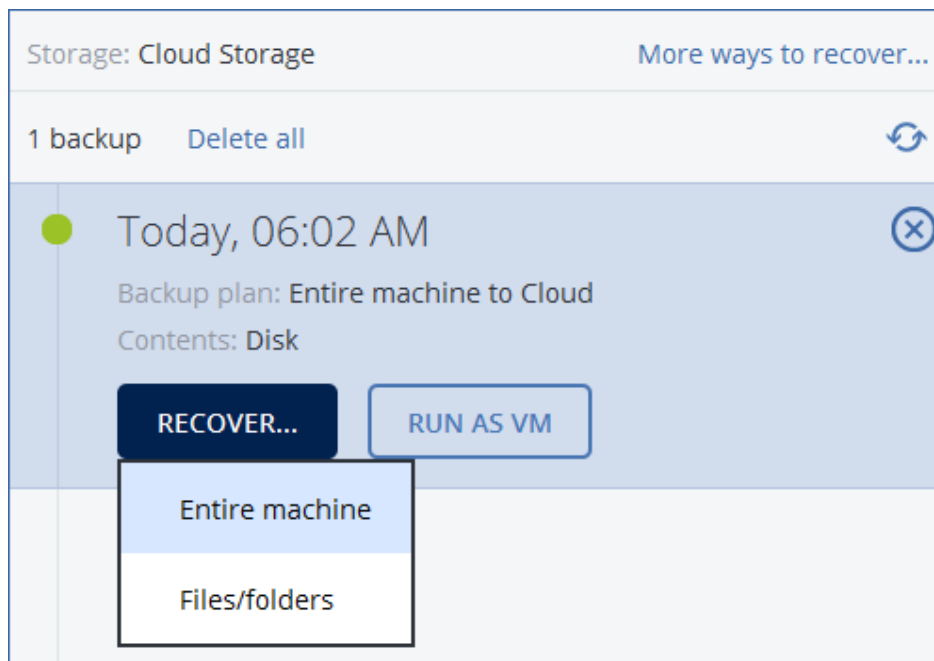
3. Select the original machine, and then click **Recovery**.
4. Click **Select machine**.



5. Select the new machine, and then click **OK**.

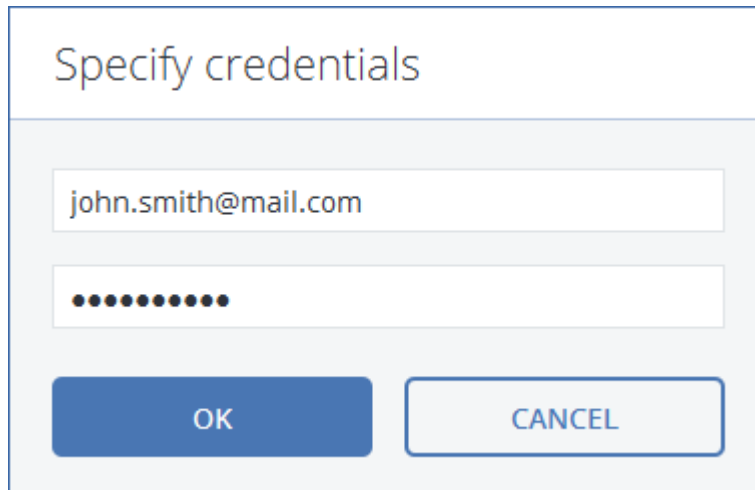


6. Select a recovery point, and then click **Recover** > **Entire machine**.



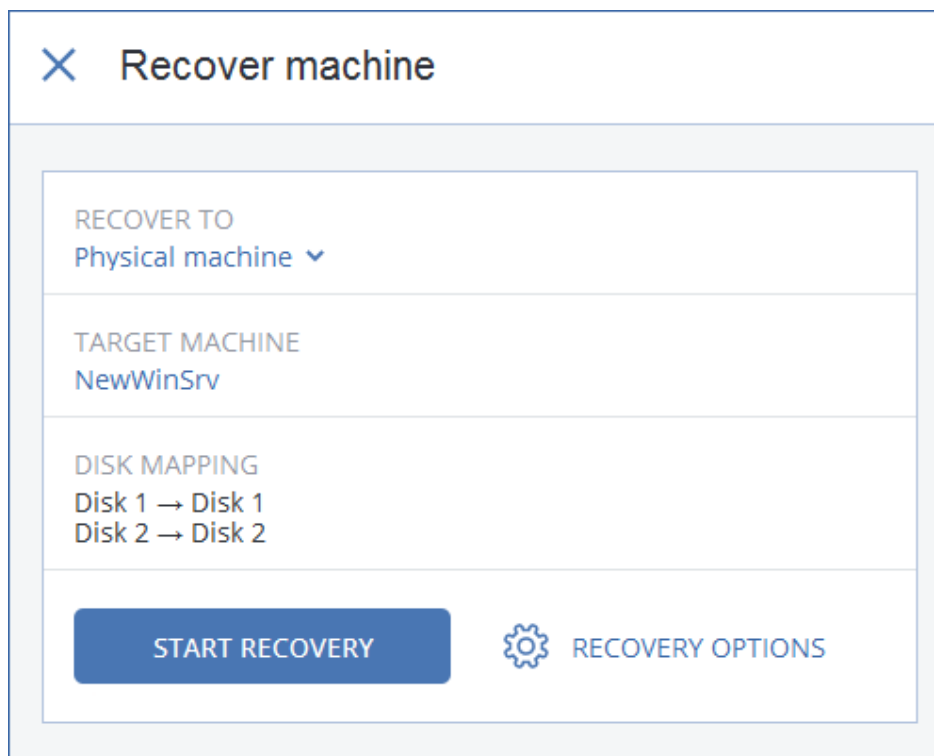


7. Specify the credentials of your Acronis account, and then click **OK**.



A dialog box titled "Specify credentials" with a light blue header. It contains two input fields: the first contains the email address "john.smith@mail.com" and the second contains a password represented by ten black dots. At the bottom, there are two buttons: a blue "OK" button and a light blue "CANCEL" button.

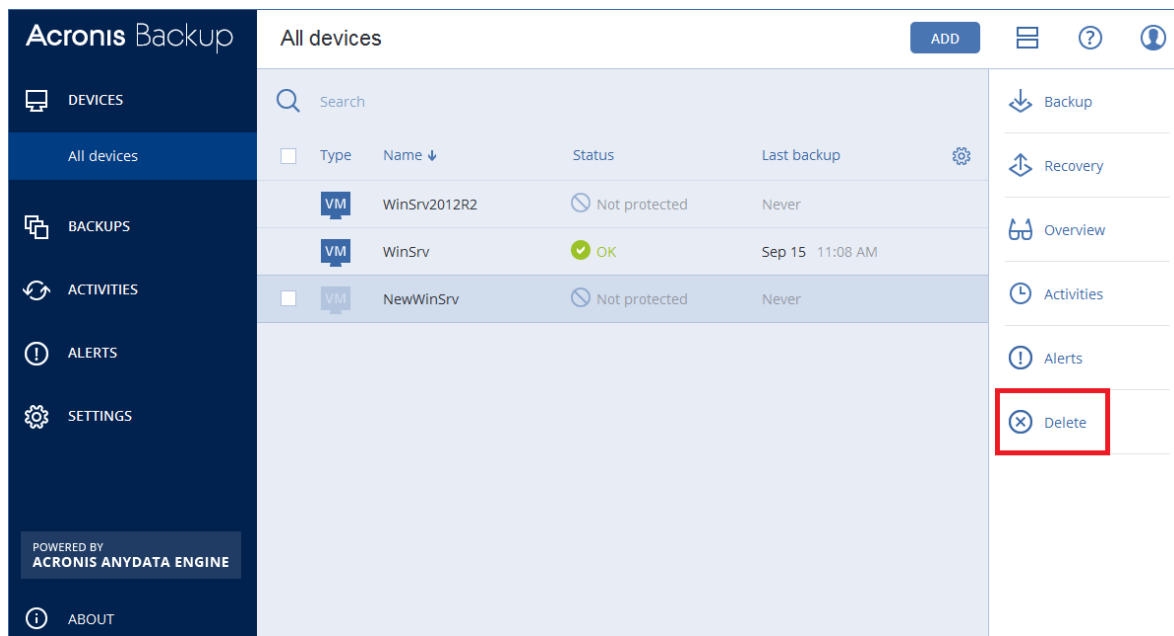
8. Click **Start recovery**.



