



# Acronis Backup & Recovery 11

Update 0

## Installation Guide

**Applies to the following editions:**

- Advanced Server
- Virtual Edition
- Advanced Server SBS Edition
- Advanced Workstation
- Server for Linux
- Server for Windows
- Workstation

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# 1 Before installation

This section answers questions that might arise before the product installation.

## 1.1 Types of licenses (stand-alone and advanced editions)

Acronis Backup & Recovery 11 licensing is based on the number of machines backed up by the product.

### Stand-alone editions

These are the following editions:

- Acronis Backup & Recovery 11 Server for Windows
- Acronis Backup & Recovery 11 Server for Linux
- Acronis Backup & Recovery 11 Workstation

The stand-alone editions are designed for backing up the data of a single machine. With any of the above licenses, you can install all the product components on the same machine only. You will be asked for the license key of any of the above editions during the product installation.

### Advanced editions (editions with centralized management)

These are the following editions:

- Acronis Backup & Recovery 11 Advanced Server
- Acronis Backup & Recovery 11 Virtual Edition
- Acronis Backup & Recovery 11 Advanced Server SBS Edition
- Acronis Backup & Recovery 11 Advanced Workstation

These editions are designed for backing up multiple machines. In addition to components that need to be installed on a backed up machine, these editions include a management server that enables centralized management, and storage nodes for storing backed up data on them. Unlike stand-alone editions, advanced editions allow remote connection to a backed up machine.

As with stand-alone editions, a separate license is required for every machine you want to back up. During installation of a licensed component (agent), you can either specify a license server or enter a license key manually. Installation of other components is not licensed. For example, you can install as many storage nodes as you wish - up to 50.

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*Components of stand-alone editions do not interact with the components of advanced editions.*

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## 1.2 Acronis Backup & Recovery 11 components

This section contains a list of Acronis Backup & Recovery 11 components with a brief description of their functionality.

## Components for a managed machine (agents)

These are applications that perform data backup, recovery and other operations on the machines managed with Acronis Backup & Recovery 11. Agents require a license to perform operations on each managed machine. Agents have multiple features, or add-ons, that enable additional functionality and so might require additional licenses.

### Console

The console provides Graphical User Interface to the agents. Usage of the console is not licensed. In stand-alone editions of Acronis Backup & Recovery 11, the console is installed together with the agent and cannot be disconnected from it.

### Bootable Media Builder

With Bootable Media Builder, you can create bootable media in order to use the agents and other rescue utilities in a rescue environment. In stand-alone editions of Acronis Backup & Recovery 11, Bootable Media Builder is installed together with the agent. All add-ons to the agent, if installed, will be available in a rescue environment.

## 1.2.1 Agent for Windows

This agent enables disk-level and file-level data protection under Windows.

### Disk backup

Disk-level data protection is based on backing up either a disk or a volume file system as a whole, along with all the information necessary for the operating system to boot; or all the disk sectors using the sector-by-sector approach (raw mode). A backup that contains a copy of a disk or a volume in a packaged form is called a disk (volume) backup or a disk (volume) image. It is possible to recover disks or volumes as a whole from such backup, as well as individual folders or files.

### File backup

File-level data protection is based on backing up files and folders residing on the machine where the agent is installed or on a network share. Files can be recovered to their original location or to another place. It is possible to recover all files and folders that were backed up or select which of them to recover.

### Other operations

#### Conversion to a virtual machine

Rather than converting a disk backup to a virtual disk file, which requires additional operations to bring the virtual disk into use, Agent for Windows performs the conversion by recovering a disk backup to a new virtual machine of any of the following types: VMware Workstation, Microsoft Virtual PC, Parallels Workstation, Citrix XenServer Open Virtual Appliance (OVA) or Red Hat Kernel-based Virtual Machine (KVM). Files of the fully configured and operational machine will be placed in the folder you select. You can start the machine using the respective virtualization software or prepare the machine files for further usage.

### Disk management

Agent for Windows includes Acronis Disk Director Lite - a handy disk management utility. Disk management operations, such as cloning disks; converting disks; creating, formatting and deleting

volumes; changing a disk partitioning style between MBR and GPT or changing a disk label, can be performed either in the operating system or using bootable media.

