

# Acronis



## Acronis True Image OEM

**USER GUIDE**

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# 1 Introduction

## 1.1 What is Acronis True Image OEM?

Acronis True Image OEM is an integrated software suite that ensures the security of all of the information on your PC. It can back up your documents, photos, email, and selected partitions, and even the entire disk drive, including operating system, applications, settings, and all of your data.

Backups allow you to recover your computer system should a disaster occur, such as losing data, accidentally deleting critical files or folders, or suffering a complete hard disk crash.

Online Backup allows you to store your files and disks on Acronis Cloud. Your data will be protected even if your computer is lost, stolen, or destroyed, and your data can be entirely recovered onto a new device, if needed.

### Key features:

- Disk backup to a local storage and to Acronis Cloud (p. 37)
- File backup to a local storage and to Acronis Cloud (p. 39)
- Acronis bootable media (p. 96)
- Hard disk cloning (p. 89)
- Security and privacy tools (p. 111)

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*You cannot create backups to Acronis Cloud with Acronis Startup Recovery Manager and Acronis bootable media.*

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### Getting started

Learn how to protect your computer with two simple steps: "Protecting your system (p. 12)".

## 1.2 System requirements and supported media

### 1.2.1 Minimum system requirements

Acronis True Image OEM requires the following hardware:

- The OEM device.
- Intel CORE 2 Duo (2GHz) processor or equivalent  
The CPU must support SSE instructions.
- 2 GB RAM
- 7 GB of free space on the system hard disk
- CD-RW/DVD-RW drive or USB drive for bootable media creation
  - Required free space for Linux is about 660 MB.
  - Required free space for Windows is about 700 MB.
- Screen resolution is 1024 x 768
- Mouse or other pointing device (recommended)

## 1.2.2 Supported operating systems

Acronis True Image OEM has been tested on the following operating systems:

- Windows XP SP3
- Windows 7 SP1 (all editions)
- Windows 8 (all editions)
- Windows 8.1 (all editions)
- Windows 10 (all editions, including the October 2020 Update)
- Windows Home Server 2011

### Note

- Beta builds are not supported.
- Windows Embedded, IoT editions, Windows 10 LTSC, and Windows 10 LTSC are not supported

Acronis True Image OEM also lets you create a bootable CD-R/DVD-R or USB drive that can back up and recover a disk/partition on a computer running any Intel- or AMD- based PC operating system, including Linux®. Note that the Intel-based Apple Macintosh is not supported.

## 1.2.3 Supported file systems

- NTFS
- Ext2/Ext3/Ext4
- ReiserFS(3) \*
- Linux SWAP \*
- HFS+\*\*/HFSX\*\*
- FAT16/32/exFAT\*\*

\* File systems are supported only for disk or partition backup/recovery operations.

\*\* Disk recovery, partition recovery, and cloning operations are supported without resizing.

## 1.2.4 Supported Internet connection types

The table below shows which Internet connection types are supported by the product functions.

	Internet connection type				
	Acronis Console in Windows		Acronis Bootable media		
	Any connection established in Windows	Proxy server	Ethernet cable	Wi-Fi	Proxy server
Disk-level and file-level backup to Acronis Cloud	+	-	-	-	-
Disk-level recovery from Acronis Cloud	+	-	+	+	-
File-level recovery from Acronis Cloud	+	-	-	-	-
Data synchronization	+	-	-	-	-
Product activation	+	- *	-	-	-

	Internet connection type				
Product update	+	- **	-	-	-

\* - You can activate the product by using an activation code. Refer to the **Activation from another computer** section in Activating Acronis True Image OEM for details.

\*\* - To update the product, download the newer product version from the Acronis website and install it over your current one.

## 1.2.5 Supported storage media

- Hard disk drives\*
- Solid State Drives (SSD)
- Networked storage devices
- FTP servers\*\*
- CD-R/RW, DVD-R/RW, DVD+R (including double-layer DVD+R), DVD+RW, DVD-RAM, BD-R, BD-RE
- USB 1.1 / 2.0 / 3.0, USB-C, eSATA, FireWire (IEEE-1394), SCSI, and PC card storage devices

\* Limitations on operations with dynamic and GPT disks:

- Creation of Acronis Secure Zone on dynamic disks is not supported.
- Recovery of a dynamic volume as a dynamic volume with manual resizing is not supported.
- Try&Decide® cannot be used for protecting dynamic disks.
- "Clone disk" operation is not supported for dynamic disks.

\*\* An FTP server must allow passive mode file transfers. Acronis True Image OEM splits a backup into files with a size of 2GB when backing up directly to an FTP server.

The firewall settings of the source computer should have Ports 20 and 21 opened for the TCP and UDP protocols to function. The **Routing and Remote Access** Windows service should be disabled.

## 1.3 Installing Acronis True Image OEM

### Installing and activating Acronis True Image OEM

**To install and activate Acronis True Image OEM:**

1. Run the setup file.
2. Click **Install**.  
Acronis True Image OEM will be installed on your system partition (usually C:).
3. When the installation is complete, click **Start application**. The Acronis True Image OEM activation window opens.
4. On the **Sign in** tab, enter your Acronis account credentials, and then click **Sign in**.  
If you don't have an Acronis account, go to the **Create account** tab, fill out the registration form, and then click **Create account**.

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*Note: You can skip this step if you have a 64-character serial number.*

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5. Enter your serial number, and then click **Activate**.  
To activate Acronis True Image OEM with a 16-character serial number, you need an Internet connection. The full 64-character serial number will be obtained and activated automatically.

## Recovering from an Acronis True Image OEM error

If Acronis True Image OEM ceased running or produced errors, its files might be corrupted. To repair this problem, you first have to recover the program. To do this, run Acronis True Image OEM installer again. It will detect Acronis True Image OEM on your computer and will ask you if you want to repair or remove it.

## Removing Acronis True Image OEM

To remove Acronis True Image OEM components:

1. Open the list of installed programs and applications.
  - Select **Start -> Settings -> Control panel -> Add or remove programs**.
  - If you use Windows Vista, select **Start -> Control panel -> Programs and Features**.
  - If you use Windows 7, select **Start -> Control Panel -> Uninstall a program**.
  - If you use Windows 8 or Windows 10, click the Settings icon, then select **Control Panel -> Uninstall a program**.
2. Select the component to be removed.
3. Depending on your operating system, click **Remove** or **Uninstall**.
4. Follow the instructions on the screen.

You may have to reboot your computer afterwards to complete the task.

## 1.4 Activating Acronis True Image OEM

To use Acronis True Image OEM, you need to activate it via the Internet. Without activation the product works for 30 days. If you do not activate it during that period, all the program functions become unavailable except the recovery.

You can activate Acronis True Image OEM either on your computer or from another computer, if your computer is not connected to the Internet.

### Activation on a computer connected to the Internet

If your computer is connected to the Internet, the product will be activated automatically.

If the computer where you install Acronis True Image OEM does not have Internet connection or if the program cannot connect to Acronis Activation Server, click **Account** on the sidebar, and then select one of the following actions:

- **Try again** - select this option to try to connect to the Acronis Activation Server again.
- **Activate offline** - you can activate the program manually from another computer that is connected to the Internet (see below).

### Activation from another computer

If your computer is not connected to the Internet, you may activate Acronis True Image OEM by using another computer which has connection to the Internet.

**To activate the product from another computer:**

1. On your computer, install and start Acronis True Image OEM.
2. On the sidebar, click **Account**, and then click **Activate offline**.
3. In the Acronis True Image OEM Activation window, perform 3 simple steps:



1. Save your installation code to a file by clicking the **Save to file** button, and specify a removable media as the file location (for example, a USB flash drive). You may also simply write down this code on a piece of paper.
2. On another computer which has the Internet connection, go to <https://www.acronis.com/activation/>. The instructions on the screen will help you to get your activation code by using the installation code. Save the obtained activation code to a file on a removable media, or write it down on paper.
3. On your computer, click the **Load from file** button and specify a path to the file with the activation code; or, simply type it into the box from the piece of paper.
4. Click **Activate**.

## "Too many activations" issue

Possible reasons for the issue:

- **You exceed the maximum number of computers with installed Acronis True Image OEM.**  
For example, you have a serial number for one computer and you install Acronis True Image OEM on the second computer.

### Solutions:

- Enter a new serial number. If you do not have it, you can buy the full product version in the Acronis built-in store.
- Move the license to your new computer from another one on which the product is already activated. To do this, select the computer from which you want to move the license. Note that Acronis True Image OEM will be deactivated on that computer.
- **You reinstall Windows, or change hardware of your computer.**  
For example, you might upgrade motherboard or processor in your computer. Activation is lost, because Acronis True Image OEM sees your computer as a new one.

### Solution:

To reactivate Acronis True Image OEM on your computer, choose from the list the same computer by its old name.

## 1.5 Upgrading Acronis True Image OEM

### To purchase Acronis True Image:

1. Start Acronis True Image OEM.
2. On the sidebar, click **Account**, and then click **Upgrade**. The built-in store opens.
3. Select the license that you want to buy, and then click **Buy now**.
4. Provide your payment information.

### Built-in store

Acronis True Image OEM provides an in-app store.

To access the in-app store, go to the **Account** tab, and then click **Upgrade**. You will see the in-app store and all available purchase options.

## 1.5.1 Acronis True Image advanced features

Advanced features of Acronis True Image are unavailable in your product edition. You can get these features by upgrading your edition to Acronis True Image. After upgrade, the following features will be available for you:

- **Online Backup**

Online Backup allows you to store your files and disks on Acronis Cloud. Your data will be protected even if your computer is lost, stolen, or destroyed, and your data can be entirely recovered onto a new device, if needed.

- **Cloud archiving**

Data archiving is a tool that allows you to move your big or rarely used files to Acronis Cloud. Every time you run this tool, it analyzes the data in the selected folder and suggests uploading the found files to Acronis Cloud. You can select the files and folders that you want to archive. After uploading, the local copies of these files will be deleted. Afterwards, when you need to open or change an archived file, you can download it back to your local storage device or access and manage it right in Acronis Cloud.

- **Local archiving**

When you archive your old, large, or rarely used files, Acronis Cloud is not the only possible destination. You can also select local storage, including NAS, an external hard drive, or a USB flash drive. Your local archives are placed into Acronis Archive, which can be accessed in File Explorer under Favorites, along with your cloud archive.

- **Family data protection**

Family data protection is a unified cross-platform solution that allows you to track and control the protection status of all computers, smartphones, and tablets sharing the same Acronis account. Since users of these devices must be signed in to the same account, usually they are members of the same family. In general, each of them can use this feature, but there is often a family member who is more experienced in technology than the others. So, it's reasonable to make that person responsible for protection of the family data. To track and control the protection status of your family's devices, use the web-based Online Dashboard, which is accessible from any computer connected to the Internet.

- **Data synchronization**

You can have the same data - documents, photos, videos, etc. - on all of your computers. Your data is within easy reach anywhere and anytime. No more emailing files to yourself or carrying an USB drive all the time.

You can create as many syncs as you need and store your synced files and versions of those files on Acronis Cloud. This lets you roll back to a previous file version whenever you need it. You can also access the Cloud using a web browser, without having to install the application.

- **Disk cloning and migration**

This operation copies the entire contents of one disk drive to another disk drive. This may be necessary, for example, when you want to clone your operating system, applications, and data to a new, larger capacity disk.

- **Acronis Survival Kit**

To recover your computer in case of a failure, you need to have two crucial components—a backup of your system disk and a bootable rescue media. Acronis Survival Kit is an external hard disk drive that contains both components so that you could have a single device that has everything that you need to recover your computer.

- **Acronis Universal Restore**

Acronis Universal Restore allows you to create a bootable system clone on different hardware. Use this utility when recovering your system disk to a computer with a dissimilar processor, different motherboard or a different mass storage device than in the system you originally backed up. This may be useful, for example, after replacing a failed motherboard or when deciding to migrate the system from one computer to another.

- **Acronis True Image for mobile devices**

Acronis True Image for mobile devices allows you to back up your mobile data to Acronis Cloud or local storage, and then recover it in case of loss or corruption. You can install Acronis True Image on any mobile devices that runs either iOS (iPhone, iPad, iPod) or the Android (mobile phones and tablets) operating systems.

- **Try&Decide**

When you turn Try&Decide on, your computer is in the Try mode. After that you can perform any potentially dangerous operations without worrying that you might damage your operating system, programs or data. When you turn Try&Decide off, you decide if you want to apply the changes to your computer or you want to discard them.

- **Acronis Secure Zone**

The Acronis Secure Zone is a special secure partition that you can create on your computer for storing backups.

- **Acronis DriveCleanser**

Acronis DriveCleanser allows you to permanently destroy all data on selected hard disks and partitions. For the destruction, you can use one of the preset algorithms or create your own.

- **System Clean-up**

The System Clean-up wizard enables you to securely remove all traces of your PC actions, including user names, passwords, and other personal information.

See the full feature list at: <http://www.acronis.com/promotion/oem-upgrade/>.

## 1.6 Technical Support

If you need assistance with your Acronis True Image OEM product, please refer to the official support resources of your vendor.

## 2 Getting started

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### 2.1 User interface language

Before you start, select a preferred language for the Acronis True Image OEM user interface. By default, the language is set in accordance with your Windows display language.

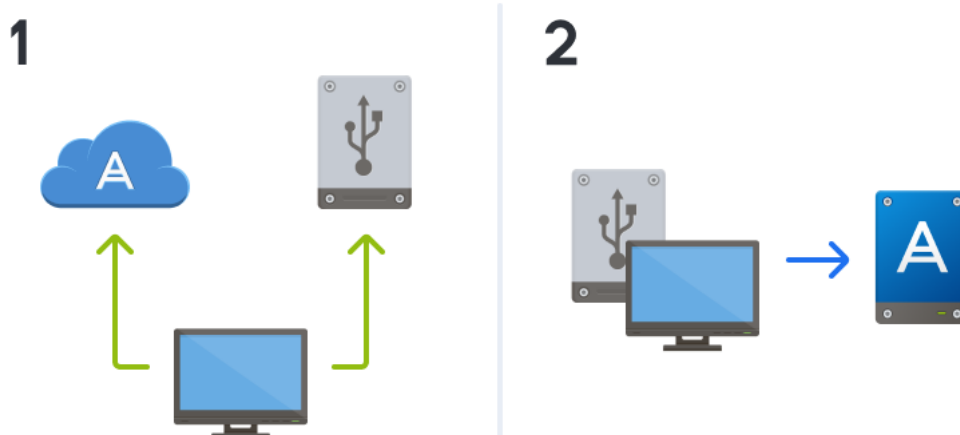
#### To change the user interface language:

1. Start Acronis True Image OEM.
2. In the **Settings** section, select a preferred language from the list.

### 2.2 Protecting your system

#### To protect your system:

1. Back up your computer (p. 13).
2. Create Acronis bootable media (p. 96, p. 14).



## 2.2.1 Step 1. Backing up your computer

### When should I back up my computer?

Create a new backup version after every significant event in your system.

Examples of these events include:

- You bought a new computer.
- You reinstalled Windows on your computer.
- You configured all system settings (for example, time, date, language) and installed all necessary programs on your new computer.
- Important system update.