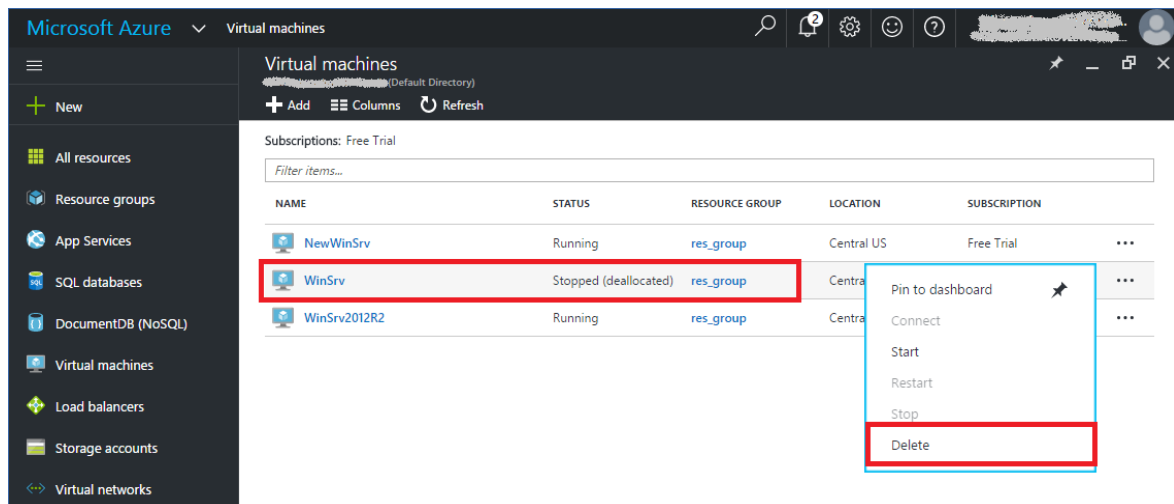
A dialog box titled "Recover machine" with a light blue header and a close button (X) on the left. The main content area is divided into four sections: "RECOVER TO" with a dropdown menu showing "Physical machine" and a downward arrow; "TARGET MACHINE" showing "NewWinSrv"; "DISK MAPPING" showing "Disk 1 → Disk 1" and "Disk 2 → Disk 2"; and a bottom section with a blue "START RECOVERY" button and a "RECOVERY OPTIONS" link with a gear icon.

The recovery progress is shown on the **Activities** tab.

9. After the recovery is complete, the backup console shows the original machine as online and the new machine as offline. Delete the new machine by selecting it and clicking **Delete**.



10. Now, in Microsoft Azure, you have two identical machines with different names and IP addresses. The original machine is stopped (deallocated). You can delete it from Microsoft Azure.

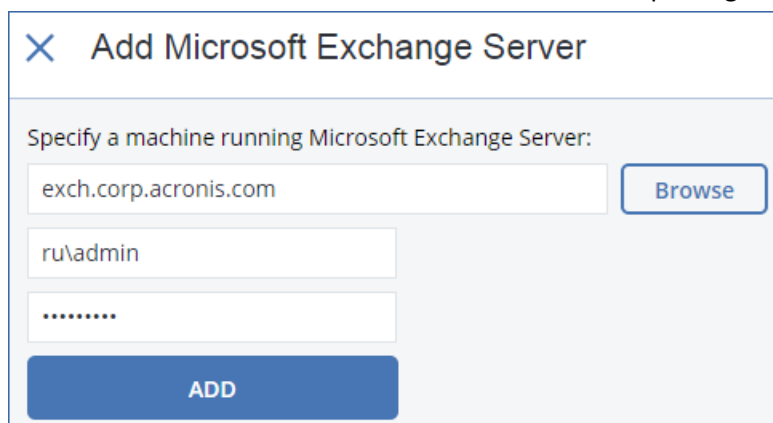


## 5.8 Microsoft Exchange: backup and granular email message recovery

*In this scenario, you will install Agent for Windows and Agent for Exchange, back up the entire machine with application-aware backup, and recover an email message from this backup.*

### **[On-premise deployment] To install Agent for Windows and Agent for Exchange**

1. Ensure that the prerequisites for application-aware backups are met. Refer to: <http://dl.managed-protection.com/u/backup/help/12/user/en-US/index.html#36264.html>.
2. Click **All devices** > **Add** > **Microsoft Exchange Server**.
3. Specify the host name or IP address of the machine where Microsoft Exchange Server is installed and the credentials of an account with administrative privileges on that machine.



4. Click **Add**.  
The agents will be silently deployed to the selected machine. The machine will appear under **Devices** on the **Microsoft Exchange** tab.

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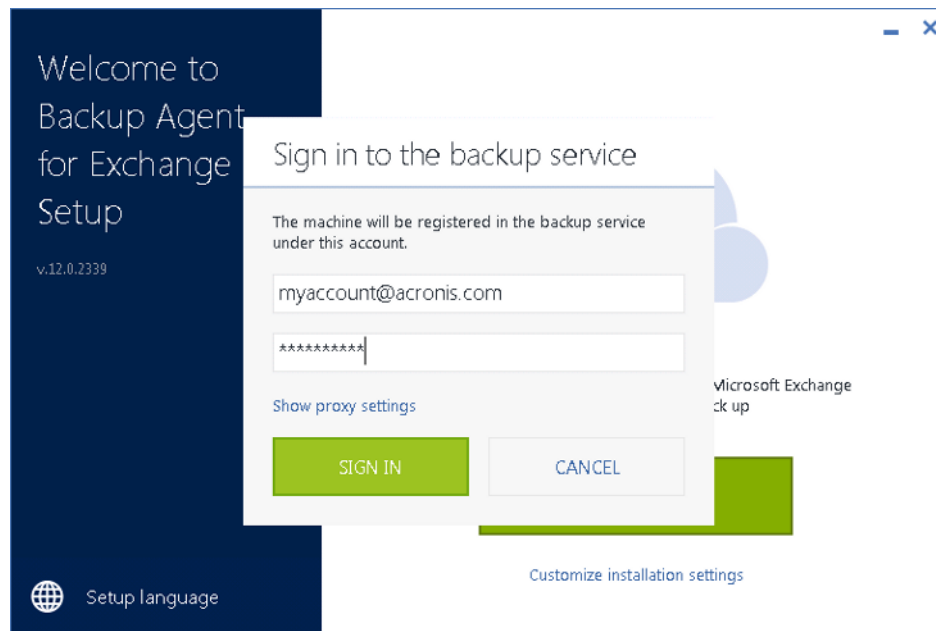
*If you have problems with the installation, refer to the preparatory steps described at: <http://dl.managed-protection.com/u/backup/help/12/user/en-US/index.html#36533.html>.*

---

### **[Cloud deployment] To install Agent for Windows and Agent for Exchange**

1. Click **All devices** > **Add** > **Microsoft Exchange Server**.
2. Download the setup program.
3. On the machine running Microsoft Exchange Server, log on as an administrator and start the setup program.
4. Click **Install**.