### 1.2.1.1 Universal Restore

The Universal Restore add-on enables you to use the restore to dissimilar hardware functionality on the machine where the agent is installed and create bootable media with this functionality. Universal Restore handles differences in devices that are critical for the operating system start-up, such as storage controllers, motherboard or chipset.

## 1.2.2 Management Console

Acronis Backup & Recovery 11 Management Console is an administrative tool for local access to Acronis Backup & Recovery 11 agent. Remote connection to the agent is not possible.

## 1.2.3 Bootable Media Builder

Acronis Bootable Media Builder is a dedicated tool for creating bootable media. The media builder that installs on Windows can create bootable media based on either Windows Preinstallation Environment, or Linux kernel.

The Universal Restore (p. 6) add-on enables you to create bootable media with the restore to dissimilar hardware functionality. Universal Restore handles differences in devices that are critical for Windows start-up, such as storage controllers, motherboard or chipset.

## 1.3 Supported operating systems

### **Acronis Backup & Recovery 11 Management Console, Acronis Backup & Recovery 11 Agent for Windows**

#### **Acronis Backup & Recovery 11 Server for Windows**

- Windows XP Professional SP2+ (x86, x64)
  - Windows 2000 SP4 – all editions except for the Datacenter edition
  - Windows Server 2003/2003 R2 – the Standard, Enterprise editions (x86, x64)
  - Windows Small Business Server 2003/2003 R2
  - Windows Vista – all editions (x86, x64)
  - Windows 7 – all editions (x86, x64)
  - Windows Server 2008 – the Standard, Enterprise editions (x86, x64)
  - Windows Small Business Server 2008
  - Windows Server 2008 R2 – the Standard, Enterprise, Datacenter, Foundation editions
  - Windows MultiPoint Server 2010
  - Windows Small Business Server 2011
- Remote connection to the agent is not possible.*

#### **Acronis Backup & Recovery 11 Workstation**

- Windows 2000 Professional SP4
- Windows XP Professional SP2+ (x86, x64)
- Windows Vista – all editions (x86, x64)

Windows 7 – all editions (x86, x64)

*Remote connection to the agent is not possible.*

## 1.4 System requirements

### The components installed in Windows

| Edition name                     | Memory (above the OS and running applications) | Disk space required during installation or update | Disk space occupied by the component(s) | Additional                                  |
|----------------------------------|--|---|---|---|
| Server for Windows               | 80 MB  | 1.7 GB  | 850 MB                                  | Screen resolution 1024*768 pixels or higher |
| Workstation                      | 80 MB  | 1.7 GB  | 850 MB                                  |   |
| Bootable Media Builder (Windows) | 80 MB  | 1.1 GB  | 305 MB                                  |   |

### Bootable media

| Media type          | Memory | ISO image size | Additional |
|---------------------|--------|----------------|------------|
| Based on Windows PE | 640 MB | 300 MB         |            |
| Linux-based         | 512 MB | 310 MB         |            |

## 2 Installing Acronis Backup & Recovery 11

This section helps answer questions that might arise during the product installation.

### 2.1 Preparation

**Network port.** Acronis Backup & Recovery 11 uses TCP port **9876** for local installation and for communication between components. The setup program automatically opens this port through Windows Firewall. If you use a different firewall, make sure that the port is open for both incoming and outgoing requests through that firewall.

**Encryption software.** If you are planning to use disk-level encryption software, such as PGP Whole Disk Encryption, make sure to install such software **before** installing Acronis Backup & Recovery 11.

### 2.2 Interactive installation in stand-alone editions

Do the following to install Acronis Backup & Recovery 11:

1. Log on as an administrator and start the Acronis Backup & Recovery 11 setup program.
2. Click **Install Acronis Backup & Recovery 11**.
3. Accept the terms of the license agreement.
4. Do either of the following:
  - To install the product with full functionality (including online backup), click **Fully-functional Acronis Backup & Recovery 11**.
  - To install the product for online backup only, click **Acronis Backup & Recovery 11 for online backup only**.
5. If you chose to install the fully-functional product, type in your license key. You can also add a license key for Acronis Universal Restore (if purchased).
6. Specify the folder where the product will be installed.
7. Specify credentials for the account under which the Agent for Windows service will run. By default, the setup program will create a dedicated user account for the service. See information about the **Acronis Agent User** account in "Specifying credentials for Acronis services (p. 8)".
8. Choose whether the machine will participate in the Acronis Customer Experience Program (CEP).