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*To ensure you save a healthy state of a disk, it is a good idea to scan it for viruses before backing it up. Please use antivirus software for this purpose. Note this operation often takes a significant amount of time.*

---

### How do I create a backup of my computer?

You have two options to protect your system:

- **Entire PC backup (recommended)**

Acronis True Image backs up all your internal hard drives in disk mode. The backup contains the operating system, installed programs, system settings, and all your personal data including your photos, music, and documents. Refer to Backing up all data on your PC (p. 15) for details.

- **System disk backup**

You can choose to back up your system partition or the entire system drive. Refer to Backing up disks and partitions (p. 37) for details.

We do not recommend using nonstop backup as a primary way to protect your system, because the main purpose of this technology is protection of frequently changed files. For the safety of your system, use any other schedule. See examples in Examples of custom schemes (p. 46). Refer to Using Acronis Nonstop Backup (p. 30) for more details about the Nonstop Backup feature.

#### To back up your computer:

1. Start Acronis True Image OEM.
2. On the sidebar, click **Backup**.

If this is your first backup, you will see the backup configuration screen. If you already have some backups in the backup list, then click **Add backup**.

3. Click the **Backup source** icon, and then select **Entire PC**.

If you want to back up your system disk only, then click **Disks and partitions**, and then select your system partition (usually C:) and the System Reserved partition (if any).

4. Click the **Backup destination** icon, and then select a storage place for the backup (see recommendation below).
5. Click **Back up now**.

**Result:** A new backup box appears in the backup list. To create a new version of the backup in future, select the backup box from the list, and then click **Back up now**.

### Where do I store my disk backups?

- **Good:** Your ordinary internal hard disk.
- **Better:** Acronis Secure Zone. This is a special secure partition on your local hard drive for storing backups.

- **The best:** Acronis Cloud or an external hard disk.

Refer to Deciding where to store your backups (p. 27) for details.

### How many backup versions do I need?

In most cases, you need 2-3 backup versions of your entire PC contents or your system disk, with a maximum of 4-6 (see above for information about when to create backups). You can control the number of backup versions by using automatic cleanup rules. Refer to Custom schemes (p. 45) for details.

Remember, the first backup version (the full backup version) is the most important. It is the biggest one, because it contains all data stored on the disk. Further backup versions (the incremental and differential backup versions) may be organized in different schemes. These versions contain only data changes. That's why they are dependent on the full backup version and why the full backup version is so important.

By default, a disk backup is created by using the incremental scheme. This scheme is optimal, in most cases.

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*For advanced users: it is a good idea to create 2-3 full backup versions and store them on different storage devices. This method is much more reliable.*

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## 2.2.2 Step 2. Creating Acronis bootable media

### What is Acronis bootable media?

Acronis bootable media is a CD, DVD, USB flash drive, or other removable media from which you can run Acronis True Image when Windows cannot start. You can make a media bootable by using Acronis Media Builder.

### How do I create Acronis bootable media?

1. Insert a CD/DVD or plug in a USB drive (USB flash drive, or an HDD/SSD external drive).
2. Start Acronis True Image OEM.
3. On the sidebar, click **Tools**, and then click **Rescue Media Builder**.
4. On the first step, select **Simple**.
5. Select the device to use to create the bootable media.
6. Click **Proceed**.

### How do I use Acronis bootable media?

Use Acronis bootable media to recover your computer when Windows cannot start.

1. Connect the bootable media to your computer (insert the CD/DVD or plug in the USB drive).
2. Arrange the boot order in BIOS so that your Acronis bootable media is the first device to be booted.

Refer to Arranging boot order in BIOS (p. 78) for details.

3. Boot your computer from the bootable media and select **Acronis True Image OEM**.

**Result:** Once Acronis True Image is loaded, you can use it to recover your computer.

Refer to Acronis Media Builder (p. 96) for details.

## 2.3 Backing up all data on your PC

### What is an Entire PC backup?

An Entire PC backup is the easiest way to back up the full contents of your computer. We recommend that you choose this option when you are not sure which data that you need to protect. If you want to back up your system partition only, refer to [Backing up disks and partitions](#) (p. 37) for details.

When you select Entire PC as a backup type, Acronis True Image backs up all your internal hard drives in disk mode. The backup contains the operating system, installed programs, system settings, and all your personal data including your photos, music, and documents.

The recovery from an Entire PC backup is also simplified. You only need to choose the date to which you want to revert your data. Acronis True Image recovers all data from the backup to the original location. Note that you cannot select specific disks or partitions to recover and you cannot change the default destination. If you need to avoid these limitations, we recommend that you back up your data with an ordinary disk-level backup method. Refer to [Backing up disks and partitions](#) (p. 37) for details.

You can also recover specific files and folders from an Entire PC backup. Refer to [Backing up files and folders](#) (p. 39) for details.

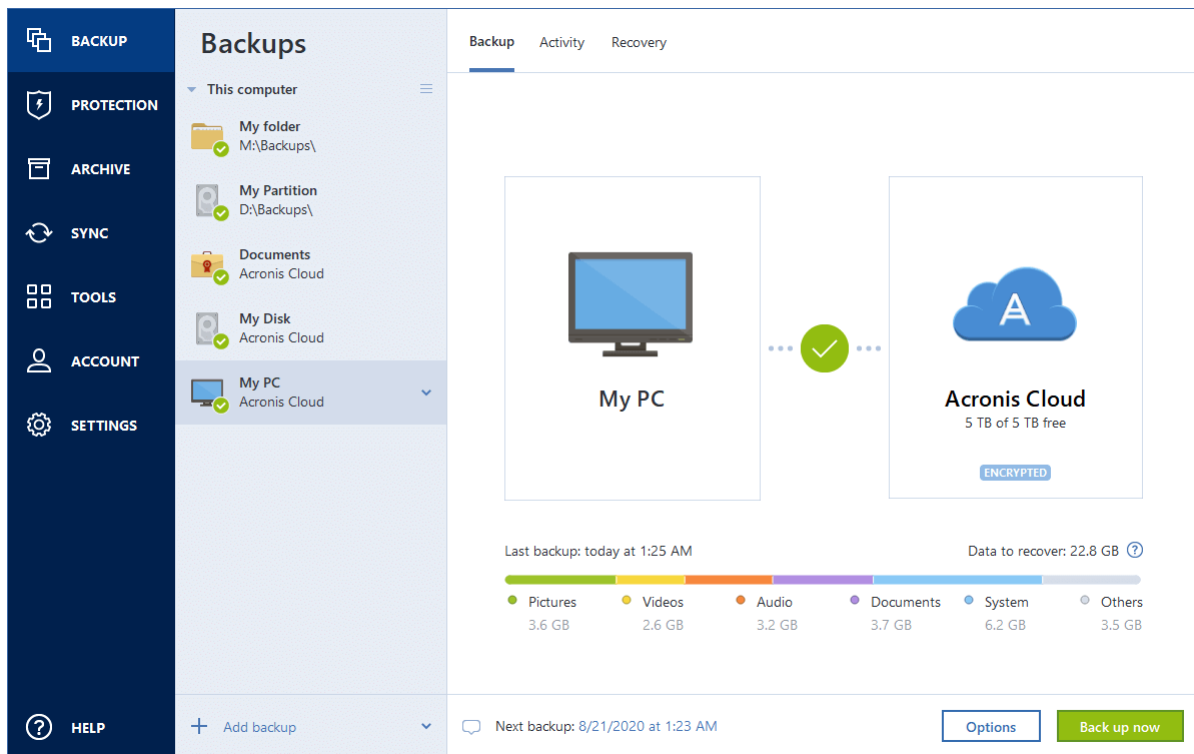
If an Entire PC backup contains dynamic disks, you recover your data in partition mode. This means that you can select partitions to recover and change recovery destination. Refer to [About recovery of dynamic/GPT disks and volumes](#) (p. 76) for details.

### How do I create an Entire PC backup?

#### To back up the entire contents of your computer:

1. Start Acronis True Image OEM.
2. On the sidebar, click **Backup**.
3. Click the plus sign at the bottom of the backup list.
4. Click the **Backup source** icon, and then select **Entire PC**.
5. Click the **Backup destination** icon, and then select a destination for the backup.

We recommend that you back up your computer to Acronis Cloud or to local or network storage. Refer to *Deciding where to store your backups* (p. 27) for details.



6. [optional step] Click **Options** to set the options for the backup, including Schedule (p. 41), Scheme (p. 43), and Password protection (p. 50). For more information see Backup options (p. 40).
7. Click **Back up now**.

---

*When you back up your data to Acronis Cloud, the first backup may take a considerable amount of time to complete. Further backup processes will likely be much faster, because only changes to files will be transferred over the Internet.*

---

Additionally, watch the English-language video instructions at <https://goo.gl/KjW5sM>.

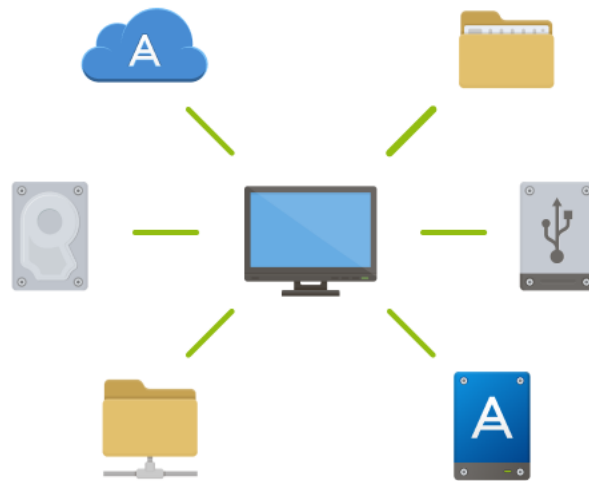
## 2.4 Backing up your files

To protect files such as documents, photos, music files, and video files, there is no need to back up the entire partition containing the files. You can back up specific files and folders and save them to the following storage types:

- **Local or network storage**  
This option is fast and easy. Use it to protect rarely changed files.
- **Acronis Cloud**  
This option is reliable. Use it to protect critical files and files that you want to share between devices or people.



To use Acronis Cloud, you must have an Acronis account and a subscription to the Acronis Cloud service.



**To back up files and folders:**

1. Start Acronis True Image OEM.
2. On the sidebar, click **Backup**.
3. Click the **Backup source** icon, and then select **Files and folders**.
4. In the opened window, select the check boxes next to the files and folders that you want to back up, and then click **OK**.
5. Click the **Backup destination** icon, and then select a destination for backup:
  - **Acronis Cloud**—Sign in to your Acronis account, and then click **OK**.
  - **Your external drive**—When an external drive is plugged into your computer, you can select it from the list.
  - **NAS**—Select an NAS from the list of found NAS devices. If you have only one NAS, Acronis True Image OEM will suggest using it as a backup destination by default.
  - **Browse**—Select a destination from the folder tree.
6. Click **Back up now**.

Refer to Backing up files and folders (p. 39) for details.

Additionally, watch the English-language video instructions at <https://goo.gl/i4J1AN>.

## 2.5 Cloning your hard drive

### Why do I need it?

When you see that the free space on your hard drive is not enough for your data, you might want to buy a new, larger hard drive and transfer all your data to the new drive. The usual copy operation does not make your new hard drive identical to the old one. For example, if you open File Explorer and copy all files and folders to the new hard drive, Windows will not start from the new hard drive. The Clone disk utility allows you to duplicate all your data and make Windows bootable on your new hard drive.



### Before you start

We recommend that you install the target (new) drive where you plan to use it and the source drive in another location, for example, in an external USB enclosure. This is especially important for laptops.

---

*Note: It is recommended that your old and new hard drives work in the same controller mode (for example, IDE or AHCI). Otherwise, your computer might not start from the new hard drive.*

---

### Using the Clone disk utility

#### To clone a disk:

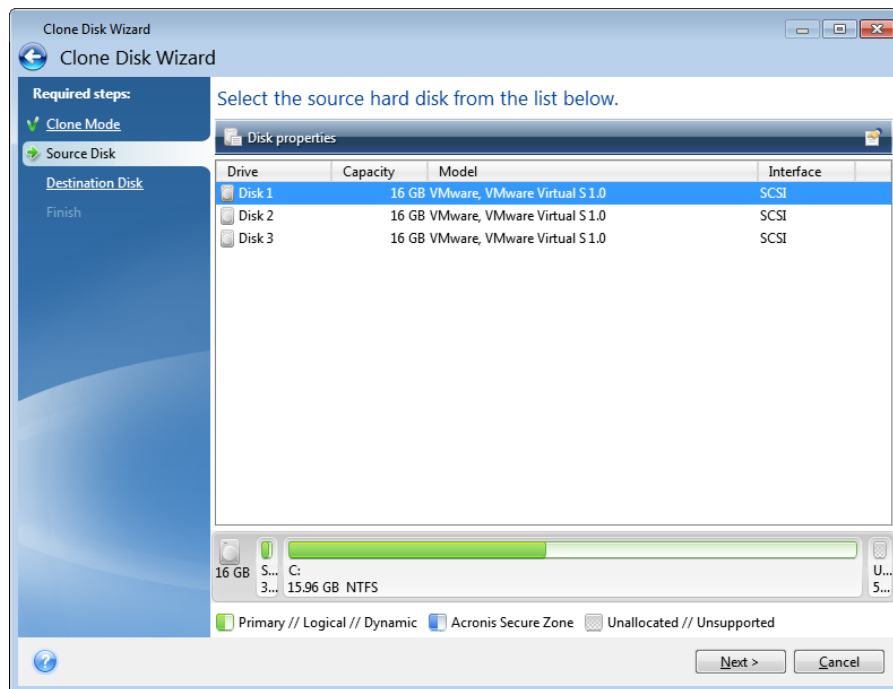
1. On the sidebar, click **Tools**, and then click **Clone disk**.
2. On the **Clone Mode** step, we recommend that you choose the **Automatic** transfer mode. In this case, the partitions will be proportionally resized to fit your new hard drive. The **Manual** mode provides more flexibility. Refer to Clone Disk wizard (p. 89) for more details about the manual mode.

---

*If the program finds two disks, one partitioned and another unpartitioned, it will automatically recognize the partitioned disk as the source disk and the unpartitioned disk as the destination disk. In this case, the next steps will be bypassed and you will be taken to the cloning Summary screen.*

---

3. On the **Source Disk** step, select the disk that you want to clone.



4. On the **Destination Disk** step, select the destination disk for the cloned data.

*If any disk is unpartitioned, the program will automatically recognize it as the destination and bypass this step.*

5. On the **Finish** step, ensure that the configured settings suit your needs, and then click **Proceed**.

By default, Acronis True Image OEM shuts down the computer after the clone process finishes. This enables you to change the position of master/subordinate jumpers and remove one of the hard drives.

Additionally, watch the English-language video instructions at <https://goo.gl/bjWRLL> (<https://goo.gl/bjWRLL>).