5. Specify the credentials of your Acronis account, and then click **Sign in**.

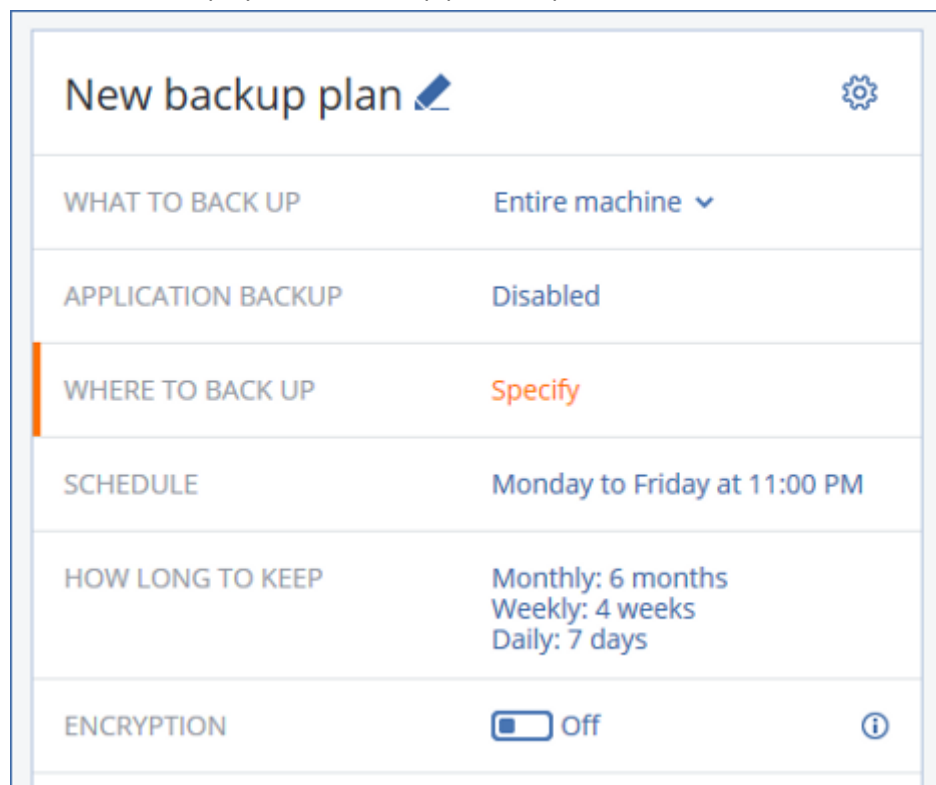


6. After the installation completes, click **Close**.  
The machine will appear under **Devices** on the **Microsoft Exchange** tab.

### ***To back up the machine***

1. Click **All devices**, and then select the machine where Microsoft Exchange Server is installed.
2. Click **Backup**.

The software displays a new backup plan template.



3. Click **Application backup**, and then click **Yes** under **Microsoft Exchange Server**.

**Application backup**

**Microsoft SQL Server**  
Allow recovery of SQL Server databases without recovering the entire disk.  
☐ No ☐ Yes

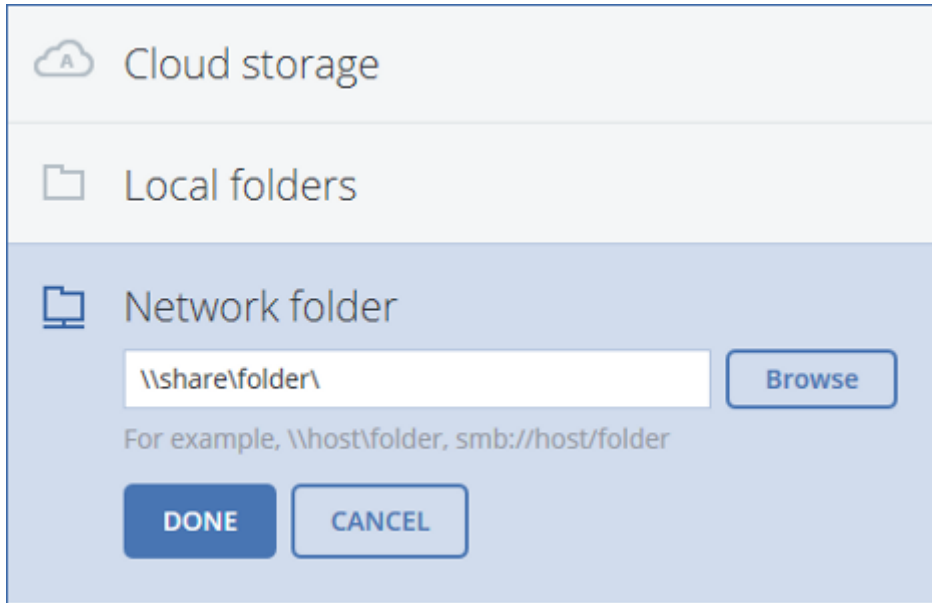
**Microsoft Exchange Server**  
Allow recovery of Exchange databases without recovering the entire disk.  
☐ No ☒ Yes

**Microsoft Active Directory**  
Prevent the possibility of a USN rollback after a recovery of a domain controller.  
☐ No ☐ Yes

**OK** **CANCEL**

4. If prompted, specify the credentials of a domain account with administrative privileges on the machine where Microsoft Exchange Server is installed.

- Click **Where to backup** > **Network folder**, and then browse to the shared folder you created earlier or enter its path. If prompted, specify the user name and password for the shared folder. Click **Done**.



The screenshot shows a dialog box titled 'Where to backup' with three sections: 'Cloud storage', 'Local folders', and 'Network folder'. The 'Network folder' section is selected and highlighted in blue. It contains a text input field with the path '\\share\folder\' and a 'Browse' button to its right. Below the input field, there is a hint text: 'For example, \\host\folder, smb://host/folder'. At the bottom of the dialog, there are two buttons: 'DONE' and 'CANCEL'.

- Click **Apply**.
- Click **Run now**.  
The backup starts immediately. The backup progress is shown on the **Activities** tab.
- Wait until the backup is complete.

---

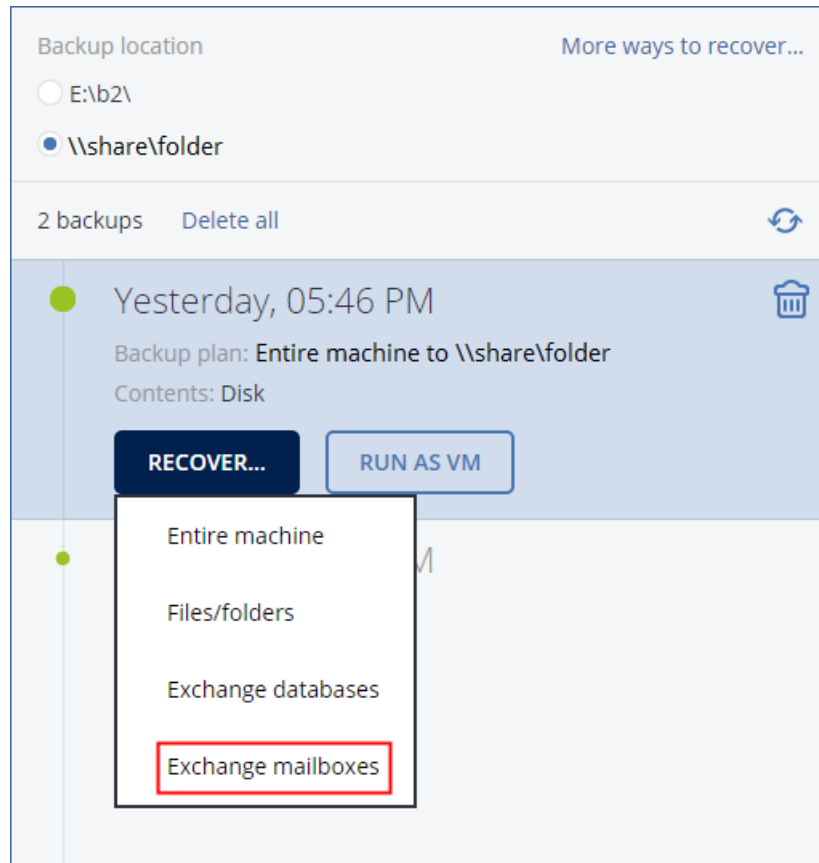
To learn more about application-aware backup, refer to: <http://dl.managed-protection.com/u/backup/help/12/user/en-US/index.html#35509.html>.

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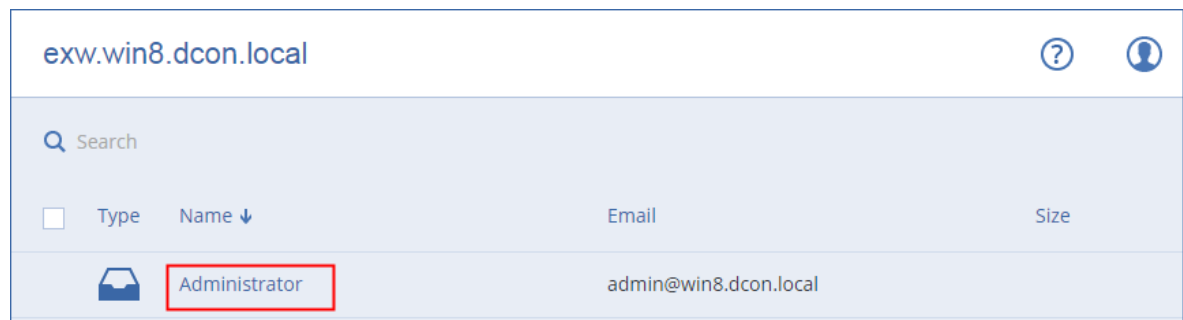
### ***To recover an email message from the backup***

- Select the machine that you backed up, and then click **Recovery**.