The summary page displays a list of components that will be installed according to the previously entered license key(s).

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**Note:** When canceling the installation process, only the last component is removed. Other components, if any, remain installed.

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### 2.3 Specifying credentials for Acronis services

Acronis Backup & Recovery 11 Agent for Windows runs as service. When installing this component, you need to specify the account under which the agent's service will run.

You can either create a dedicated user account or specify an existing account of a local or domain user.

If you choose to create a dedicated user account for the service (recommended), the setup program will create the following user account:

- **Acronis Agent User**

The newly created account is given the following privileges:

- The account is assigned the **Log on as a service, Adjust memory quotas for a process, and Replace a process level token** user rights.
- The account is included in the **Backup Operators** and **Administrators** groups.

If you choose to specify an existing local or domain user account—for example, `.\LocalUser` or `DomainName\DomainUser`—make sure that the account is a member of the **Backup Operators** group before proceeding with the installation. The setup program will assign the above listed user rights to such account.

If the machine is part of an Active Directory domain, make sure that the domain's security policies do not prevent the account from having the above listed user rights.

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**Important:** After the installation, do not specify a different user account for the agent service. Otherwise, the agent may stop working.

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## 2.4 Unattended installation

Components of Acronis Backup & Recovery 11 can be installed in the unattended mode, as opposed to the interactive mode.

You need to install at least the following components: Acronis Backup & Recovery 11 Management Console, Acronis Backup & Recovery 11 Agent Core, and Acronis Backup & Recovery 11 Agent for Windows.

First, install the management console. Other components require a file known as a **transform** (an `.mst` file). To create a transform for a component, you need the configuration script `mst_gen.vbs`. This script is located in the folder where the management console is installed. By default, the folder name is `C:\Program Files\Acronis\BackupAndRecoveryConsole`. See also “Examples of creating a transform” later in this section.

The following components and features can be installed, reinstalled, or updated in the unattended mode:

- Acronis Backup & Recovery 11 Management Console:  
**AcronisStandaloneManagementConsole.msi**
- Acronis Backup & Recovery 11 Agent Core: **AcronisAgentCore.msi** (requires a transform)
- Acronis Backup & Recovery 11 Agent for Windows **AcronisAgentWindows.msi** (requires a transform)
- Acronis Backup & Recovery 11 Universal Restore: **AcronisUniversalRestore.msi** (requires a transform)
- Acronis Backup & Recovery 11 Bootable Media Builder:  
**AcronisBootableComponentsMediaBuilder.msi** (requires a transform)

### Order of installation of the agent

When you install the agent, first install the Agent Core component, then the agent itself, and then (optionally) the Universal Restore feature.

## Installation procedure

### *To install, reinstall, or update a component in the unattended mode*

1. Start the setup program.
2. Click **Extract installation files**.
3. Extract the component's installation package.
4. If you are installing a component that requires a transform, create the transform by running the configuration script. Otherwise, skip this step.

For example:

- The following command creates a transform to install the Agent Core component:

```
mst_gen.vbs /msi_path C:\AcronisAgentCore.msi
```

- The following command creates a transform to install Agent for Windows with the license key ABCDE-54321:

```
mst_gen.vbs /msi_path C:\AcronisAgentWindows.msi /serial ABCDE-54321
```

Similarly, you can create a transform to install the Universal Restore feature.

The complete syntax of the configuration script is described in "Configuration script parameters (p. 10)".