## 2.6 Recovering your computer

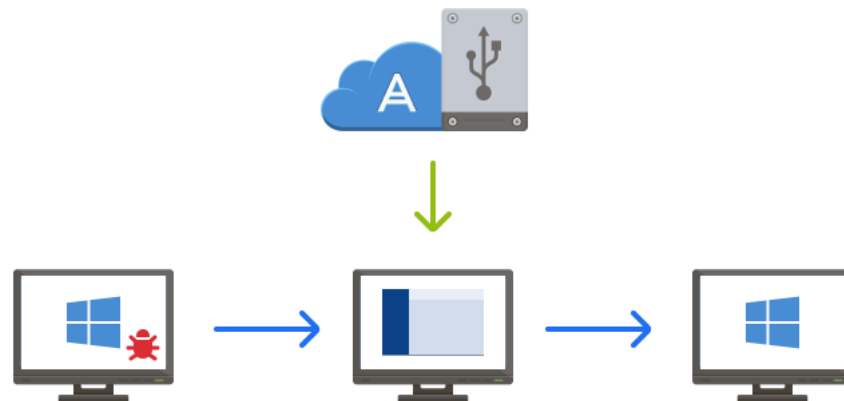
Please be aware that recovery of a system disk is an important operation. Before you start, we recommend that you read the detailed descriptions in the following Help topics:

- Trying to determine the crash cause (p. 66)
- Preparing for recovery (p. 66)
- Recovering your system to the same disk (p. 67)

Let's consider two different cases:

1. Windows works incorrectly, but you can start Acronis True Image OEM.
2. Windows cannot start (for example, you turn on your computer and see something unusual on your screen).

## Case 1. How to recover computer if Windows works incorrectly?



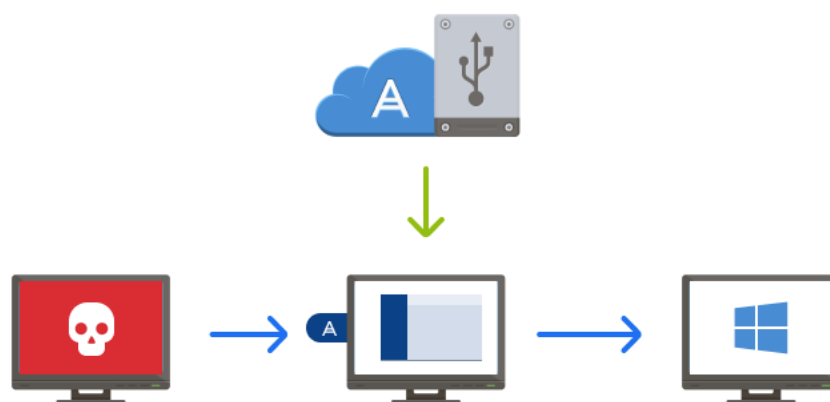
1. Start Acronis True Image OEM.
2. On the sidebar, click **Backup**.
3. From the backup list, select the backup that contains your system disk. The backup can be located on local, network storage, or Acronis Cloud.
4. On the right panel, click **Recovery**.
5. Depending on the backup type, click **Recover PC** or **Recover disks**.
6. In the opened window, select the backup version (the data state from a specific date and time).
7. Select the system partition and the System Reserved partition (if any) to be recovered.
8. Click **Recover now**.

---

*To complete the operation, Acronis True Image OEM must restart your system.*

---

## Case 2. How to recover computer if Windows cannot start?



1. Connect Acronis bootable media to your computer, and then run the special standalone version of Acronis True Image OEM (p. 132).  
Refer to Step 2 Creating Acronis bootable media (p. 14) and Arranging boot order in BIOS (p. 78) for details.

2. On the Welcome screen, select **My disks** below **Recover**.
3. Select the system disk backup to be used for recovery. Right-click the backup and choose **Recover**.

When the backup is not displayed, click **Browse** and manually specify the path to the backup. In the same window, you can connect to Acronis Cloud and select an online backup.
4. At the **Recovery method** step, select **Recover whole disks and partitions**.
5. Select the system partition (usually C) on the **What to recover** screen. Note that you may distinguish the system partition by the Pri, Act flags. Select the System Reserved partition (if any), as well.
6. You may leave all settings of the partitions without changes and click **Finish**.
7. Check the summary of operations, and then click **Proceed**.
8. When the operation finishes, exit the standalone version of Acronis True Image OEM (p. 132), remove the bootable media (if any), and boot from the recovered system partition. After making sure that you have recovered Windows to the state you need, restore the original boot order.

## 2.7 Recovering your files and folders

You can recover files and folders both from file-level and disk-level backups.

### To recover files and folders:

1. Start Acronis True Image OEM.
2. On the sidebar, click **Backup**.
3. From the backup list, select the backup which contains the files or folders that you want to recover.

The backup can be located on local, network storage, or Acronis Cloud. When you recover data from Acronis Cloud, you first need to sign in to your Acronis account.
4. On the right panel, click **Recovery**.
5. Select the backup version (the data state from a specific date and time).
6. Select the files and folders that you want to recover, and then click **Next**.
7. Select a destination on your computer for the recovered files/folders. You can recover data to its original location or choose a new one, if necessary. To choose a new location, click the **Browse** button.
8. To start the recovery process, click the **Recover now** button.

## 3 Basic concepts

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### 3.1 Basic concepts

This section provides general information about basic concepts which could be useful for understanding how the program works.

#### Backup and recovery

**Backup** refers to the making copies of data so that these additional copies may be used to **recover** the original after a data loss event.

Backups are useful primarily for two purposes:

- To recover an operating system when it is corrupted or cannot start (called disaster recovery). Refer to Protecting your system (p. 12) for more details about protecting your computer from a disaster.
- To recover specific files and folders after they have been accidentally deleted or corrupted.

Acronis True Image OEM does both by creating disk (or partition) images and file-level backups respectively.

#### Recovery methods:

- **Full recovery** can be performed to the original location or to a new one.  
When the original location is selected, the data in the location is completely overwritten with the data from the backup. In case of a new location, the data is just copied to the new location from the backup.
- **Incremental recovery** is performed only to the original location and only from a cloud backup. Before the recovery starts, the files in the original location are compared with the files in the backup by file attributes, such as file size and date of last modification. Those files that do not match are marked for recovery, the remaining files will be skipped during recovery. In that way, as opposed to the full recovery, Acronis True Image recovers only changed files. This method significantly reduces the recovery time and saves Internet traffic while recovering from Acronis Cloud.

#### Backup versions

Backup versions are the file or files created during each backup operation. The number of versions created is equal to the number of times the backup is executed. So, a version represents a point in time to which the system or data can be restored.

Backup versions represent full, incremental and differential backups - see Full, incremental and differential backups (p. 25).

The backup versions are similar to file versions. The file versions concept is familiar to those who use a Windows feature called "Previous versions of files". This feature allows you to restore a file as it existed on a particular date and time. A backup version allows you to recover your data in a similar way.

## **Disk cloning**

This operation copies the entire contents of one disk drive to another disk drive. This may be necessary, for example, when you want to clone your operating system, applications, and data to a new larger capacity disk. You can do it two ways:

- Use the Clone disk utility.
- Back up your old disk drive, and then recover it to the new one.

## **Backup file format**

Acronis True Image usually saves backup data in the proprietary tib format using compression. The data from .tib file backups can be recovered only through Acronis True Image, in Windows or in the recovery environment.

Acronis Nonstop Backup uses a special hidden storage for data and metadata. The backed up data is compressed and split into files of about 1 GB. These files also have a proprietary format and the data they contain can be recovered only with the help of Acronis True Image.

## **Backup validation**

The backup validation feature allows you to confirm that your data can be recovered. The program adds checksum values to the data blocks being backed up. During backup validation, Acronis True Image opens the backup file, recalculates the checksum values and compares those values with the stored ones. If all compared values match, the backup file is not corrupted.

## **Scheduling**

For your backups to be really helpful, they must be as "up-to-date" as possible. Schedule your backups to run automatically and on a regular basis.

## **Deleting backups**

When you want to delete backups and backup versions you no longer need, please do it by using the tools provided by Acronis True Image OEM. Refer to Deleting backups and backup versions (p. 62) for details.

Acronis True Image OEM stores information on the backups in a metadata information database. Therefore, deleting unneeded backup files in File Explorer will not delete information about these backups from the database. This will result in errors when the program tries to perform operations on the backups that no longer exist.

# **3.2 The difference between file backups and disk/partition images**

When you back up files and folders, only the files and folder tree are compressed and stored.

Disk/partition backups are different from file and folder backups. Acronis True Image OEM stores an exact snapshot of the disk or partition. This procedure is called "creating a disk image" or "creating a disk backup" and the resulting backup is often called "a disk/partition image" or "a disk/partition backup".

### **What does a disk/partition backup contain?**

A disk/partition backup contains all the data stored on the disk or partition:

1. Zero track of the hard disk with the master boot record (MBR) (applicable to MBR disk backups only).
2. One or more partitions, including:
  1. Boot code.
  2. File system meta data, including service files, file allocation table (FAT), and partition boot record.
  3. File system data, including operating system (system files, registry, drivers), user data and software applications.
3. System Reserved partition, if any.
4. EFI system partition, if any (applicable to GPT disk backups only).

### **What is excluded from disk backups?**

To reduce image size and speed up image creation, by default Acronis True Image OEM only stores the hard disk sectors that contain data.

Acronis True Image OEM excludes the following files from a disk backup:

- pagefile.sys
- hiberfil.sys (a file that keeps RAM contents when the computer goes into hibernation)

You can change this default method by turning on the sector-by-sector mode. In this case, Acronis True Image OEM copies all hard disk sectors, and not only those that contain data.

Additionally, when you back up your system partition or disk to Acronis Cloud, Acronis True Image excludes the following data:

- The Temp folders, usually located in:
  - C:\Windows\Temp\
  - C:\Users\<username>\AppData\Local\Temp
- The System Volume Information folder (usually located in C:\System Volume Information\)
- The Recycle Bin
- Web browser temporary data:
  - Temporary Internet files
  - Cookies
  - History
  - Cache
- .tib and .tibx files
- .tmp files
- .~ files



## 3.3 Full, incremental and differential backups

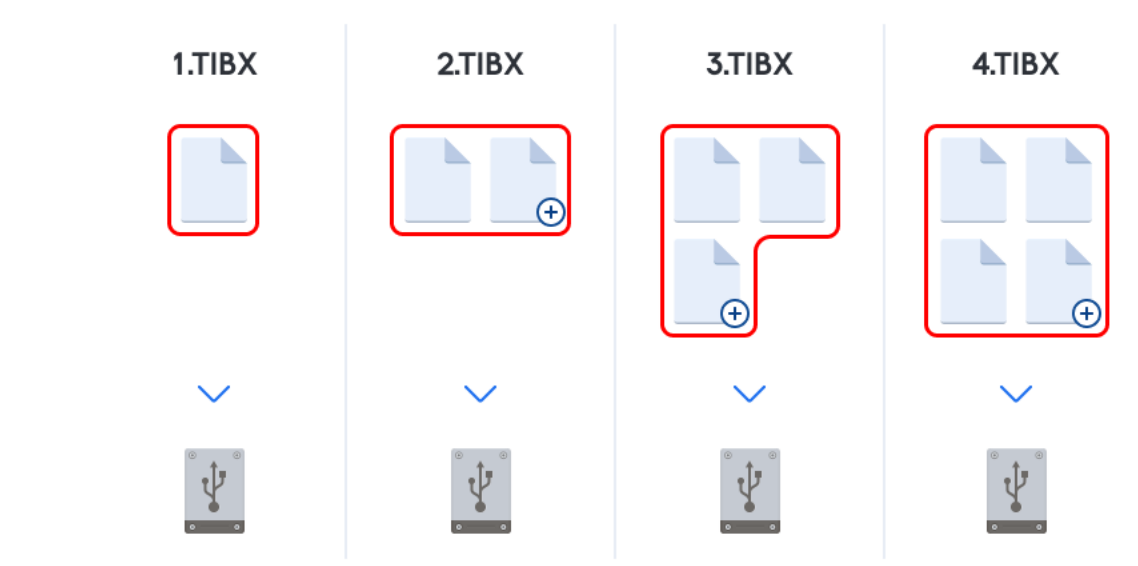
Acronis True Image OEM offers three backup methods: full, incremental, and differential.

### Full method

The result of a full method backup operation (also known as full backup version) contains all of the data at the moment of the backup creation.

**Example:** Every day, you write one page of your document and back it up using the full method. Acronis True Image saves the entire document every time you run backup.

1.tibx, 2.tibx, 3.tibx, 4.tibx—files of full backup versions.



### Additional information

A full backup version forms a base for further incremental or differential backups. It can also be used as a standalone backup. A standalone full backup might be an optimal solution if you often roll back the system to its initial state or if you do not like to manage multiple backup versions.

**Recovery:** In the example above, to recover the entire work from the 4.tibx file, you need to have only one backup version—4.tib.

### Incremental method

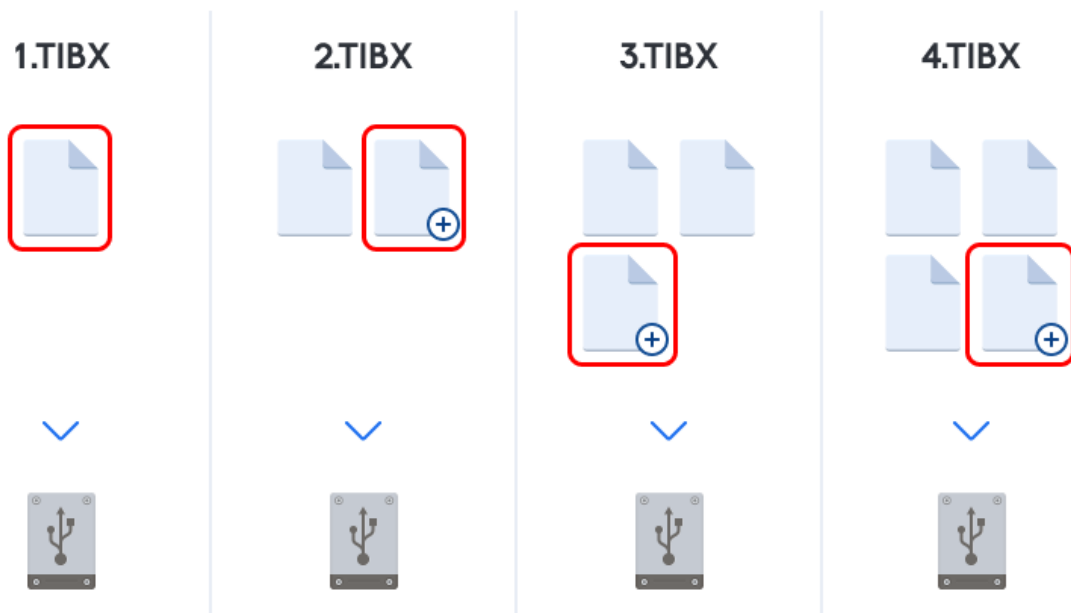
The result of an incremental method backup operation (also known as incremental backup version) contains only those files which have been changed since the LAST BACKUP.

**Example:** Every day, you write one page of your document and back it up using the incremental method. Acronis True Image saves the new page every time you run backup.