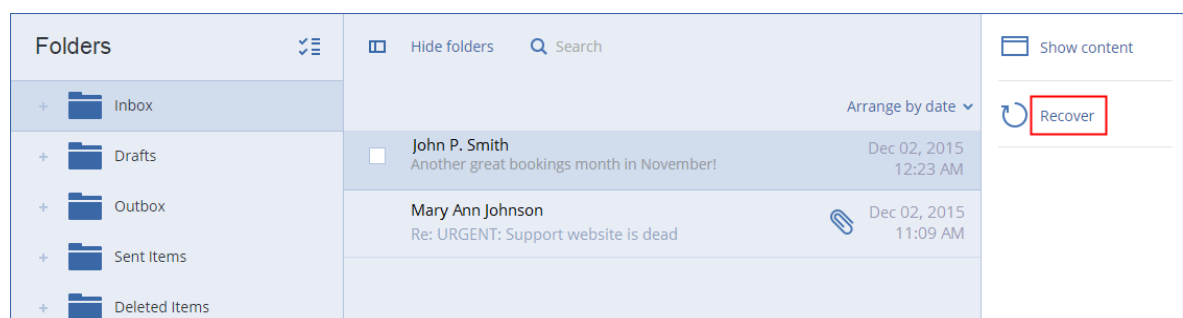
2. Select the recovery point, and then click **Recover > Exchange mailboxes**.



3. Click the mailbox that originally contained the email message that you want to recover.



4. Select the email message that you want to recover. You can search by subject, sender, recipient, and date. Wildcards are not supported.
5. [Optional] Click **Show content** to view the email message contents, including attachments. You can click the name of an attached file to download it.
6. Click **Recover**.



7. [Optional] Click **Target machine with Microsoft Exchange Server** to change the target machine.

This step allows recovery to another machine running Microsoft Exchange Server, even if Agent for Exchange is not installed there.

8. In **Target mailbox**, view, change, or specify the target mailbox.

By default, the original mailbox is selected. If this mailbox does not exist or a non-original target machine is selected, you must specify the target mailbox.

9. Click **Start recovery**.

10. Confirm your decision.

The recovery progress is shown on the **Activities** tab. The recovered message can be found in the **Recovered items** folder of the target mailbox.

---

*To learn more about granular recovery of Exchange data items, refer to: <http://dl.managed-protection.com/u/backup/help/12/user/en-US/index.html#36541.html>.*

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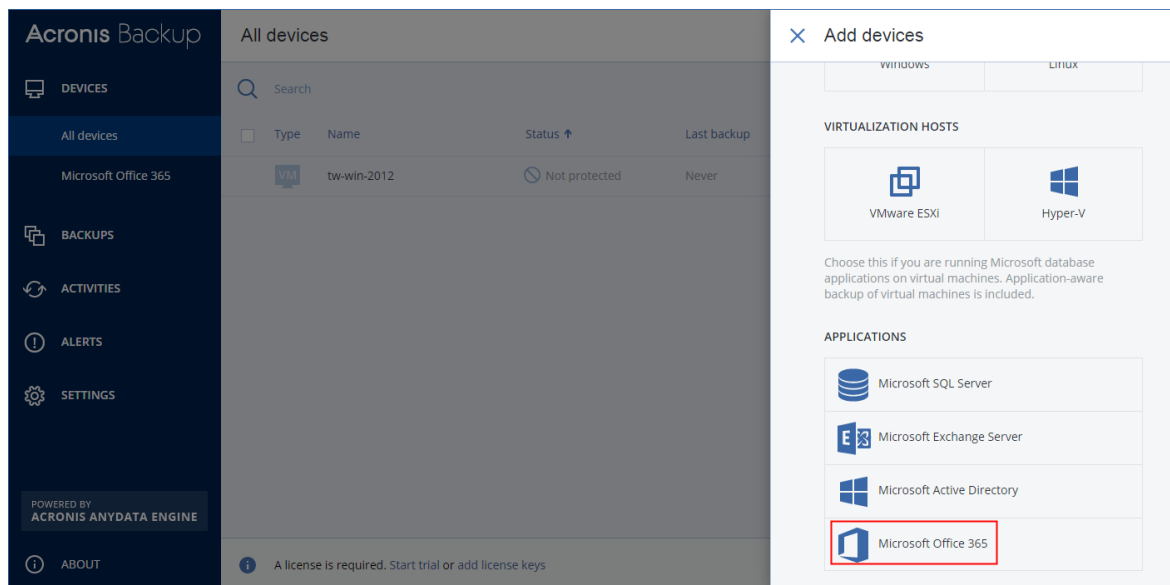


## 5.9 Microsoft Office 365: mailbox backup and granular email message recovery

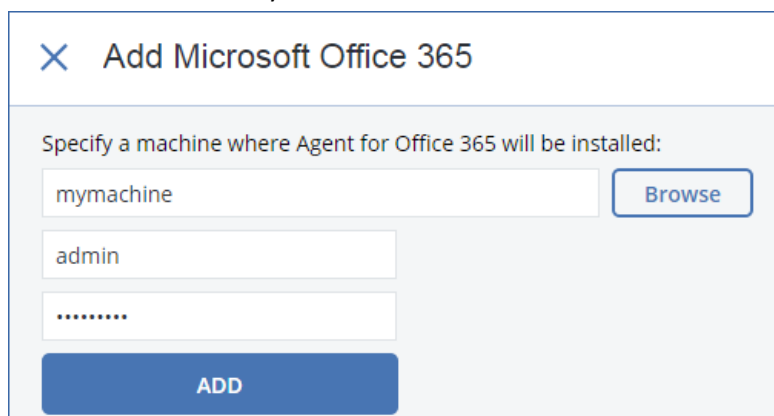
*In this scenario, you will install Agent for Office 365, back up Office 365 mailboxes, and recover an email message from this backup. To perform this scenario, you will need the credentials of a global administrator of Microsoft Office 365.*

### **[On-premise deployment] To install Agent for Office 365**

1. Click **All devices > Add > Microsoft Office 365**.



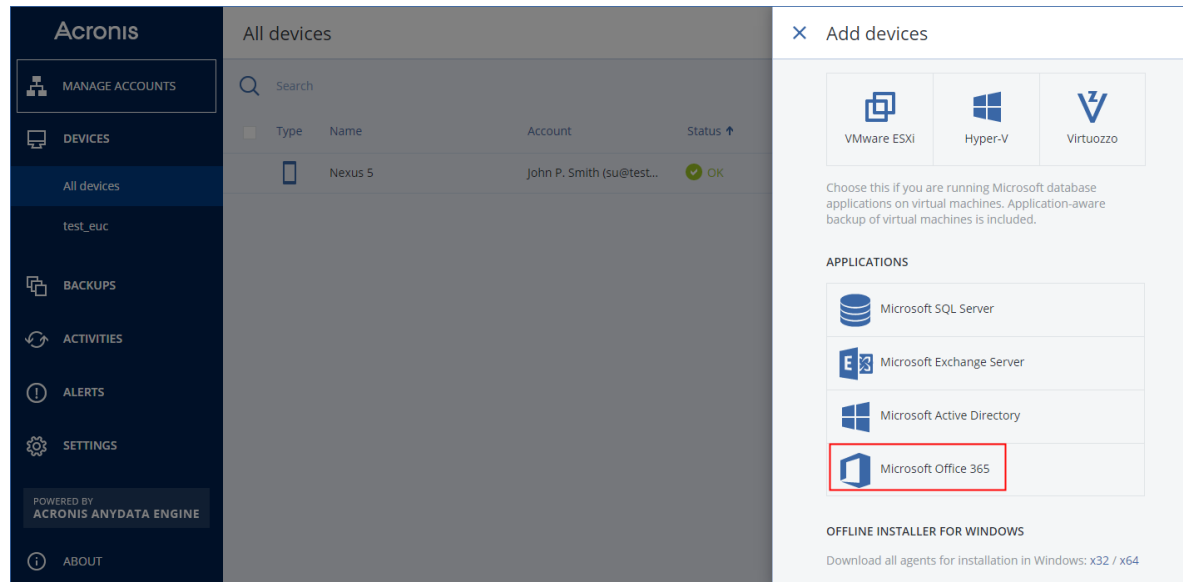
2. Specify the host name or IP address of a machine running Windows and the credentials of an account with administrative privileges on that machine. You can use the machine where Agent for Windows is already installed.