5. Do either of the following, depending on whether you are installing, reinstalling, or updating the component:

- If you are installing the component, run Windows Installer (the `msiexec` program) as follows:

When installing a component that requires a transform (in this example, Agent for Windows):

```
msiexec /i c:\AcronisAgentWindows.msi TRANSFORMS=AcronisAgentWindows.mst /qb
```

Otherwise (in this example, when installing the management console):

```
msiexec /i c:\AcronisStandaloneManagementConsole.msi /qb
```

- If you are reinstalling or updating the component, run Windows Installer as follows:

When reinstalling or updating a component that requires a license (in this example, Agent for Windows):

```
msiexec /i C:\AcronisAgentWindows.msi TRANSFORMS=C:\AcronisAgentWindows.mst ADDLOCAL=ALL /qb
```

Otherwise (in this example, the management console):

```
msiexec /i C:\AcronisStandaloneManagementConsole.msi ADDLOCAL=ALL /qb /l*v C:\log.log
```

## 2.5 Configuration script parameters

The configuration script `mst_gen.vbs` creates an `.mst` file (known as a transform, a modification, or a modification file) for the installation package of an Acronis component, such as Acronis Backup & Recovery 11 Agent for Windows.

By using the transform together with the installation package, you can install the component in the unattended mode.

The following is the complete syntax of the configuration script:

```
mst_gen.vbs
  /msi_path <Full path>
  [/target_dir <Installation folder>]
  [/account <User name> <Password>]
  [/cep_enabled]
  {/serial <License key> [/old_serial <ABR10 license key>]
  | /online_backup}
  [/current_user]
```

The script parameters are the following.

### Parameters that apply to any component

```
/msi_path <Full path>
```

Specifies a full path to the component's installation package. Enter a local path, such as **D:\folder\AcronisAgentWindows.msi**; or a universal naming convention (UNC) path, such as **\\server\folder\AcronisAgentWindows.msi**.

```
/target_dir <Installation folder>
```

Specifies the folder where to install the component. Without this parameter, the component will be installed to the default folder: %ProgramFiles%\Acronis.

### Parameters that apply only to the Agent Core component

*The following parameters apply only to the installation package AcronisAgentCore.msi.*

```
/account <User name> <Password>
```

Specifies the user name and password of the user account under which Acronis Managed Machine Service will run on the machines. The user account must have appropriate privileges, as described in *Specifying credentials for Acronis services* (p. 8). Separate the name of the domain and the account by a backslash, as in: **mydomain\User**

Without this parameter, the agent will run under the default account: **Acronis Agent User**

```
/cep_enabled
```

Specifies whether the machine will participate in the Customer Experience Program.

With this parameter, information about the hardware configuration, the most and least used features and about any problems will be automatically collected from the machine and sent to Acronis on a regular basis. The terms of participation can be found on the Acronis Web site.

Without this parameter, the information will not be sent.

### Parameters that apply only to a component that requires a license

*The following parameters apply only to the installation packages AcronisAgentWindows.msi, AcronisBootableComponentsMediaBuilder.msi, and AcronisUniversalRestore.msi (except the /online\_backup parameter).*

```
/serial <License key>
```

Specifies the license key to use when installing the component. A license key is a sequence of letters and numerals separated by dashes. Enter the license key exactly, including the dashes.

```
/old_serial <Old license key>
```

When upgrading from Acronis Backup & Recovery 10 (ABR10), specifies the license key for that product. Use this parameter with the `/serial` parameter.

`/online_backup`

Specifies that the component will be installed for online backup only. A license key is not required.

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**Note:** Specify either the `/serial` parameter or the `/online_backup` parameter, but not both.

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### Parameter that apply only to the management console

The following parameter applies only to the installation package `AcronisStandaloneManagementConsole.msi`.

`/current_user`

Specifies that the component will be installed for the current user only, rather than for all users on a machine.

## 2.6 Update

To update one or more Acronis Backup & Recovery 11 components:

1. Run the setup program of the updated version of Acronis Backup & Recovery 11.
2. Click **Install Acronis Backup & Recovery 11**.
3. Click **Update**.
4. If prompted, type the product license key.
5. Follow the on-screen instructions.

### Updating components in the unattended mode

For information about updating a component in the unattended mode, see "Unattended installation (p. 9)".

## 3 Upgrading from trial to full product version

The trial key required at installation can be obtained on the Acronis Web site.

To upgrade from the trial version to the standard product you do not need to re-download the software. When the trial period is over, the product GUI displays a notification requesting you to specify a standard license key.

To specify the standard license key, use the **Change License** window in the management console. Specifying the standard key by running the setup program is not possible.

### 3.1 Limitations of the trial version

The Acronis Backup & Recovery 11 trial version has the following limitation:

- Universal Restore functionality is disabled.