**Note:** The first backup version you create always uses full method.

- 1.tibx—file of full backup version.

- 2.tibx, 3.tibx, 4.tibx—files of incremental backup versions.



### Additional information

Incremental method is the most useful when you need frequent backup versions and the ability to roll back to a specific point in time. As a rule, incremental backup versions are considerably smaller than full or differential versions. On the other hand, incremental versions require more work for the program to provide recovery.

**Recovery:** In the example above, to recover the entire work from the 4.tibx file, you need to have all the backup versions—1.tibx, 2.tibx, 3.tibx, and 4.tibx. Therefore, if you lose an incremental backup version or it becomes corrupted, all later incremental versions are unusable.

### Differential method

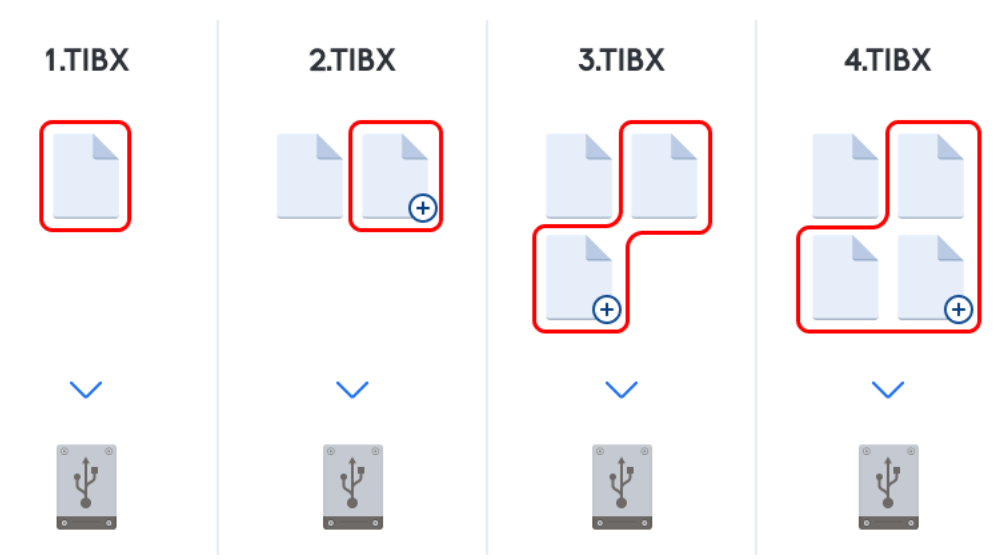
The result of a differential method backup operation (also known as differential backup version) contains only those files which have been changed since the LAST FULL BACKUP.

**Example:** Every day, you write one page of your document and back it up using the differential method. Acronis True Image saves the entire document except the first page stored in the full backup version.

**Note:** The first backup version you create always uses full method.

- 1.tibx—file of full backup version.

- 2.tibx, 3.tibx, 4.tibx—files of differential backup versions.



### Additional information

Differential method is an intermediate between the first two approaches. It takes less time and space than "Full", but more than "Incremental". To recover data from a differential backup version, Acronis True Image needs only the differential version and the last full version. Therefore, recovery from a differential version is simpler and more reliable than recovery from an incremental one.

**Recovery:** In the example above, to recover the entire work from the 4.tibx file, you need to have two backup versions—1.tibx and 4.tibx.

To choose a desired backup method, you usually need to configure a custom backup scheme. For more information see Custom schemes (p. 45).

---

*An incremental or differential backup created after a disk is defragmented might be considerably larger than usual. This is because the defragmentation program changes file locations on the disk and the backups reflect these changes. Therefore, it is recommended that you re-create a full backup after disk defragmentation.*

---

### Changed Block Tracker (CBT)

The CBT technology accelerates the backup process when creating local incremental or differential disk-level backup versions. Changes to the disk content are continuously tracked at the block level. When a backup starts, the changes can be immediately saved to the backup.

## 3.4 Deciding where to store your backups

Acronis True Image OEM supports quite a few of storage devices. For more information, refer to Supported storage media (p. 7).

The table below shows possible backup destinations for your data.

	HDD (internal or external)	SSD (internal or external)	USB flash drive	Acronis Cloud	File server, NAS or NDAS	Network share	SMB share	FTP server	DVD	Memory card
MBR partitions or entire disks (HDD, SSD)	+	+	+	+	+	+	+	+	+	+
GPT/dynamic volumes or disks	+	+	+	+	+	+	+	+	+	+
Files and folders	+	+	+	+	+	+	+	+	+	+

Though backing up to your local hard drive is the simplest option, we recommend that you store your backups off-site because it enhances the security of your data.

#### Recommended storage media:

##### 1. **Acronis Cloud**

##### 2. **External drive**

If you plan to use an external USB hard drive with your desktop PC, we recommend that you connect the drive to a rear connector by using a short cable.

##### 3. **Home file server, NAS, or NDAS**

Please check whether Acronis True Image OEM detects the selected backup storage, both in Windows and when booted from the bootable media.

To gain access to an NDAS-enabled storage device, in many cases you will need to specify the NDAS device ID (20 characters) and the write key (five characters). The write key allows you to use an NDAS-enabled device in write mode (for example, for saving your backups). Usually the device ID and write key are printed on a sticker attached to the bottom of the NDAS device or on the inside of its enclosure. If there is no sticker, you need to contact your NDAS device vendor to obtain that information.

##### 4. **Network share**

See also: Authentication settings (p. 29).

##### 5. **FTP server**

See also: FTP connection (p. 29).

##### 6. **Optical discs (CD, DVD, BD)**

Blank optical discs such as DVD-R, DVD+R are very cheap, so they will be the lowest cost solution for backing up your data, though the slowest one.

Due to the necessity of swapping discs, we strongly recommend to avoid backing up to DVDs if the number of discs is more than three. When there is no alternative to backing up to DVDs, we recommend to copy all DVDs to a folder on a hard disk, and then to recover from that folder.

## 3.4.1 Preparing a new disk for backup

A new internal or external hard drive may not be recognized by Acronis True Image OEM. If this is the case, use the operating system tools to change the disk status to **Online** and then to initialize the disk.

#### To change a disk status to Online:

1. Open **Disk Management**. To do this, go to **Control Panel** -> **System and Security** -> **Administrative Tool**, start **Computer Management**, and then click **Disk Management**.
2. Find the disk marked as **Offline**. Right-click the disk and then click **Online**.
3. The disk status will be changed to **Online**. After that, you will be able to initialize the disk.

**To initialize a disk:**

1. Open **Disk Management**. To do this, go to **Control Panel** -> **System and Security** -> **Administrative Tool**, start **Computer Management**, and then click **Disk Management**.
2. Find the disk marked as **Not Initialized**. Right-click the disk and then click **Initialize Disk**.
3. Select a partition table for the disk - MBR or GPT, and then click **OK**.
4. [optional step] To create a volume on the disk, right-click the disk, click **New Simple Volume**, and then follow the wizard's steps to configure the new volume. To create one more volume, repeat this operation.

## 3.4.2 FTP connection

Acronis True Image OEM allows you to store your backups on FTP servers.

To create a new FTP connection, when selecting a backup storage click **FTP connection**, and in the opened window provide:

- Path to the FTP server, for example: *my.server.com*
- Port
- User name
- Password

To check your settings, click the **Test connection** button. The computer will try to connect to the specified FTP server. If the test connection has been established, click the **Connect** button to add the FTP connection.

The created FTP connection will appear in the folder tree. Select the connection and browse for the backup storage that you want to use.

---

*Please, be aware that the mere opening of an FTP server's root folder does not bring you to your home directory.*

*For data to be recovered directly from an FTP server, the backup must consist of files no greater than 2GB each.*

*Because of this, Acronis True Image OEM splits a backup into files with a size of 2GB when backing up directly to an FTP server. If you back up to a hard disk with the aim of transferring the backup to an FTP later, you may split the backup into files of 2GB each by setting the desired file size in the backup options.*

*An FTP server must allow passive mode file transfers.*

*The firewall settings of the source computer should have Ports 20 and 21 opened for the TPC and UDP protocols to function. The **Routing and Remote Access** Windows service should be disabled.*

---

## 3.4.3 Authentication settings

If you are connecting to a networked computer, in most cases you will need to provide the necessary credentials for accessing the network share. For example, this is possible when you select a backup storage. The **Authentication Settings** window appears automatically when you select a networked computer name.

If necessary, specify the user name and password, and then click **Test connection**. When the test is successfully passed, click **Connect**.

## Troubleshooting

When you create a network share that you plan to use as a backup storage, please ensure that at least one of the following conditions is met:

- Windows account has a password on the computer where the shared folder is located.
- Password-protected sharing is turned off in Windows.  
You can find this setting at **Control Panel** —> **Network and Internet** —> **Network and Sharing Center** —> **Advanced sharing settings** —> Turn off password protected sharing.

Otherwise, you will not be able to connect to the shared folder.

## 3.5 Using Acronis Nonstop Backup

Acronis Nonstop Backup provides easy protection of your disks and files. It allows you to recover entire disks, individual files and their different versions.

The main purpose of Acronis Nonstop Backup is continuous protection of your data (files, folders, contacts, etc.), though you can use it to protect partitions as well. If you choose to protect an entire partition, you will be able to recover the partition as a whole using the image recovery procedure.

We do not recommend using nonstop backup as a primary way to protect your system. For the safety of your system, use any other schedule. Refer to Examples of custom schemes (p. 46) for examples and details.

### Nonstop Backup limitations

- You can create only one nonstop backup.
- Acronis Cloud cannot be used as a destination for a disk-level nonstop backup.
- Windows libraries (Documents, Music, etc.) can be protected with a disk-level nonstop backup only.
- You cannot protect data stored on external hard drives.
- Nonstop Backup and Try&Decide cannot work simultaneously.

### How it works

Once you start Acronis Nonstop Backup, the program will perform an initial full backup of the data selected for protection. Acronis Nonstop Backup will then continually monitor the protected files (including open ones). Once a modification is detected, the changed data is backed up. The shortest interval between the incremental backup operations is five minutes. This allows you to recover your system to an exact point in time.

Acronis Nonstop Backup checks file changes on the disk, not in the memory. If, for instance, you are working in Word and do not use the "Save" operation for a long time, your current changes in the Word document will not be backed up.

You may think that at these backup rates the storage will fill in no time. Do not worry as Acronis True Image OEM will back up only so called "deltas". This means that only differences between old and new versions will be backed up and not whole changed files. For example, if you use Microsoft Outlook or Windows Mail, your pst file may be very large. Furthermore, it changes with each received or sent E-mail message. Backing up the entire pst file after each change would be an

unacceptable waste of your storage space, so Acronis True Image OEM backs up only its changed parts in addition to the initially backed up file.

## **Retention rules**

### **Local backups**

Acronis Nonstop Backup keeps all backups for the last 24 hours. The older backups will be consolidated in such a way that Nonstop Backup will keep daily backups for the last 30 days and weekly backups until all Nonstop Backup data destination space is used.

The consolidation will be performed every day between midnight and 01:00 AM. The first consolidation will take place after the Nonstop Backup has been working for at least 24 hours. For example, you have turned on the Nonstop Backup at 10:00 AM on July 12. In this case the first consolidation will be performed between 00:00 and 01:00 AM on July 14. Then the program will consolidate the data every day at the same time. If your computer is turned off between 00:00 and 01:00 AM, the consolidation will start when you turn the computer on. If you turn off Nonstop Backup for some time, the consolidation will start after you turn it on again.

### **Cloud backups**

Acronis True Image OEM keeps only the following backup versions:

- All versions for the last hour
- The first versions of every hour for the last 24 hours
- The first version of every day for the last week
- The first version of every week for the last month
- The first version of every month

All other versions are automatically deleted. The retention rules are pre-set and cannot be changed.

## **3.5.1 Acronis Nonstop Backup data storage**

Acronis Nonstop Backup data storage can be created on local hard disk drives (both internal and external) or Acronis Cloud.

In many cases an external hard disk will be the best choice for Nonstop Backup data storage. You can use an external disk with any of the following interfaces: USB (including USB 3.0), eSATA, FireWire, and SCSI.

You can also use an NAS as the storage, but with one limitation - it must be accessible with the SMB protocol. It does not matter whether an NAS share you want to use for the storage is mapped as a local disk or not. If the share requires login, you will need to provide the correct user name and password. For more information see Authentication settings (p. 29). Acronis True Image OEM remembers the credentials and the subsequent connections to the share do not require login.

When an external hard disk or NAS is unavailable, the Nonstop Backup destination can be an internal disk, including a dynamic one. Please note that you cannot use a partition to be protected as a Nonstop Backup storage. If your computer has a single hard disk drive with a single partition, but you want to use Acronis Nonstop Backup anyway, you can create Acronis Secure Zone and use it as the Nonstop Backup data storage.

Before creating Acronis Nonstop Backup data storage, Acronis True Image OEM checks whether the selected destination has enough free space. It multiplies the volume of data to be protected by 1.2 and compares the calculated value with the available space. If the free space on the destination

satisfies this minimum storage size criterion, the destination can be used for storing Nonstop Backup data.

## 3.5.2 Nonstop Backup - Frequently asked questions

**Why does Acronis Nonstop Backup pause on its own?** - This is the designed behavior of Acronis Nonstop Backup. When the system load rises to a critical level, Acronis Nonstop Backup receives the overload alarm from Windows and pauses itself. This is done to aid Windows relieve the load caused by other applications. The overload can be caused by running resource-intensive applications (for example, performing a deep system scan with your antivirus software).

In such a case Nonstop Backup automatically pauses and you cannot restart it. After pausing, Acronis Nonstop Backup gives the system one hour to relieve the load and then attempts to restart.

The automatic restart count for Acronis Nonstop Backup is 6. This means that after the first automatic restart Acronis Nonstop Backup will attempt to restart five more times with intervals of exactly one hour between attempts.

After the sixth unsuccessful attempt, Acronis Nonstop Backup will wait for the next calendar day. On the next day the automatic restart count will automatically reset. When not interfered with, Acronis Nonstop Backup performs six restart attempts per day.

The restart attempt count can be reset by doing any of the following:

- Restarting Acronis Nonstop Backup service;
- Rebooting the computer.

Restarting Acronis Nonstop Backup service will only reset the restart count to 0. If the system is still overloaded, Acronis Nonstop Backup will pause again. An Acronis Support Knowledge Base article at <https://kb.acronis.com/content/14708> describes the procedure for restarting the Acronis Nonstop Backup service.

Rebooting the computer will reset the load and the restart count. If the system overloads again, Acronis Nonstop Backup will pause.

**Why does Acronis Nonstop Backup sometimes cause a high CPU load?** - This is the expected behavior of Acronis Nonstop Backup. This may happen on restart of a paused Acronis Nonstop Backup if a considerable amount of protected data has been modified during the pause.

For example, if you manually pause the Acronis Nonstop Backup that you use for protecting your system partition and then install a new application. When you restart Acronis Nonstop Backup, it loads the CPU for some time. However, the process (afcdpsrv.exe) then goes back to normal.