The screenshot shows the 'Add Microsoft Office 365' dialog box. It has a title bar with a close button and the text 'Add Microsoft Office 365'. Below the title bar, it says 'Specify a machine where Agent for Office 365 will be installed:'. There are three input fields: the first contains 'mymachine', the second contains 'admin', and the third is a password field with dots. To the right of the first field is a 'Browse' button. At the bottom of the dialog is a large blue 'ADD' button.

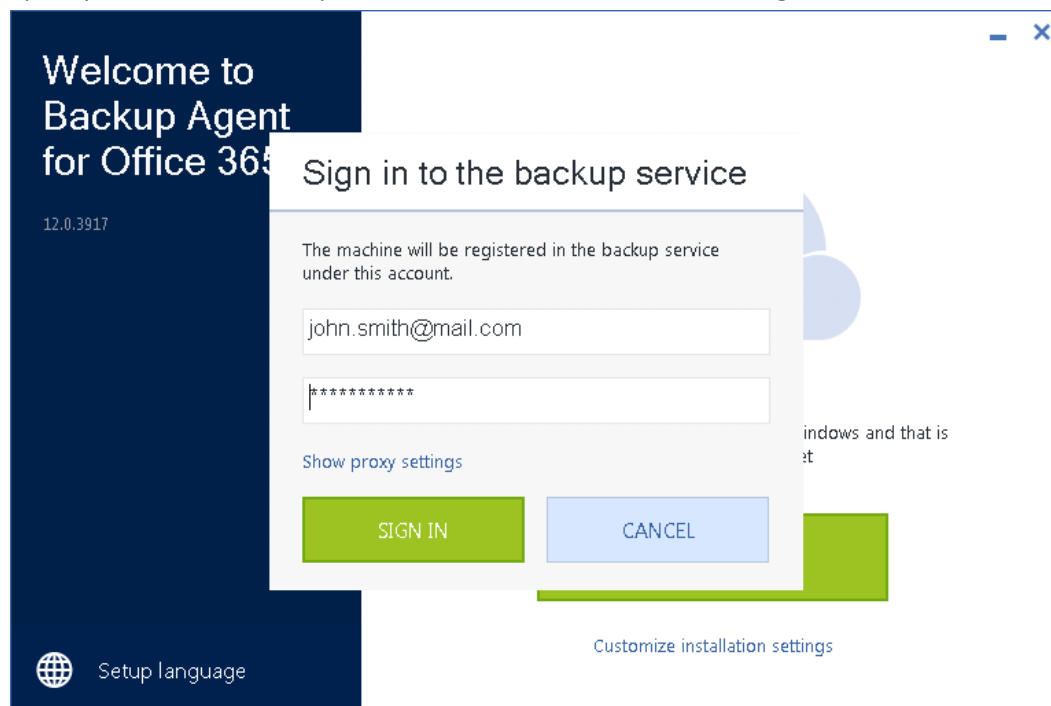
3. Click **Add**.  
The agent will be silently deployed to the machine.

### [Cloud deployment] To install Agent for Office 365

1. Click **All devices > Add > Microsoft Office 365**. This will download the Agent for Office 365 setup program.



2. On a machine running Windows, log on as an administrator and start the setup program. You can use the machine where Agent for Windows is already installed.
3. Click **Install**.
4. If no backup agent is installed on the machine, you will be asked to sign in to the backup service. Specify the credentials of your Acronis account, and then click **Sign in**.



5. After the installation completes, click **Close**.

### To back up mailboxes

1. In the backup console, click **Devices > Microsoft Office 365**.

2. Sign in as a global administrator to Microsoft Office 365.

The screenshot shows the Acronis Backup interface for Office 365. On the left is a dark blue sidebar with the 'Acronis Backup' logo and navigation options: 'DEVICES' (with a monitor icon), 'All devices', and 'Microsoft Office 365' (highlighted in a darker blue). The main area is titled 'Office 365' and contains the text 'Sign in as a global administrator to Microsoft Office 365'. Below this are two input fields: the first contains 'john.smith@mail.com' and the second contains a masked password '.....'. A blue 'SIGN IN' button is at the bottom.

3. Select the mailboxes that you want to back up, and then click **Backup**.

The screenshot shows the Acronis Backup interface for Office 365 mailbox selection. The left sidebar is the same as in the previous screenshot, but 'BACKUPS' is also visible. The main area is titled 'Office 365' and has a search bar. Below it is a table of mailboxes. The first two mailboxes, 'Administrator Administrator' and 'John P. Smith', have their selection checkboxes checked and are highlighted with a red box. The third mailbox, 'Mary-Ann Johnson', is not selected. To the right of the table is a 'Backup' button with a download icon, also highlighted with a red box. At the bottom, a status bar indicates 'Trial will expire in 30 days. Buy now or add license keys'.

Type	Name	Email	Status
<input checked="" type="checkbox"/>	Administrator Administrator	administrator@company.onmicr...	Not protected
<input checked="" type="checkbox"/>	John P. Smith	jpsmith@company.onmicrosoft.c...	Not protected
<input type="checkbox"/>	Mary-Ann Johnson	majohnson@company.onmicros...	Not protected

The software displays a new backup plan template.

The screenshot shows a 'New backup plan' configuration window. It has a title bar with 'New backup plan' and a pencil icon. The window is divided into sections for configuration: 'WHERE TO BACK UP' (with a 'Specify' link), 'SCHEDULE' (set to 'Monday to Friday at 11:00 PM'), 'HOW LONG TO KEEP' (set to 'Keep backups indefinitely'), and 'ENCRYPTION' (set to 'Off' with a toggle switch and an information icon). At the bottom is a large 'APPLY' button.

- Click **Where to backup** > **Network folder**, and then browse to the shared folder you created earlier or enter its path. If prompted, specify the user name and password for the shared folder. Click **Done**.

- Click **Apply**.
- Click **Run now**.  
The backup starts immediately. The backup progress is shown on the **Activities** tab.
- Wait until the backup is complete.

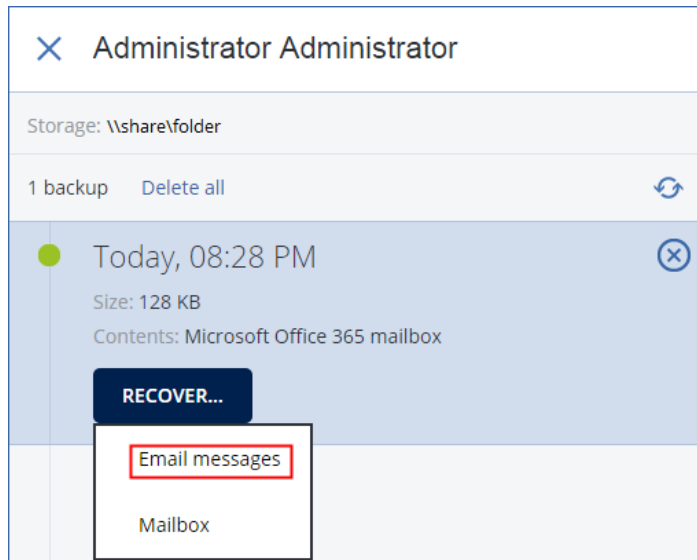
To learn more about protecting Office 365 mailboxes, refer to: <http://dl.managed-protection.com/u/backup/help/12/user/en-US/index.html#37939.html>.