Additional limitations for bootable media:

- The disk management functionality is not available. You can try the user interface, but there is no option to commit the changes.
- The recovery functionality is available, but the backup functionality is not. To try the backup functionality, install the software in the operating system.

### 3.2 Changing a license

By changing the license, you switch to a different version or edition of the product. The following table summarizes the available options.

| Switching a license             | Why you may need it  |
|---------------------------------|--|
| trial > full                    | Upgrade from trial to full product version                           |
| trial > trial different edition | Define the edition that better fits your needs                       |
| trial > full different edition  | The edition you bought differs from the edition of the trial version |

You can also enable Acronis Deduplication and Acronis Universal Restore by using additional licenses, if these are available for the version and edition you are switching to.

Switching between advanced and standalone editions is not possible.

#### **To change a license:**

1. Click **Help > Change license**.
2. Enter the new license key. If you have a license key for Acronis Universal Restore, you can add it here.

Please do not forget that you cannot enable Acronis Universal Restore while using a trial product version.

## 4 Checking for software updates

Each time you start the management console, Acronis Backup & Recovery 11 checks whether a new version of the software is available on the Acronis Web site. If so, the software provides a link for downloading a setup program of the new version.

To check for updates manually, start the management console and then click **Help > Check for updates**. In that window, you also can disable the automatic checks for updates.

For information about updating Acronis Backup & Recovery 11, see the “Update” section (p. 12).

## 5 Uninstalling Acronis Backup & Recovery 11

This section describes uninstallation of Acronis Backup & Recovery 11.

### 5.1 Interactive uninstallation

To uninstall Acronis Backup & Recovery 11, we recommend using the following procedure instead of the **Add or Remove Programs** or **Programs and Features** tool of Windows.

#### **To uninstall Acronis Backup & Recovery 11**

1. Click **Start** -> **All Programs** -> **Acronis** -> **Uninstall Acronis Backup & Recovery 11**.
2. To remove the log and tasks of Acronis Backup & Recovery 11, select the **Remove the product's log, tasks, vaults and configuration settings** check box. Leave this check box cleared if you are planning to reinstall the product later.
3. Click **Remove**.

### 5.2 Unattended uninstallation

To uninstall Acronis Backup & Recovery 11 in the unattended mode, you need to run the **msiexec** utility. This utility uses the product's installation packages (.msi files).

When you uninstall Acronis Backup & Recovery 11 Agent for Windows, we recommend first uninstalling its features, then the agent itself and then the Acronis Backup & Recovery 11 Agent Core component.

#### **To uninstall Acronis Backup & Recovery 11**

1. Extract the installation packages to a folder or a network share. You need not extract the **AcronisUniversalRestore.msi** package if the Universal Restore add-on (p. 6) is not installed.
2. If the Universal Restore add-on is installed, run the following command (here and in the next step, the location of the installation packages is assumed to be \\myserver\share):

```
msiexec /uninstall \\myserver\share\AcronisUniversalRestore.msi /qb
```

3. Run the following commands:

```
msiexec /uninstall \\myserver\share\AcronisTrayMonitor.msi /qb
msiexec /uninstall \\myserver\share\AcronisAgentWindows.msi /qb
msiexec /uninstall \\myserver\share\AcronisBootableComponentsMediaBuilder.msi /qb
msiexec /uninstall \\myserver\share\AcronisAgentCore.msi /qb
msiexec /uninstall \\myserver\share\AcronisStandaloneManagementConsole.msi /qb
```

### 5.3 Deleting Acronis Secure Zone

Uninstallation of Acronis Backup & Recovery 11 does not affect Acronis Secure Zone and its contents. You will still be able to recover data from Acronis Secure Zone on booting from bootable media.

If you need to delete Acronis Secure Zone, perform the following steps in the operating system (before the agent uninstallation) or under bootable media.

### ***To delete Acronis Secure Zone***

1. On the **Actions** menu, click **Manage Acronis Secure Zone**.
2. In the **Delete Acronis Secure Zone** window, select volumes to which you want to add the space freed from the zone and then click **OK**.

If you select several volumes, the space will be distributed proportionally to each partition. If you do not select any volume, the freed space becomes unallocated.

After you click **OK**, Acronis Backup & Recovery 11 will start deleting the zone.