This happens because Acronis Nonstop Backup needs to check the backed up data against the data that have been modified during the pause to ensure protection continuity. If there was a considerable amount of data modified, the process may load CPU for some time. After the check is done and all the modified data is backed up, Acronis Nonstop Backup goes back to normal.

**Can I have Acronis Nonstop Backup storage on an FAT32 partition of a local hard disk?** - Yes, FAT32 and NTFS partitions can be used as the storage.

**Can I set up Acronis Nonstop Backup storage on a network share or NAS?** - Yes, Acronis Nonstop Backup supports network shares, mapped drives, NAS and other network attached devices with one limitation - they must use the SMB protocol.



## 3.6 Backup file naming

Depending on the version by which a backup was created, its name will differ.

### **Naming convention for backup files created by Acronis True Image 2020 or higher**

A backup file name has only the backup name and an incremental counter. It does not contain any additional information such as backup method, backup chain number, backup version number, or volume number.

A backup name may look like:

1. **my\_documents.tibx**
2. **my\_documents\_0001.tibx**
3. **my\_documents\_0002.tibx**
4. **my\_documents\_0003.tibx**

Full and differential backups are stored in separate files and incremental backups are automatically merged into full backups.

The following backups continue to use the TIB format and naming convention:

- File-level backups for all destinations except for Acronis Cloud. File-level backups to Acronis Cloud are in .tibx format.
- Nonstop backups
- Notarized backups
- Backups which use CD/DVD/Blu-ray, FTP, or Acronis Secure Zone as their destination

### **Naming convention for backup files created before Acronis True Image 2020**

A backup file name has the following attributes:

- Backup name
- Backup method (full, inc, diff: full, incremental, differential)
- Number of backup chain (p. 131) (in the form of b#)
- Number of backup (p. 131)version (p. 131)(in the form of s#)
- Number of volume (in the form of v#)

For example this attribute changes when you split a backup into several files. Refer to Backup splitting (p. 51) for details.

Thus a backup name may look the following way:

1. **my\_documents\_full\_b1\_s1\_v1.tib**
2. **my\_documents\_full\_b2\_s1\_v1.tib**
3. **my\_documents\_inc\_b2\_s2\_v1.tib**
4. **my\_documents\_inc\_b2\_s3\_v1.tib**

If you are creating a new backup, and there is already a file with the same name, the program does not delete the old file, but adds to the new file the "-number" suffix, for example, **my\_documents\_inc\_b2\_s2\_v1-2.tib**.

## 3.7 Integration with Windows

During installation Acronis True Image OEM provides closer integration with Windows. Such merging allows you to get the most out of your computer.

Acronis True Image OEM integrates the following components:

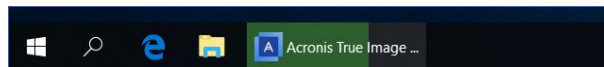
- Acronis items on the Windows **Start** menu
- Acronis True Image OEM button on the taskbar
- Shortcut menu commands

### Windows Start menu

The **Start** menu displays Acronis commands, tools and utilities. They give you access to True Image functionality, without having to start the application.

### Acronis True Image OEM button on the taskbar

The Acronis True Image OEM button on the Windows taskbar shows the progress and result of Acronis True Image OEM operations.



### Tray Notification Center

When Acronis True Image OEM is open, you can see the status of any operation in it. However, since some operations can take quite a while, such as a backup, there is no need to keep Acronis True Image OEM to learn its result.

The Tray Notification Center contains latest notifications in one place, lets you see important operation statuses without opening Acronis True Image OEM at the moment when you need them. The following notifications are shown in Acronis Tray Notification Center: personal offers, information on the results of backup operations, and other important notifications from True Image. The Tray Notification Center is minimized and hidden under Acronis True Image OEM in the tray.

### Shortcut menu commands

To access shortcut menu commands, open File Explorer, right-click selected items, point to **True Image**, and then select a command.

- To create a new file-level backup, select **New file backup**.
- To create a new disk-level backup, select **New disk backup**.
- To mount a disk-level backup (.tib file), select **Mount**.
- To validate a backup (.tib file), select **Validate**.

### File-level recovery in File Explorer

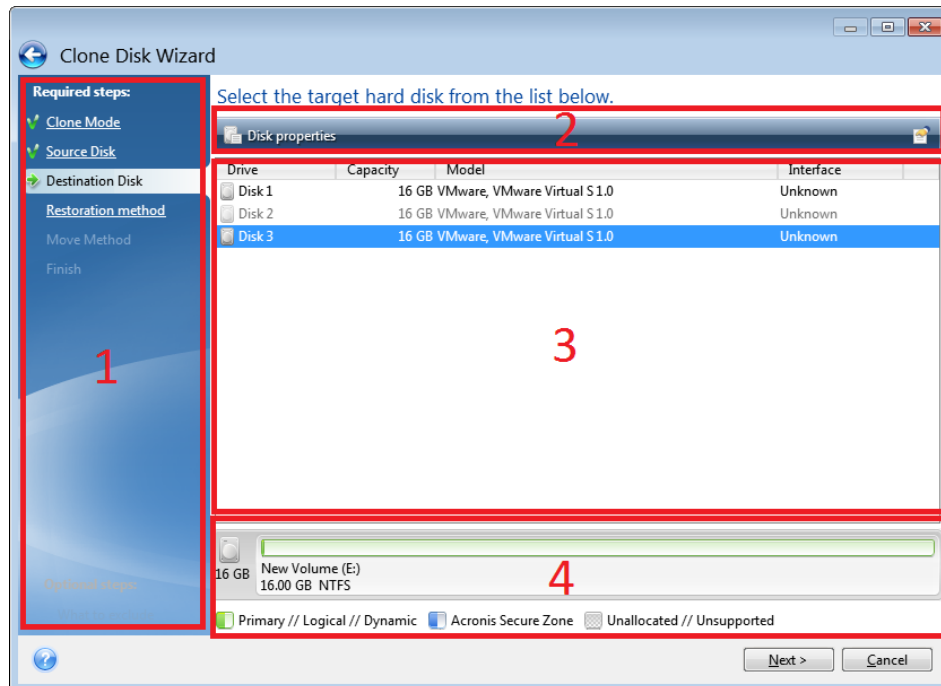
**To recover files and folders:**

1. In File Explorer, double-click the backup file (.tib file) that contains the data to recover.
2. Copy or drag the files and folders to any location on your computer, as if they were stored on an ordinary disk.

## 3.8 Wizards

When you use the available Acronis True Image tools and utilities, the program will in many cases employ wizards to guide you through the operations.

For example, see the screen shot below.



A wizard window usually consists of the following areas:

1. This is the list of steps to complete the operation. A green checkmark appears next to a complete step. The green arrow indicates the current step. When complete all the steps, the program displays the Summary screen in the **Finish** step. Check the summary and click **Proceed** to start the operation.
2. This toolbar contains buttons to manage objects you select in area 3.  
For example:
  - **Details** - displays the window that provides detailed information about the selected backup.
  - **Properties** - displays the selected item properties window.
  - **Create new partition** - displays the window where you can configure a new partition settings.
  - **Columns** - allows you to choose which table columns to display and in which order.
3. This is the main area where you select items and change settings.
4. This area displays additional information about the item you select in area 3.

## 3.9 FAQ about backup, recovery and cloning

- **I have a 150GB system partition, but the occupied space on that partition is only 80GB. What will Acronis True Image OEM include in a backup?** - By default, Acronis True Image OEM copies only the hard disk sectors that contain data, so it will include only 80GB in a backup. You can also choose the sector-by-sector mode. Note than such a backup mode is required only in special

cases. For more information, see Image creation mode (p. 49). While creating a sector-by-sector backup, the program copies both used and unused hard disk sectors and the backup file will usually be significantly larger.

- **Will my system disk backup include drivers, documents, pictures, etc.?** - Yes, such a backup will contain the drivers, as well as the contents of the My documents folder and its subfolders, if you kept the default location of the My documents folder. If you have just a single hard disk in your PC, such a backup will contain all of the operating system, applications and data.
- **I have an old hard disk drive which is almost full in my notebook. I purchased a new bigger HDD. How can I transfer Windows, programs and data to the new disk?** - You can either clone the old hard disk on the new one or back up the old hard disk and then recover the backup to a new one. The optimum method usually depends on your old hard disk partitions layout.
- **I want to migrate my old system hard disk to an SSD. Can this be done with Acronis True Image OEM?** - Yes, Acronis True Image OEM provides such a function. For procedure details, see Migrating your system from an HDD to an SSD (p. 93)
- **What is the best way to migrate the system to a new disk: cloning or backup and recovery?** - The backup and recovery method provides more flexibility. In any case, we strongly recommend to make a backup of your old hard disk even if you decide to use cloning. It could be your data saver if something goes wrong with your original hard disk during cloning. For example, there were cases when users chose the wrong disk as the target and thus wiped their system disk. In addition, you can make more than one backup to create redundancy and increase security.
- **What should I back up: a partition or the whole disk?** - In most cases, it is better to back up the whole disk. However, there may be some cases when a partition backup is advisable. For example, your notebook has a single hard disk with two partitions: system (disk letter C) and the data (disk letter D). The system partition stores your working documents in the My documents folder with subfolders. The data partition stores your videos, pictures, and music files. Such files are already compressed and backing them up using Acronis True Image OEM would not give you significant reduction of the backup file size. However, we recommend creating at least one whole disk backup if your backup storage has enough space.
- **Could you tell me how to clone: in Windows or after booting from the Acronis bootable media?** Even when you start cloning in Windows, the computer will reboot into the Linux environment the same as when booting from the Acronis bootable media. Because of this, it is better to clone under Acronis bootable media. For example, there may be a case when your hard disk drives are detected in Windows and not detected in Linux. If this is the case, the cloning operation will fail after reboot. When booting from the bootable media, you can make sure that Acronis True Image OEM detects both the source and target disks before starting the cloning operation.
- **Can I clone or back up and recover a dual boot machine?** Yes, this is possible when both operating systems are Windows. If your systems are installed in separate partitions of the same physical hard disk drive, cloning or recovery usually proceeds without any problems. If the systems are on different physical hard disk drives, there may be some problems with bootability after recovery.
- **Does Acronis True Image OEM support RAID?** - Acronis True Image OEM supports hardware RAID arrays of all popular types. Support of software RAID configurations on dynamic disks is also provided. Acronis bootable media supports most of the popular hardware RAID controllers. If the standard Acronis bootable media does not "see" the RAID as a single volume, the media does not have the appropriate drivers. In this case you can try to create WinPE-based media. This media may provide the necessary drivers.

## 4 Backing up data

---

**Note:** Certain features and functionalities may be unavailable in the True Image edition that you use.

---

Acronis True Image OEM includes a wealth of sophisticated backup capabilities that would please even an IT professional. They allow you to back up your disks (partitions) and files. You can choose a backup feature that suits you most or use them all. The sections below describe the backup features in more detail.

### In this section

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Backup options.....	40
Operations with backups .....	58

### 4.1 Backing up disks and partitions

As opposed to file backups, disk and partition backups contain all the data stored on the disk or partition. This backup type is usually used to create an exact copy of a system partition of the whole system disk. Such backup allows you to recover your computer when Windows works incorrectly or cannot start.

#### To back up partitions or disks:

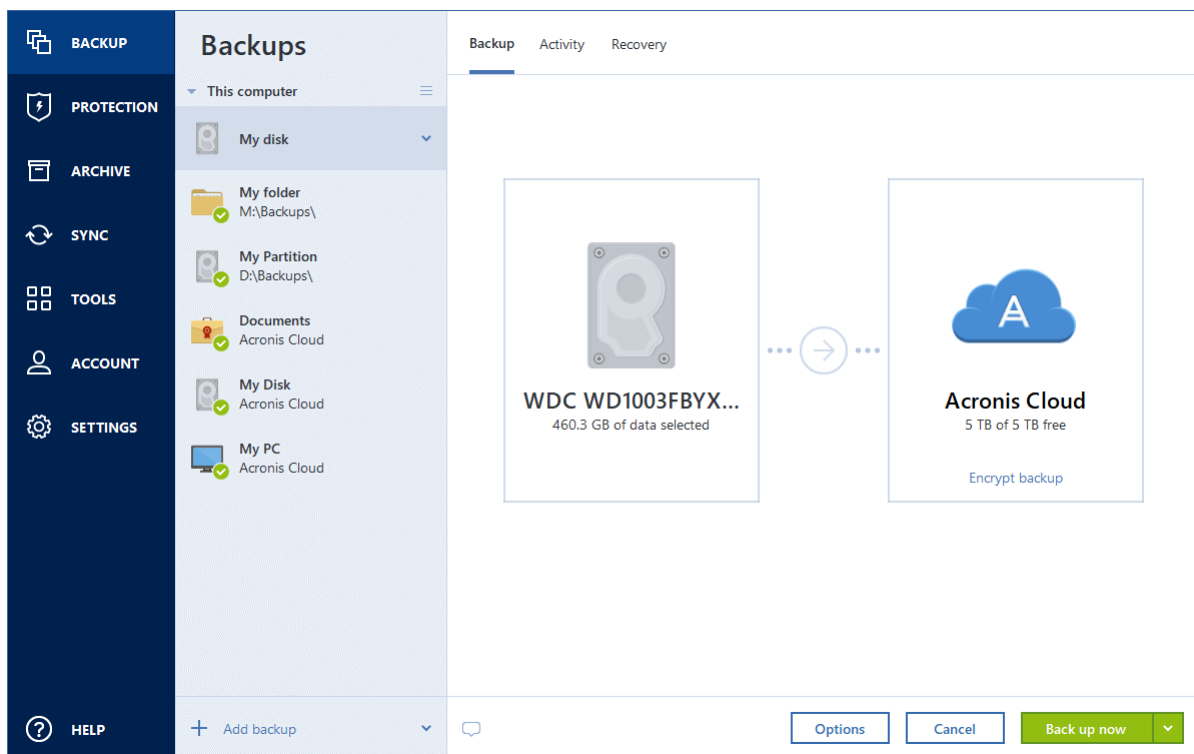
1. Start Acronis True Image OEM.
2. On the sidebar, click **Backup**.
3. Click **Add backup**.
4. [Optional] To rename the backup, click the arrow next to the backup name, click **Rename**, and then enter a new name.
5. Click the **Backup source** area, and then select **Disks and partitions**.
6. In the opened window, select the check boxes next to the partitions and disks that you want to back up, and then click **OK**.

To view hidden partitions, click **Full partition list**.

---

To back up dynamic disks you can use only the partition mode.

---



7. Click the **Backup destination** area, and then select a destination for backup:

- **Acronis Cloud**—Sign in to your Acronis account, and then click **OK**.  
If you do not have an Acronis account, click **Create account**, type your email address, password, and then click the **Create account** button.
- **Your external drive**—When an external drive is plugged into your computer, you can select it from the list.
- **NAS**—Select an NAS from the list of found NAS devices. If you have only one NAS, Acronis True Image OEM will suggest using it as a backup destination by default.
- **Browse**—Select a destination from the folder tree.