### **To recover an email message from the backup**

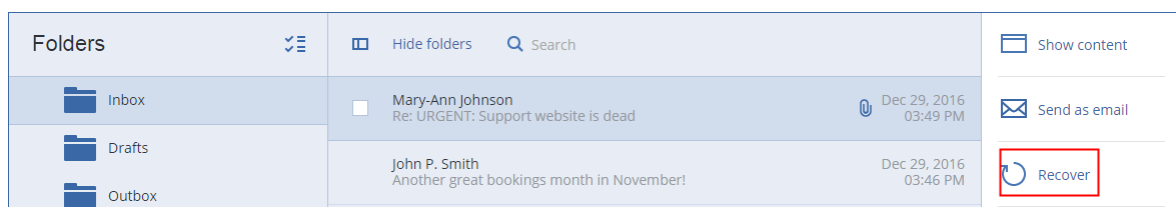
- Select the mailbox from which you want to recover an email message, and then click **Recovery**.

Type	Name	Email	Status
<input checked="" type="checkbox"/>	Administrator Administrator	administrator@company.onmicr...	OK
<input type="checkbox"/>	John P. Smith	jpsmith@company.onmicrosoft.c...	OK
<input type="checkbox"/>	Mary-Ann Johnson	majohnson@company.onmicros...	Not protected

2. Select the recovery point, and then click **Recover > Email messages**.



3. Select the email message that you want to recover. You can search by subject, sender, recipient, and date. Wildcards are not supported.
4. [Optional] Click **Show content** to view the email message contents, including attachments. You can click the name of an attached file to download it.
5. Click **Recover**.



6. In **Target mailbox**, view, change, or specify the target mailbox.  
By default, the original mailbox is selected. If this mailbox does not exist, you must specify the target mailbox.
7. Click **Start recovery**.
8. Confirm your decision.  
The recovery progress is shown on the **Activities** tab. The recovered message can be found in the **Recovered items** folder of the target mailbox.

To learn more about granular recovery of Office 365 data items, refer to: <http://dl.managed-protection.com/u/backup/help/12/user/en-US/index.html#37387.html>.

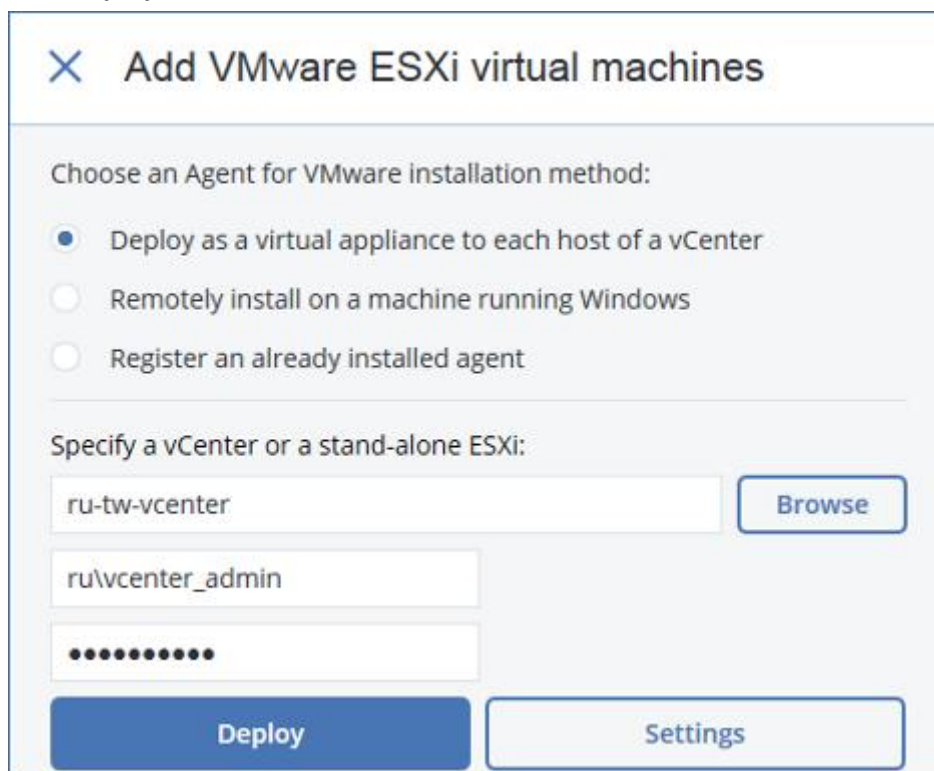
## 5.10 VMware vSphere: VM replication and failover

This scenario is available only in an on-premise deployment.

*In this scenario, you will install Agent for VMware (Virtual Appliance), replicate a virtual machine, and then perform failover to a replica. After verifying that the replica is functioning properly, you will perform permanent failover.*

### **To install Agent for VMware**

1. Click **All devices > Add > VMware ESXi**.
2. Select **Deploy as a virtual appliance to each host of a vCenter**.
3. Specify the address and credentials for the vCenter Server or standalone ESXi host.
4. Click **Deploy**.



**Add VMware ESXi virtual machines**

Choose an Agent for VMware installation method:

- ☒ Deploy as a virtual appliance to each host of a vCenter
- ☐ Remotely install on a machine running Windows
- ☐ Register an already installed agent

Specify a vCenter or a stand-alone ESXi:

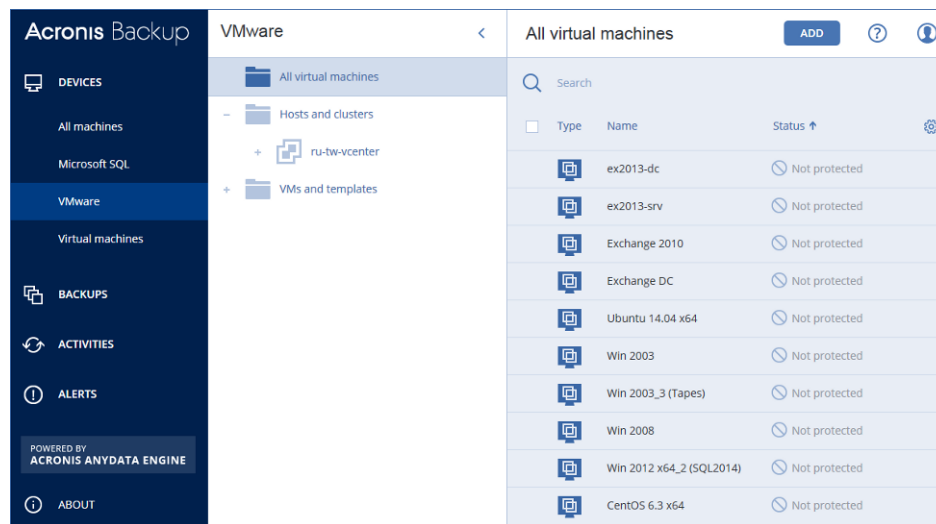
ru-tw-vcenter Browse

ru\vcenter\_admin

.....

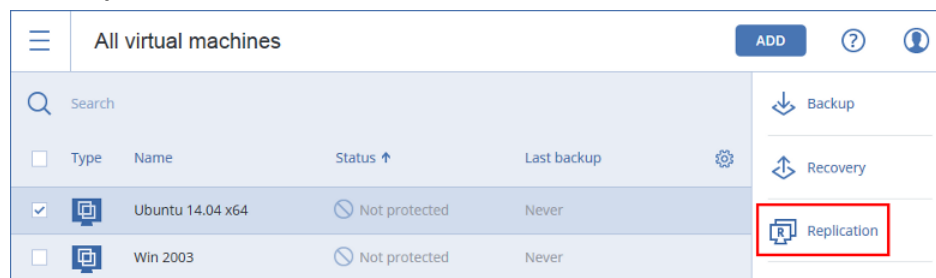
Deploy Settings

The agent will be silently deployed as a virtual appliance to each host of the selected vCenter. The virtual machines will appear under **Devices** on the **VMware** tab.




### To create a virtual machine replica

1. Select a virtual machine to replicate.
2. Click **Replication**.



3. The software displays a new replication plan template. Click **Target machine**, and then do the following:
  - a. Click **New replica**.
  - b. Select the ESXi host.
  - c. In **Replica name**, specify the new machine name. The default name of a new replica is **[Original Machine Name]\_replica**.

d. Click **OK**.