---

*If possible, avoid storing your system partition backups on dynamic disks, because the system partition is recovered in the Linux environment. Linux and Windows work with dynamic disks differently. This may result in problems during recovery.*

---

8. [optional step] Click **Options** to set the options for the backup, including Schedule (p. 41), Scheme (p. 43), and Password protection (p. 50). For more information see Backup options (p. 40).
9. [optional step] Click the **Add a comment** icon, and then type a comment to the backup version. Backup comments will help you to find the necessary version later, when recovering your data.
10. Perform one of the following:
- To run the backup immediately, click **Back up now**.
  - To run the backup later or on a schedule, click the arrow to the right of the **Back up now** button, and then click **Later**.

---

*When you back up your data to Acronis Cloud, the first backup may take a considerable amount of time to complete. Further backup processes will likely be much faster, because only changes to files will be transferred over the Internet.*

---

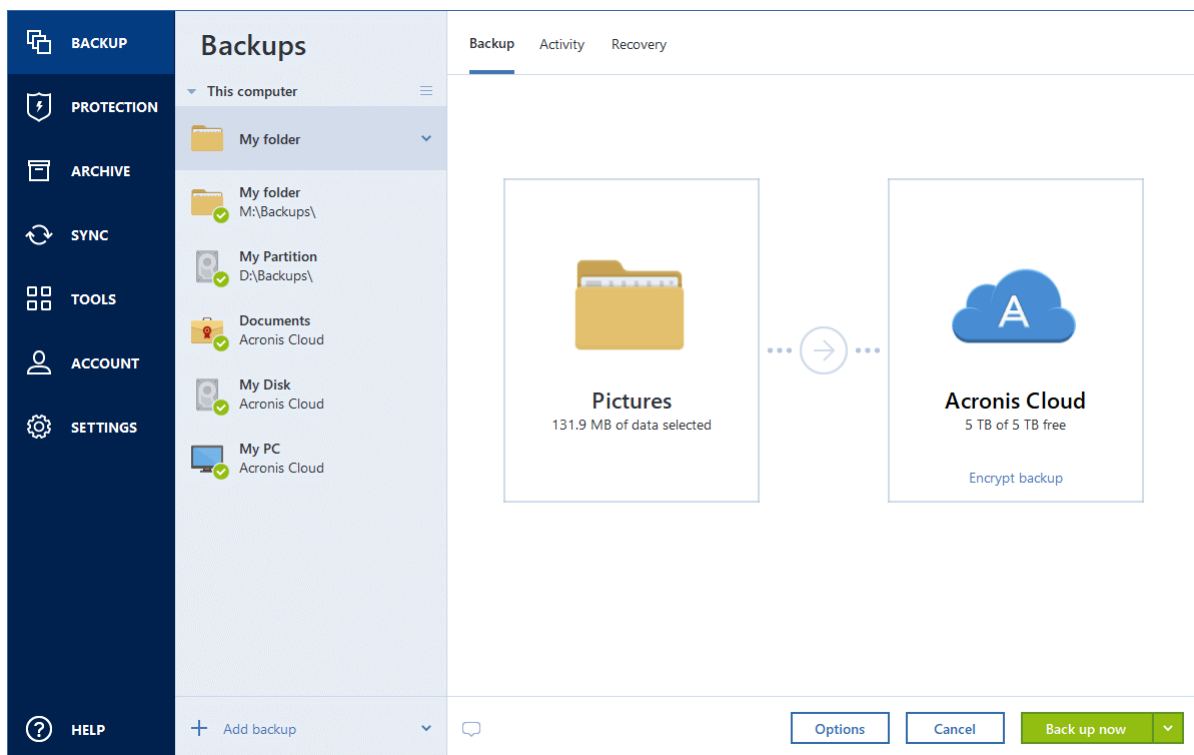
Once an online backup is started, you are free to close Acronis True Image OEM. The backup process will continue in background mode. If you suspend the backup, turn off your computer, or disconnect it from the Internet, the backup will resume when you click **Back up now** or when the Internet connection is restored. A backup interruption does not cause your data to be uploaded twice.

## 4.2 Backing up files and folders

To protect files such as documents, photos, music files, video files, there is no need to back up the entire partition containing the files. You can back up specific files and folders.

### To back up files and folders:

1. Start Acronis True Image OEM.
2. On the sidebar, click **Backup**.
3. Click **Add backup**.
4. [Optional] To rename the backup, click the arrow next to the backup name, click **Rename**, and then enter a new name.
5. Click the **Backup source** area, and then select **Files and folders**.
6. In the opened window, select the check boxes next to the files and folders that you want to back up, and then click **OK**.



7. Click the **Backup destination** area, and then select a destination for backup:
  - **Acronis Cloud**—Sign in to your Acronis account, and then click **OK**.  
If you do not have an Acronis account, click **Create account**, type your email address, password, and then click the **Create account** button.
  - **Your external drive**—When an external drive is plugged into your computer, you can select it from the list.
  - **NAS**—Select an NAS from the list of found NAS devices. If you have only one NAS, Acronis True Image OEM will suggest using it as a backup destination by default.

- **Browse**—Select a destination from the folder tree.
8. [optional step] Click **Options** to set the options for the backup, including Schedule (p. 41), Scheme (p. 43), and Password protection (p. 50). For more information see Backup options (p. 40).
  9. [optional step] Click the **Add a comment** icon, and then type a comment to the backup version. Backup comments will help you to find the necessary version later, when recovering your data.
  10. Perform one of the following:
    - To run the backup immediately, click **Back up now**.
    - To run the backup later or on a schedule, click the down arrow to the right of the **Back up now** button, and then click **Later**.

---

*When you back up your data to Acronis Cloud, the first backup may take a considerable amount of time to complete. Further backup processes will likely be much faster, because only changes to files will be transferred over the Internet.*

---

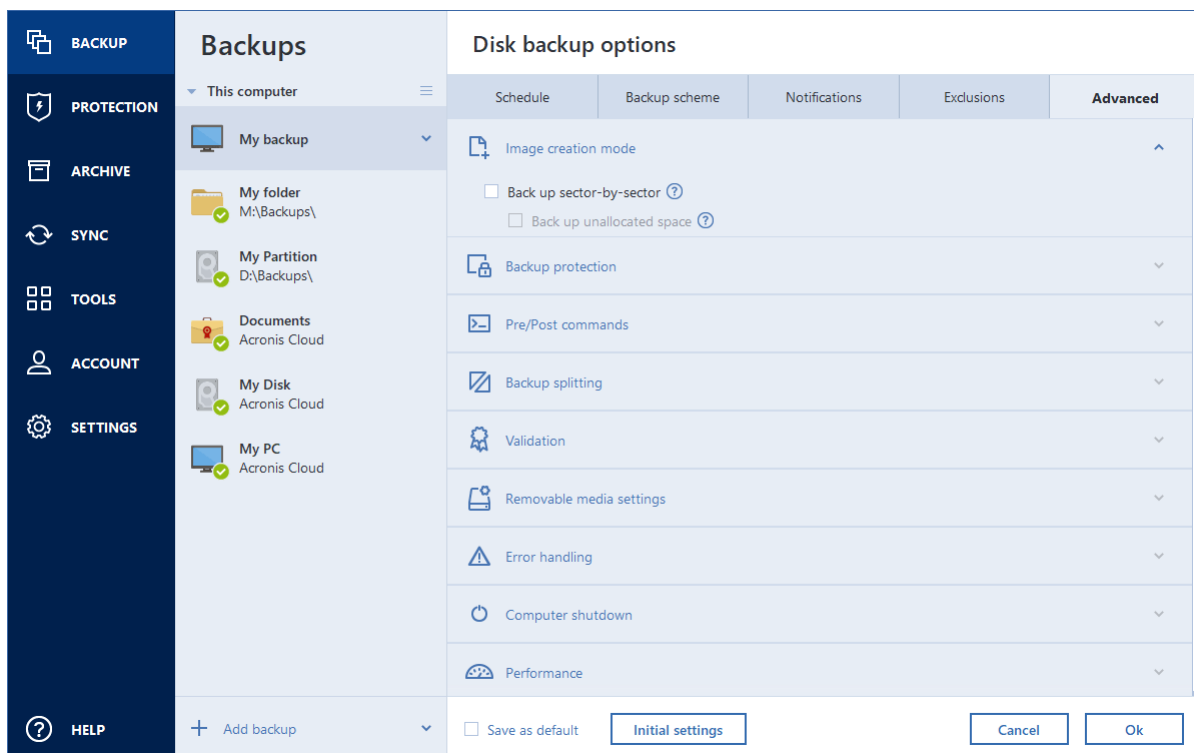
Additionally, watch the English-language video instructions at <https://goo.gl/i4J1AN>.

## 4.3 Backup options

When you create a backup, you can change additional options and fine-tune the backup process. To open the options window, select a source and destination for a backup, and then click **Options**.

Note that options of each backup type (disk-level backup, file-level backup, online backup, nonstop backup) are fully independent and you should configure them separately.

After you have installed the application, all options are set to the initial values. You can change them for your current backup operation only or for all backups that will be created in future. Select the **Save as default** check box to apply the modified settings to all further backup operations by default.





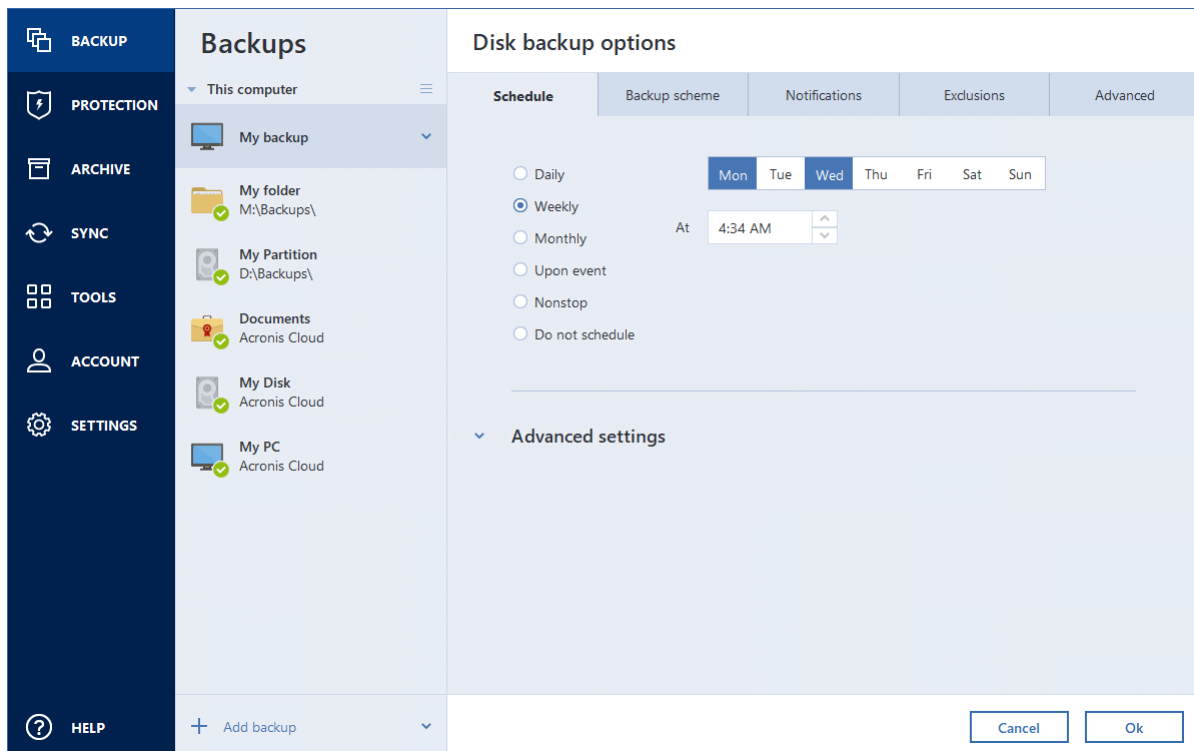
If you want to reset all the modified options to the values that were set after the product installation initially, click the **Reset to initial settings** button. Note that this will reset the settings for the current backup only. To reset the settings for all further backups, click **Reset to initial settings**, select the **Save the settings as default** check box, and then click **OK**.

Additionally, watch the English-language video instructions at <https://goo.gl/bKZyaG>.

## 4.3.1 Scheduling

Location: **Options > Schedule**

The **Schedule** tab allows you to specify the backup and validation schedule settings.



You can choose and set up one of the following backup or validation frequencies:

- **Nonstop** (p. 30)—The backup will run every five minutes.
- **Daily** (p. 42)—The operation will be executed once a day or more frequently.
- **Weekly** (p. 42)—The operation will be executed once a week or several times a week on the selected days.
- **Monthly** (p. 42)—The operation will be executed once a month or several times a month on the selected dates.
- **Upon event** (p. 43)—The operation will be executed upon an event.
- **Do not schedule**—The scheduler will be turned off for the current operation. In this case the backup or validation will run only when you click **Back up now** or **Validate** respectively in the main window.

### Advanced settings

Clicking **Advanced settings** allows you to specify the following additional settings for backup and validation:

- To postpone a scheduled operation until the next time the computer is not in use (a screen saver is displayed or computer is locked), select the **Run the backup only when the computer is idle** check box. If you schedule validation, the check box will change to **Run the validation only when the computer is idle**.
- If you want to wake up the sleeping/hibernating computer to perform the scheduled operation, select the **Wake up the sleeping/hibernating computer** check box.
- When a backup takes a long time, it may be interrupted if the computer goes into sleep or hibernation mode. To eliminate this situation, select the **Prevent the computer from going to sleep/hibernate** check box.
- If the computer is switched off when the scheduled time comes, the operation won't be performed. You can force the missed operation to run at the next system startup. To do so, select the **Run missed operations at the system startup with delay (in minutes)** check box. Additionally, you can set a time delay to start backup after the system startup. For example, to start backup 20 minutes after system startup, type 20 in the appropriate box.
- If you schedule a backup to a USB flash drive or validation of a backup that is located on a USB flash drive, one more check box appears: **When an external device is connected**. Selecting the check box will let you perform a missed operation when the USB flash drive is attached if it was disconnected at the scheduled time.

#### 4.3.1.1 Daily execution parameters

You can set up the following parameters for daily operation execution:

- **Start time or periodicity**
  - The operation starts once or twice a day at the specified time. Enter hours and minutes manually, or set the desired start time using the up and down buttons.
  - If you select **Every**, choose daily operation periodicity from the dropdown list (for example, every 2 hours).

Description of the **Advanced settings** see in Scheduling (p. 41).

#### 4.3.1.2 Weekly execution parameters

You can set up the following parameters for weekly operation execution:

- **Week days**  
Select the days on which to execute the operation by clicking on their names.
- **Start time**  
Set the operation's start time. Enter hours and minutes manually, or set the desired start time using the up and down buttons.

Description of the **Advanced settings** see in Scheduling (p. 41).

#### 4.3.1.3 Monthly execution parameters

You can set up the following parameters for monthly operation execution:

- **Periodicity or dates**
  - If you select **Every**, choose a numeral and the day of the week from the dropdown lists (example: First Monday - the operation will be performed on the first Monday of every month)

- If you select **On**, choose the date(s) for operation execution (example: you may want the operation to be run on the 10th, 20th, and last day of the month)
- **Start time**  
Set the operation's start time. Enter hours and minutes manually, or set the desired start time using the up and down buttons.