 **Select target machine**


☒ New replica

☐ Existing replica of machine Ubuntu 14.04 x64

[Export replica for seeding](#)

Select the host for the new replica



 ru-tw-vcenter

Replica name:

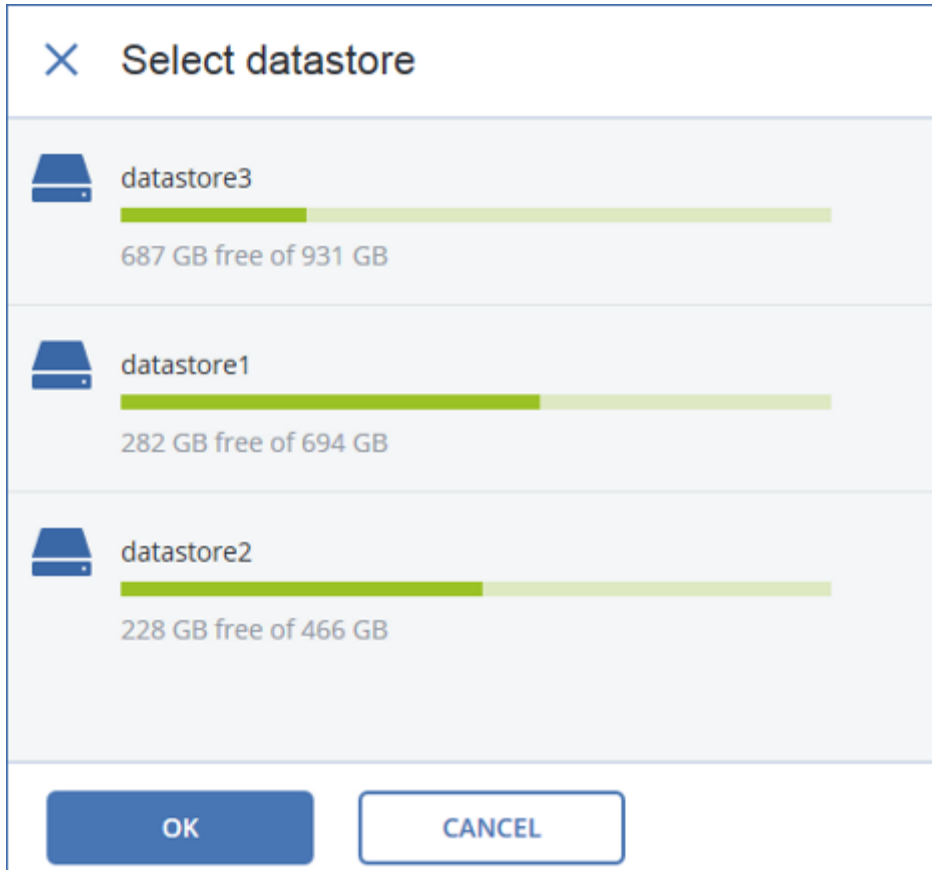
Ubuntu 14.04 x64\_replica

OK

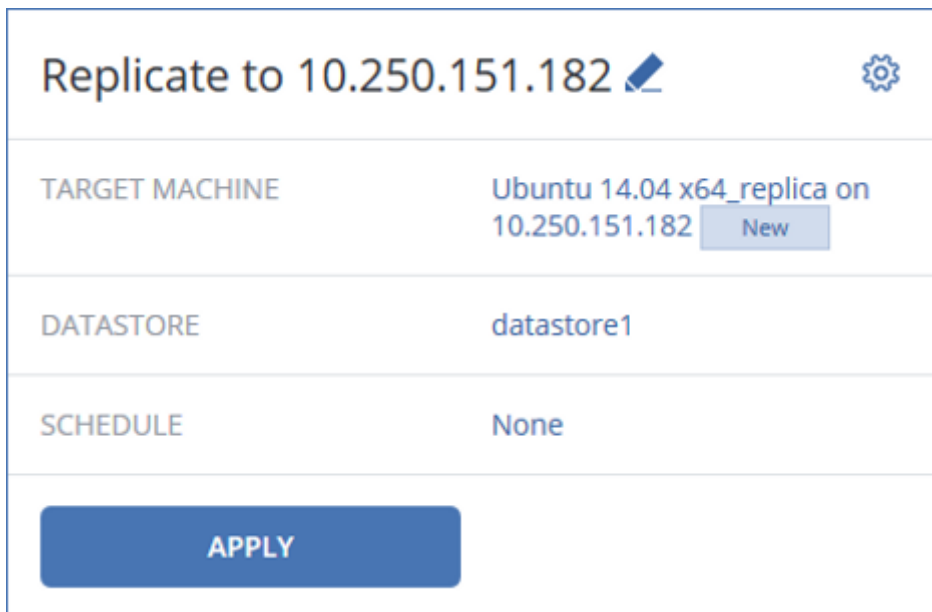
CANCEL



4. Click **Datastore**, select the datastore for the virtual machine, and then click **OK**.



5. Click **Apply**.



6. Click **Run now**.

The replication progress is shown on the **Activities** tab.

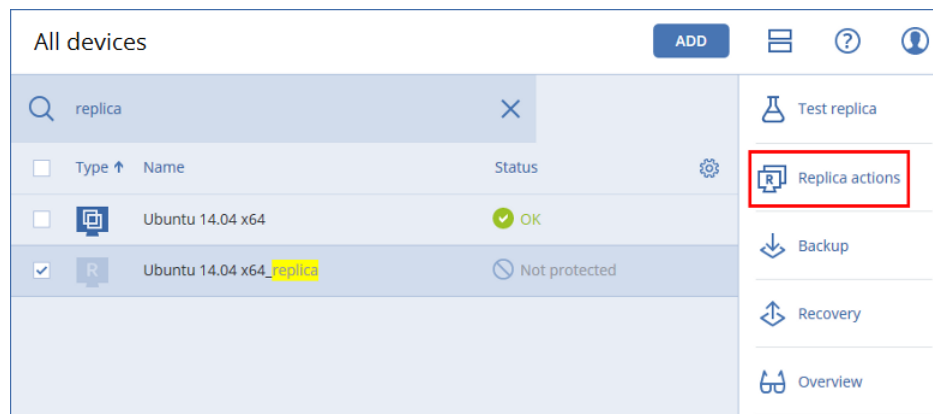
As a result, the virtual machine replica appears in the **All devices** list, with the following



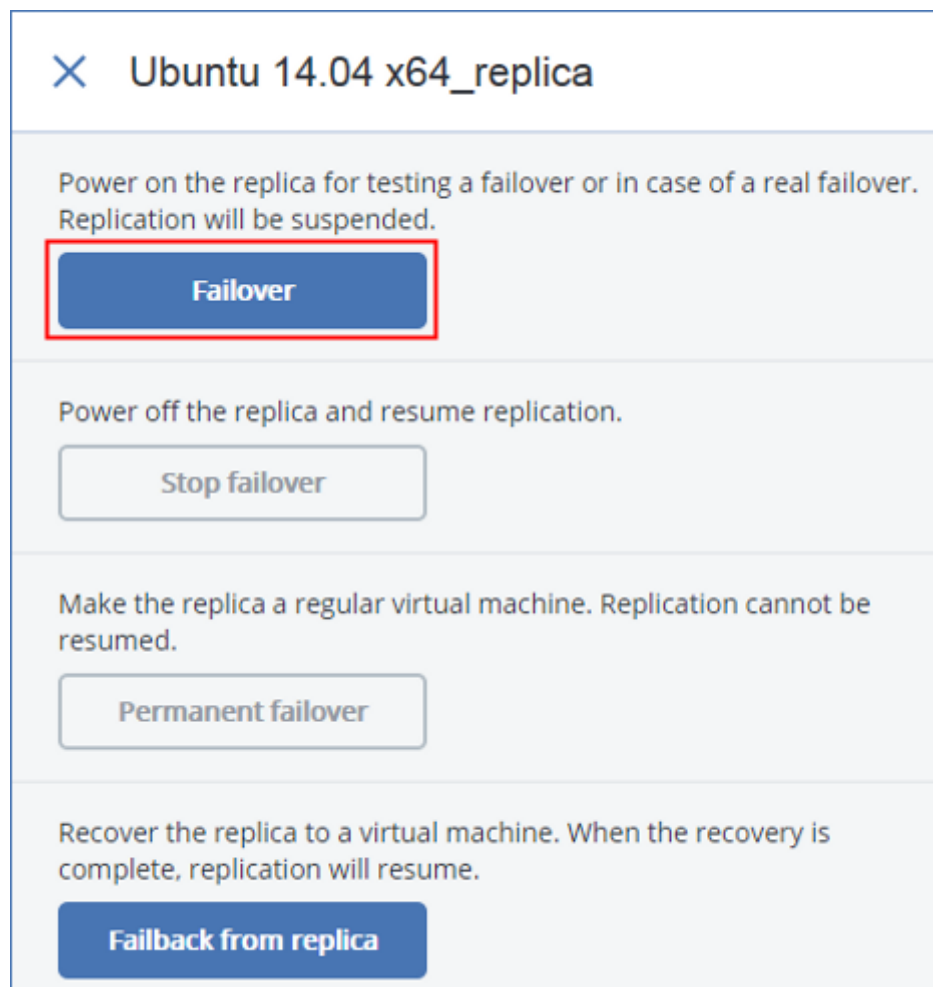
### To fail over to a replica

Failover is a transition of the workload from the original virtual machine to its replica.