Description of the **Advanced settings** see in Scheduling (p. 41).

#### 4.3.1.4 Upon event execution parameters

You can set up the following parameters for the Upon event operation execution:

- **Event**
  - **When an external device is connected** – the operation will be executed each time the same external device (USB flash drive or an external HDD) you previously used as a backup destination is plugged into your computer. Note that Windows should recognize this device as external.
  - **User login** – the operation will be executed each time the current user logs on to the OS.
  - **User logoff** – the operation will be executed each time the current user logs off the OS.
  - **System startup with delay (in minutes)** – the operation will be executed at every OS startup with the delay time you specified.
  - **System shutdown or restart** – the operation will be executed at every computer shutdown or reboot.
- **Additional condition**
  - If you want to run an operation only at the first occurrence of the event on the current day, select the **Once a day only** check box.

Description of the **Advanced settings** see in Scheduling (p. 41).

### 4.3.2 Backup schemes

Location: **Options > Backup scheme**

Backup schemes along with the scheduler help you set up your backup strategy. The schemes allow you to optimize backup storage space usage, improve data storage reliability, and automatically delete the obsolete backup versions.

---

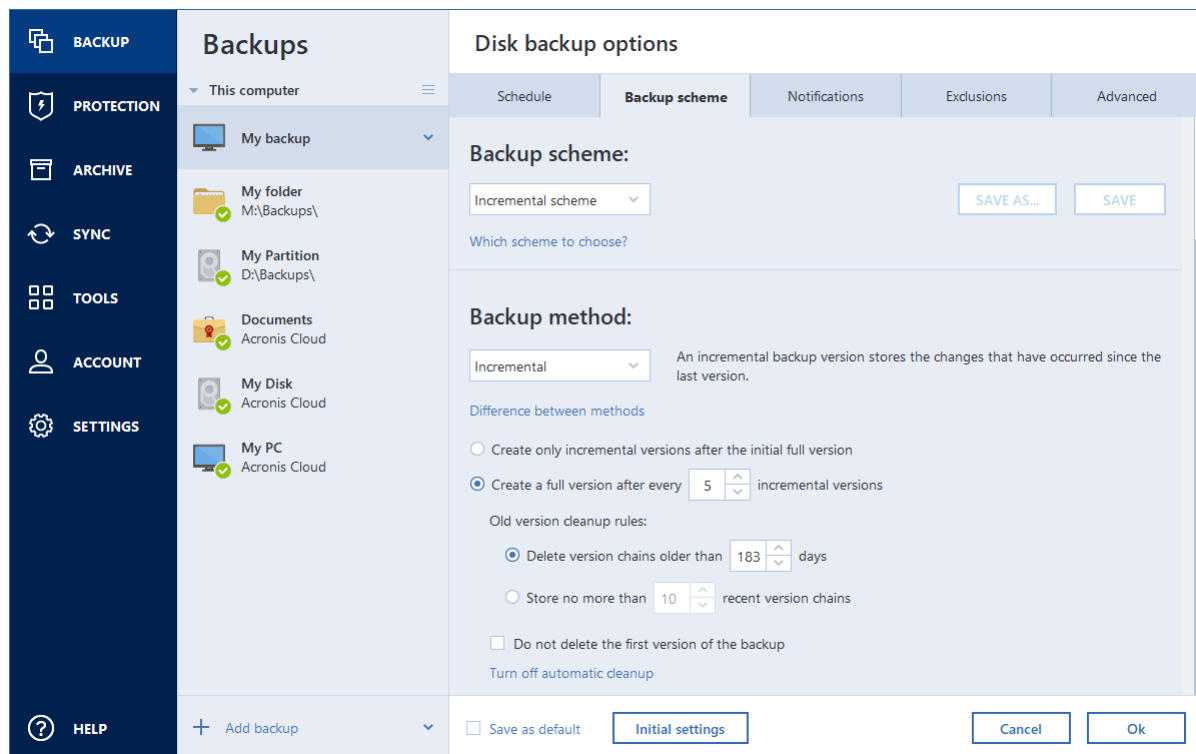
*For online backups, the backup scheme is preset and cannot be changed. After the initial full backup, only incremental versions are created.*

---

The backup scheme defines the following parameters:

- Backup methods (p. 25) that will be used to create backup versions (full, differential or incremental)
- Sequence of the backup versions created using different methods

- Version cleanup rules



Acronis True Image OEM allows you to choose from the following backup schemes:

- **Single version** (p. 44) - select this scheme if you want to use the smallest backup storage.
- **Version chain** (p. 45) - this may be the optimal scheme in many cases.
- **Incremental** - select to create a full version after every five incremental versions. This is the default scheme.
- **Differential** - select to create only differential backups after an initial full backup.
- **Custom** (p. 45) - select to set up a backup scheme manually.

You can easily change the backup scheme for a pre-existing backup. This will not affect the integrity of the backup chains, so you will be able to recover your data from any previous backup version.

---

*You cannot change the backup scheme when backing up to optical media such as a DVD/BD. In this case, Acronis True Image OEM by default uses a custom scheme with only full backups. This is because the program cannot consolidate backups stored on optical media.*

---

### 4.3.2.1 Single version scheme

This backup scheme is the same for both disk backup and file backup types (except scheduler settings).

The program creates a full backup version and overwrites it every time according to the specified schedule or when you run the backup manually. In this process, the old version is deleted only after a new version is created.

---

*The very first file will remain for auxiliary purposes, without your data in it. Please do not delete it!*

---

Backup scheduler setting for disk backup: monthly.

Backup scheduler setting for file backup: daily.

Result: you have a single up-to-date full backup version.

Required storage space: minimal.

### 4.3.2.2 Version chain scheme

---

**Note:** This feature may be unavailable in the True Image edition that you use.

*This option is available only when you create a disk-level backup to Acronis Secure Zone.*

---

At first the program creates the 1st full backup version. The version will be kept until you delete it manually. After that, according to the specified schedule (or when you run backup manually) the program creates: 1 full and 5 differential backup versions, then again 1 full and 5 differential backup versions and so on. The versions will be stored for 6 months. After the period the program analyzes if the oldest backup versions (except the 1st full version) may be deleted. It depends on the minimum number of versions (eight) and version chains consistency. The program deletes the oldest versions one by one after creating new versions with the same backup method (for example, the oldest differential version will be deleted after creation of the newest differential version). First of all the oldest differential versions will be deleted, then - the oldest full version.

Backup scheduler setting: monthly.

Result: you have monthly backup versions for the last 6 months plus the initial full backup version that may be kept for a longer period.

Required storage space: depends on the number of versions and their sizes.

### 4.3.2.3 Custom schemes

With Acronis True Image OEM you also can create your own backup schemes. Schemes can be based on the pre-defined backup schemes. You can make changes in a selected pre-defined scheme to suit your needs and then save the changed scheme as a new one.

---

*You cannot overwrite existing pre-defined backup schemes.*

---

So first of all select the backup methods in the appropriate box.

- Full (p. 25)

#### Automatic cleanup rules

To delete obsolete backup versions automatically, you can set one of the following cleanup rules:

- **Delete versions older than [defined period]** (available for full method only) - Select this option to limit the age of backup versions. All versions that are older than the specified period will be automatically deleted.
- **Store no more than [n] recent versions** (available for full method only) - Select this option to limit the maximum number of backup versions. When the number of versions exceeds the specified value, the oldest backup version will be automatically deleted.
- **Keep size of the backup no more than [defined size]** - Select this option to limit maximum size of the backup. After creating a new backup version, the program checks whether the total backup size exceeds the specified value. If it's true, the oldest backup version will be deleted.

#### The first backup version option

Often the first version of any backup is one of the most valuable versions. This is true because it stores the initial data state (for example, your system partition with recently installed Windows) or some other stable data state (for example, data after a successful virus check).

**Do not delete the first version of the backup** - Select this check box to keep the initial data state. The program will create two initial full backup versions. The first version will be excluded from the automatic cleanup, and will be stored until you delete it manually.

Note that when the check box is selected, the **Store no more than [n] recent versions** check box will change to **Store no more than 1+[n] recent versions**.

## Managing custom backup schemes

If you change anything in an existing backup scheme, you can save the changed scheme as a new one. In this case you need to specify a new name for that backup scheme.

- You can overwrite existing custom schemes.
- You cannot overwrite existing pre-defined backup schemes.
- In a scheme name, you can use any symbols allowed by OS for naming files. The maximum length of a backup scheme name is 255 symbols.
- You can create not more than 16 custom backup schemes.

After creating a custom backup scheme, you can use it as any other existing backup scheme while configuring a backup.

You can also use a custom backup scheme without saving it. In this case, it will be available only for the backup where it was created and you will be unable to use it for other backups.

If you do not need a custom backup scheme anymore, you can delete it. To delete the scheme, select it in the backup schemes list, click **Delete**, and then click **Delete scheme** in the confirmation window.

---

*The pre-defined backup schemes cannot be deleted.*

---

## Examples of custom schemes

### 1. Entire PC backup “Two full versions”

Case: You want to protect all data on your computer with two full versions and you want to update the backup once a month. Let's see how you can do it by using a custom backup scheme.

1. Start configuring an entire PC backup. Refer to Backing up all data on your PC (p. 15) for details.
2. Make sure Entire PC is selected as the backup source.
3. Click **Options**, open the **Schedule** tab, click **Monthly**, and then specify a day of the month (for example, the 20-th). This will result in a backup version being created on a monthly basis, on the day you specify. Then, specify a start time for the backup operation.
4. Open the **Backup scheme** tab, and then choose **Custom scheme** instead of **Incremental scheme**.
5. In the **Backup method** box, select **Full** from the drop-down list.
6. To limit the number of versions, click **Store no more than [n] recent versions**, and type or select "2", and click **OK**.

In this case, the program will create a new full version every month, on the 20-th day. After creating the third version, the oldest version will be automatically deleted.

7. Check that all settings are correct and click **Back up now**. If you want your first backup to be run only at the time you specified in the Scheduler, click the down arrow to the right of the **Back up now** button and select **Later** in the drop-down list.

## 2. File backup “Daily incremental version + weekly full version”

Case: You have files and/or folders you work with every day. You need to save your daily work results and want to be able to recover data state to any date for the last three weeks. Let’s see how you can do this using a custom backup scheme.

1. Start configuring a file backup. Refer to Backing up files and folders (p. 39) for details.
2. Click **Options**, open the **Schedule** tab, click **Daily**, and then specify a start time for the backup operation. For example, if you finish your everyday work at 8 PM, specify this time or a little later (8.05 PM) as the start time.
3. Open the **Backup scheme** tab, and then choose **Custom scheme** instead of **Incremental scheme**.
4. In the **Backup method** box, select **Incremental** from the drop-down list.
5. Click **Create a full version after every [n] incremental versions**, and type or select “6”.  
In that case, the program will first create the initial full backup version (no matter how you set up a backup process, the first backup version will always be the full one), and then six incremental versions day by day. Then, it will create one full version and six incremental versions again and so on. So every new full version will be created in exactly a week’s time.
6. To limit the storage time for the versions, click **Turn on automatic cleanup**.
7. Click **Delete version chains older than [n] days**, type or select “21”, and click **OK**.
8. Check that all settings are correct and click **Back up now**. If you want your first backup to run only at the time you specified in the Scheduler, click the down arrow to the right of the **Back up now** button and select **Later** in the drop-down list.

## 3. Disk backup “Full version every 2 months + differential version twice a month”

Case: You need to back up your system partition twice a month and create a new full backup version every two months. In addition, you want to use no more than 100 GB of disk space to store the backup versions. Let’s see how you can do it using a custom backup scheme.

1. Start configuring a disk backup. Refer to Backing up disks and partitions (p. 37).
2. Select your system partition (usually C:) as the backup source.
3. Click **Options**, open the **Schedule** tab, click **Monthly**, and then specify, for example, the 1st and 15th days of the month. This will result in a backup version in about every two weeks. Then, specify a start time for the backup operation.
4. Open the **Backup scheme** tab, and then choose **Custom scheme** instead of **Incremental scheme**.
5. In the **Backup method** box, select **Differential** from the drop-down list.
6. Click **Create a full version after every [n] differential versions**, and type or select “3”.  
In that case the program will first create the initial full backup version (no matter how you set up a backup process, the first backup version will always be the full one), and then three differential versions, each one in about two weeks. Then again a full version and three differential versions and so on. So every new full version will be created in two months.
7. To limit storage space for the versions, click **Turn on automatic cleanup**.
8. Click **Keep size of the backup no more than [defined size]**, type or select “100” “GB”, and click **OK**.

---

*When the total backup size exceeds 100 GB, Acronis True Image OEM will clean up the existing backup versions to make the remaining versions satisfy the size limit. The program will delete the oldest backup chain consisting of a full backup version and three differential backup versions.*

---

9. Check that all settings are correct and click **Back up now**. If you want your first backup to be run only at the time you specified in the Scheduler, click the down arrow to the right of the **Back up now** button and select **Later** in the drop-down list.

### 4.3.3 Notifications for backup operation

Sometimes a backup or recovery procedure can last an hour or longer. Acronis True Image OEM can notify you when it is finished via email. The program can also duplicate messages issued during the operation or send you the full operation log after operation completion.

By default all notifications are disabled.

#### Free disk space threshold

You may want to be notified when the free space on the backup storage becomes less than the specified threshold value. If after starting a backup Acronis True Image OEM finds out that the free space in the selected backup location is already less than the specified value, the program will not begin the actual backup process and will immediately inform you by displaying an appropriate message. The message offers you three choices - to ignore it and proceed with the backup, to browse for another location for the backup or to cancel the backup.

If the free space becomes less than the specified value while the backup is being run, the program will display the same message and you will have to make the same decisions.

#### To set the free disk space threshold:

- Select the **Show notification message on insufficient free disk space** check box
- In the **Size** box, type or select a threshold value and select a unit of measure

Acronis True Image OEM can monitor free space on the following storage devices:

- Local hard drives
- USB cards and drives
- Network shares (SMB)

---

*The message will not be displayed if the **Do not show messages and dialogs while processing (silent mode)** check box is selected in the **Error handling** settings. This option cannot be enabled for FTP servers and CD/DVD drives.*

---

### 4.3.4 Excluding items from backup

Location: **Options > Exclusions**

If you want to exclude unnecessary files from a backup, specify the appropriate file types on the **Exclusions** tab of the backup options. You can specify exclusions for disk backups, file backups or online backups.

When you select a specific file for backup, it cannot be excluded by the exclusion settings. The settings are applicable only to files located on a partition, disk, or inside a folder selected for backup.

#### How to use the default exclusion settings

After you have installed the application, all the exclusion settings are set to the initial values. You can change them for your current backup operation only or for all backups that will be created in future.



Select the **Save as default** check box to apply the modified settings to all further backup operations by default. If you want to reset all the modified settings to the values that they were originally set to when the product was installed, click the **Reset to initial settings** button.