1. Under **All devices**, select the replica.
2. Click **Replica actions**.



3. Click **Failover**.



4. Click **Start**.  
The replica will be connected to the same network as the original machine.

The original machine will be stopped.

Power on the replica for testing a failover or in case of a real failover. Replication will be suspended.

Network connection:

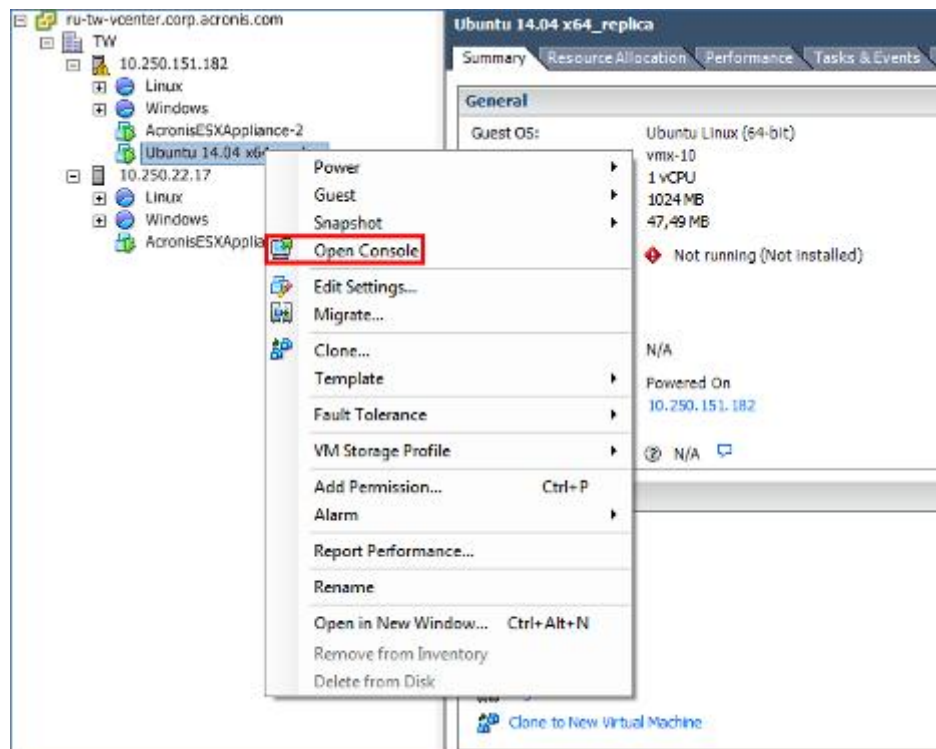
☐ Do not connect

☒ Connect at power on

☒ Stop original virtual machine

**Start** **Cancel**

5. In vSphere Client, right-click the replica, and then click **Open Console**.



6. Ensure that the replica functions properly.

If you want to permanently use the replica instead of the original virtual machine, perform a permanent failover. This is an instant operation that removes the 'replica' flag from the virtual machine. The replica becomes a regular virtual machine on the host where it is running.

### ***To perform permanent failover***

1. Select a replica that is in the failover state.

2. Click **Replica actions**.

All devices

ADD

replica

Type	Name	Status
	Ubuntu 14.04 x64_replica	Failover in progress
	Ubuntu 14.04 x64	Not protected

Replica actions

Backup

Recovery

Overview

Activities

3. Click **Permanent failover**.

✕ Ubuntu 14.04 x64\_replica

Failover in progress

Power on the replica for testing a failover or in case of a real failover. Replication will be suspended.

Failover

Power off the replica and resume replication.

Stop failover

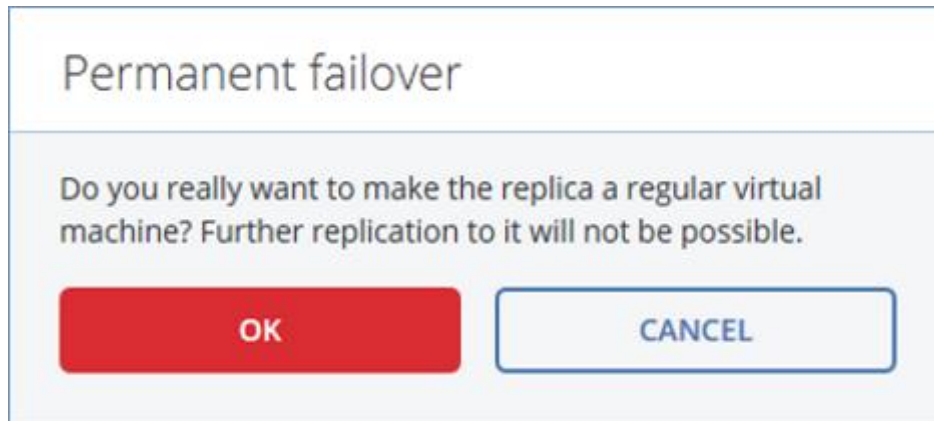
Make the replica a regular virtual machine. Replication cannot be resumed.

Permanent failover

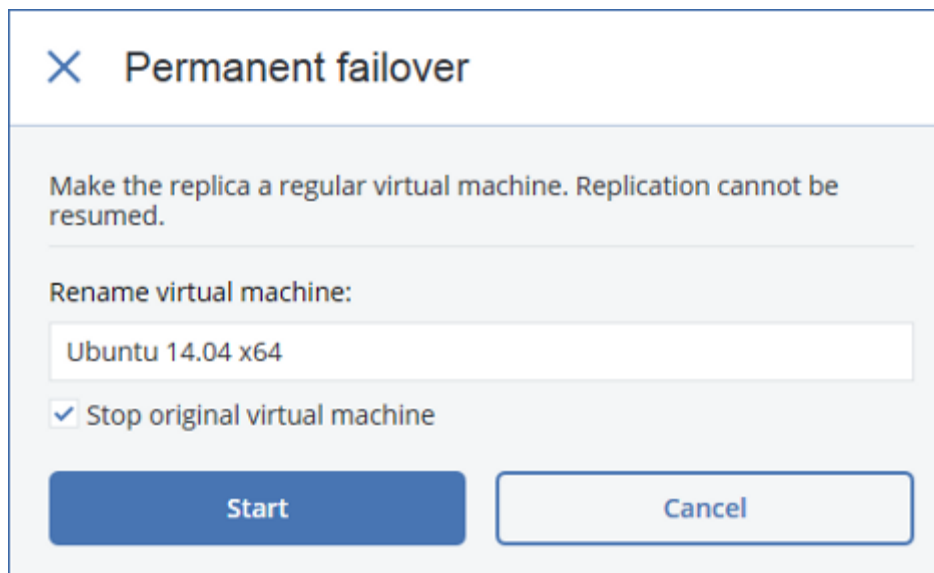
Recover the replica to a virtual machine. When the recovery is complete, replication will resume.

Failback from replica

4. Confirm your decision.



5. Specify the name of the virtual machine, and then click **Start**.



The machine icon is changed to that of a regular virtual machine. The “\_replica” suffix is removed from the machine name.

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To learn more about VM replication, refer to: <http://dl.managed-protection.com/u/backup/help/12/user/en-US/index.html#26605.html>.

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## 6 Disclaimer

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