## What you can exclude and how

You have the following options to exclude files from backups:

- **Do not notarize digitally signed files** (available for notarized backups only)—The main purpose of a notarized backup is protection of your personal files. Therefore, there is no need to back up system files, application files, and other files that have a digital signature. To exclude these files, select the corresponding check box.
- **Exclude hidden files**—Select this check box to exclude hidden files and folders from a file-level backup.
- **Exclude system files**—Select this check box to exclude system files and folders from a file-level backup.

You can exclude files meeting the criteria you specify. To do this, select the **Exclude files matching the following criteria** check box, click the plus sign, and then enter the exclusion criterion.

---

*We do not recommend excluding hidden and system files from the backups of your system partition.*

---

### How to add an exclusion criterion:

- You can enter explicit file names for exclusion from the backup:
  - *file.ext* - all such files will be excluded from the backup.
  - *C:\file.ext* - the file.ext file on the C: disk will be excluded.
- You can use wildcard characters (\* and ?):
  - *\*.ext* - all files with a .ext extension will be excluded.
  - *??name.ext* - all files with a .ext extension, having six letters in their names (starting with any two symbols (??) and ending with *name*), will be excluded.
- To exclude a folder from a disk-level backup, click the plus sign, click the ellipsis button, go to the directory tree and select the folder you want to exclude, and then click **OK**.

To delete a criterion added by mistake, select the criterion, and then click the minus sign.

### 4.3.4.1 Excluding online data

Before you start a backup, you can reduce the backup size by excluding data that does not need to be backed up. Acronis True Image OEM now allows you to exclude your local data that is uploaded or synchronized with third-party Cloud services, such as Dropbox or Microsoft OneDrive. This data is already reliably protected and can be easily downloaded to your computer. Therefore you can exclude it to reduce the backup size and to speed up the backup process.

#### To exclude an online data source from a backup:

1. Before you start the backup process, click **Exclude items from backup**.
2. Clear the check boxes next to the items that you want to exclude, and then click **OK**.

### 4.3.5 Image creation mode

Location: **Options > Advanced > Image creation mode**

This option is not available for the backups that use Acronis Cloud as a backup destination.

You can use these parameters to create an exact copy of your whole partitions or hard disks, and not only the sectors that contain data. For example, this can be useful when you want to back up a partition or disk containing an operating system that is not supported by True Image. Please note that this mode increases processing time and usually results in a larger image file.

- To create a sector-by-sector image, select the **Back up sector-by-sector** check box.
- To include all unallocated disk space into the backup, select the **Back up unallocated space** check box.

This check box is available only when the **Back up sector-by-sector** check box is selected.

## 4.3.6 Backup protection

Location: Backup dashboard > **Options** > **Advanced** > **Backup protection**

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*This topic is applicable to local and network backups. For information about protecting cloud backups, refer to Online backup protection (p. 56).*

---

By default, there is no password protection for backups, but you can configure passwords to protect your backup files.

---

*You cannot change the backup protection option for an existing backup.*

---

### To protect a backup:

1. Enter the password for the backup into the corresponding field. We recommend that you use a password longer than seven symbols and containing both letters (in upper and lower cases preferably) and numbers to make it more difficult to guess.

---

*A password cannot be retrieved. Please memorize the password that you specify for a backup protection.*

---

2. To confirm the previously entered password, retype it into the corresponding field.
3. [optional step] To increase the security of your confidential data, you can encrypt the backup with strong industry-standard AES (Advanced Encryption Standard) cryptographic algorithm. AES is available with three key lengths – 128, 192 and 256 bits to balance performance and protection as desired.

The 128-bit encryption key is sufficient for most applications. The longer the key, the more secure your data. However, the 192 and 256-bit long keys significantly slow down the backup process.

If you want to use AES encryption, choose one of the following keys:

- **AES 128** - to use 128-bit encryption key
- **AES 192** - to use 192-bit encryption key
- **AES 256** - to use 256-bit encryption key

If you do not want to encrypt the backup and only want to protect a backup with a password, select **None**.

4. Having specified the backup settings, click **OK**.

### How to get access to a password-protected backup

Acronis True Image asks for the password every time you try to modify the backup:

- Recover data from the backup
- Edit settings
- Mount

- Move

To access the backup, you must specify the correct password. For safety reasons, there is no way to recover lost passwords.

## 4.3.7 Pre/Post commands for backup

Location: **Options > Advanced > Pre/Post commands**

This option is not available for the backups that use Acronis Cloud as a backup destination.

You can specify commands (or even batch files) that will be automatically executed before and after the backup procedure.

For example, you may want to start/stop certain Windows processes, or check your data before starting backup.

### To specify commands (batch files):

- Select the **Use custom commands** check box.
- Select a command to be executed before the backup process starts in the **Pre-command** field. To create a new command or select a new batch file, click the **Edit** button.
- Select a command to be executed after the backup process ends in the **Post-command** field. To create a new command or select a new batch file, click the **Edit** button.

Please do not try to execute interactive commands, i.e. commands that require user input (for example, "pause"). These are not supported.

### 4.3.7.1 Edit user command for backup

You can specify user commands to be executed before or after the backup procedure:

- In the **Command** field, type-in a command or select it from the list. Click ... to select a batch file.
- In the **Working directory** field, type-in a path for command execution or select it from the list of previously entered paths.
- In the **Arguments** field enter or select command execution arguments from the list.

Disabling the **Do not perform operations until the command's execution is complete** parameter (enabled for Pre commands by default), will permit the backup process to run concurrently with your command execution.

The **Abort the operation if the user command fails** (enabled by default) parameter will abort the operation if any errors occur in command execution.

You can test a command you entered by clicking the **Test command** button.

## 4.3.8 Backup splitting

Location: **Options > Advanced > Backup splitting**

---

*Acronis True Image OEM cannot split already existing backups. Backups can be split only when being created.*

---

This option is not available for the backups that use Acronis Cloud as a backup destination.

Large backups can be split into several files that together make up the original backup. A backup can also be split for burning to removable media.

The default setting - **Automatic**. With this setting, Acronis True Image OEM will act as follows.

**When backing up to a hard disk:**

- If the selected disk has enough space and its file system allows the estimated file size, the program will create a single backup file.
- If the storage disk has enough space, but its file system does not allow the estimated file size, the program will automatically split the image into several files.
- If you do not have enough space to store the image on your hard disk, the program will warn you and wait for your decision as to how you plan to fix the problem. You can try to free some additional space and continue or select another disk.

**When backing up to a CD-R/RW, DVD-R/RW, DVD+R/RW, BD-R/RE:**

- Acronis True Image OEM will ask you to insert a new disk when the previous one is full.

Alternatively, you may select the desired file size from the drop-down list. The backup will then be split into multiple files of the specified size. This is useful when you store a backup to a hard disk in order to burn the backup to CD-R/RW, DVD-R/RW, DVD+R/RW or BD-R/RE later on.

---

*Creating images directly on CD-R/RW, DVD-R/RW, DVD+R/RW, BD-R/RE might take considerably more time than it would on a hard disk.*

---

## 4.3.9 Backup validation option

---

**Note:** Certain features and functionalities may be unavailable in the product edition that you use.

---

Location: **Options > Advanced > Validation**

You can specify the following settings:

- **Validate backup each time after it is completed** - Select to check the integrity of the backup version immediately after backup. We recommend that you enable this option when you back up your critical data or system disk.
  - **Validate the latest diverse backup only** - A quick validation of the last backup slice.
  - **Validate entire backup**
- **Validate backup on schedule** - Select to schedule validation of your backups to ensure that they remain "healthy".
  - **The latest diverse backup version when it is completed**
  - **Entire backup when it is completed**

The default settings are as follows:

- **Frequency:** once a month.
- **Day:** the date when the backup was started.
- **Time:** the moment of backup start plus 15 minutes.

You can also configure start of the validation manually from the backup context menu.

To do this, right-click the backup and choose:

- **Validate all versions**
- **Validate the latest version**

You can change the default settings and specify your own schedule.

### 4.3.10 Backup reserve copy

Location: **Options > Advanced > Backup reserve copy**

This option is not available for the backups that use Acronis Cloud as a backup destination and for local backups created by Acronis True Image 2020 or later.

Backup reserve copy is an independent full backup version created immediately after a normal backup. Even when you create an incremental or differential backup version containing only data changes, the reserve copy will contain all the data selected for the normal backup. You can save reserve copies of your backups on the file system, a network drive, or a USB flash drive.

---

*Please, be aware that CD/DVDs are not supported as locations for reserve copies.*

---

#### To make a reserve copy:

1. Select the **Create a reserve copy of my backups** check box.
2. Specify a location for the backup copies.
3. Select the reserve copy format. You can create it as an Acronis backup (.tib files) or just copy the source files to the selected location as is, without any modification.
4. [Optional step] Protect the reserve copy with a password.  
All other backup options will be inherited from the source backup.

### 4.3.11 Removable media settings

Location: **Options > Advanced > Removable media settings**

When backing up to removable media, you can make this media bootable by writing additional components to it. Thus, you will not need a separate bootable disk.

---

*Acronis True Image OEM does not support creating bootable media if a flash drive is formatted in NTFS or exFAT. The drive must have a FAT16 or FAT32 file system.*

---

The following settings are available:

- **Place Acronis True Image OEM on media**  
**Acronis True Image OEM** - includes support of USB, PC Card (formerly PCMCIA), and SCSI interfaces along with the storage devices connected via them, and therefore is strongly recommended.
- **Place Acronis System Report on media**  
**Acronis System Report** - the component allows you to generate system report that is used for collecting information about your system in case of any program problem. Report generation will be available before you start Acronis True Image OEM from the bootable media. The generated system report can be saved to a USB flash drive.
- **Ask for first media while creating backups on removable media**  
You can choose whether to display the Insert First Media prompt when backing up to removable media. With the default setting, backing up to removable media may not be possible if the user is away, because the program will wait for someone to press OK in the prompt box. Therefore, you should disable the prompt when scheduling a backup to removable media. Then, if the removable media is available (for example, CD-R/RW inserted) the backup can run unattended.

If you have other Acronis products installed on your computer, the bootable versions of these programs' components will be offered as well.

## 32-bit or 64-bit components

Please pay attention to which versions of Acronis True Image OEM and Acronis System Report are compatible with your computer.

	32-bit components	64-bit components
BIOS-based 32-bit computers	+	-
BIOS-based 64-bit computers	+	+
EFI-based 32-bit computers	+	-
EFI-based 64-bit computers	-	+

### 4.3.12 Error handling

When Acronis True Image OEM encounters an error while performing a backup, it stops the backup process and displays a message, waiting for a response on how to handle the error. You can configure an error handling policy, so Acronis True Image OEM will not stop the backup process, but will handle the error according to the rules that you set, and will continue working.

---

**Note** This topic applies to backups that use local or network backup destinations.

---

#### To set up the error handling policy:

1. On the Backup dashboard > **Options** > **Advanced** > **Error handling**
2. Set the error handling policy:
  - **Do not show messages and dialogs while processing (silent mode)** - Enable this setting to ignore errors during backup operations. This is useful when you cannot control the backup process.
  - **Ignore bad sectors** - This option is available only for disk and partition backups. It lets you successfully complete a backup even if there are bad sectors on the hard disk.  
We recommend that you select this check box when your hard drive is failing, for example:
    - Hard drive is making clicking or grinding noises during operation.
    - The S.M.A.R.T. system has detected hard drive issues and recommends that you back up the drive as soon as possible.When you leave this check box cleared, the backup may fail because of possible bad sectors on the drive.
  - **When not enough space in ASZ, delete the oldest backup** (enabled by default) - We recommend that you select this check box when planning unattended scheduled backups to the Acronis Secure Zone. Otherwise, when the Acronis Secure Zone is full during a backup operation, Acronis True Image suspends the backup and requires your action. The dialog will open even when the **Do not show messages and dialogs while processing (silent mode)** setting is enabled.
  - **Repeat attempt if a backup fails** - This option allows you to automatically repeat a backup attempt if the backup fails for some reason. You can specify the number of attempts and the interval between attempts. Note that if the error interrupting the backup persists, the backup will not be created.

---

**Note:** Scheduled backup operations will not start until all attempts are completed.

---

3. Click **OK**.

### 4.3.13 File-level security settings for backup

Location: **Options > Advanced > File-level security settings**

---

*This option is only available for file-level backups.*

---

This option is not available for the backups that use Acronis Cloud as a backup destination.

You can specify security settings for backed up files:

- **Preserve file security settings in backups** - selecting this option will preserve all the security properties (permissions assigned to groups or users) of the backup files for further recovery.  
By default, files and folders are saved in the backup with their original Windows security settings (i.e. permissions for read, write, execute and so on for each user or user group, set in file **Properties -> Security**). If you recover a secured file/folder on a computer without the user specified in the permissions, you may not be able to read or modify this file.  
To eliminate this kind of problem, you can disable preserving file security settings in backups. Then the recovered files/folders will always inherit the permissions from the folder to which they are recovered (parent folder or disk, if recovered to the root).  
Or, you can disable file security settings during recovery, even if they are available in the backup. The result will be the same.
- **In backups, store encrypted files in a decrypted state** (the preset is disabled) - check the option if there are encrypted files in the backup and you want them to be accessed by any user after recovery. Otherwise, only the user who encrypted the files/folders will be able to read them. Decryption may also be useful if you are going to recover encrypted files on another computer. If you do not use the encryption feature available in Windows XP and later operating systems, simply ignore this option. (Files/folders encryption is set in **Properties -> General -> Advanced Attributes -> Encrypt contents to secure data**).

### 4.3.14 Computer shutdown

Location: **Options > Advanced > Computer shutdown**

You can configure the following options:


- **Stop all current operations when I shut down the computer**  
When you turn off your computer while Acronis True Image OEM is performing a long operation, for example a disk backup to the cloud, this operation prevents the computer from shutdown. When this check box is selected, Acronis True Image OEM automatically stops all its current operations before shutdown. This may take about two minutes. The next time you run Acronis True Image OEM, it will restart the stopped backups.
- **Shut down the computer after the backup is complete**  
If you know that the backup process you are configuring may take a long time, you may select the **Shut down the computer after the backup is complete** check box. In this case, you will not have to wait until the operation completion. The program will perform the backup and turn off your computer automatically.  
This option is also useful when you schedule your backups. For example, you may want to perform backups every weekday in the evening to save all your work. Schedule the backup and select the check box. After that you may leave your computer when you finish your work knowing that the critical data will be backed up and the computer will be turned off.



## 4.3.15 Online backup protection

Location: **Options > Advanced > Backup protection**

To protect your data on Acronis Cloud from unauthorized access, you can use encryption. In this case, when you back up your data, it will be encrypted by using the AES-256 algorithm and then saved to Acronis Cloud. To encrypt and decrypt your data, the program needs the password, that you should specify when you configure the online backup. You can specify any set of characters you like. Note that the password is case-sensitive.

 **Warning!** A password of an online backup cannot be retrieved. Please memorize the password that you specify for backup protection.

While attempting to access the encrypted data, the program asks you to enter the password.

---

*Note that you cannot set or change the password for a pre-existing online backup.*

---

## 4.3.16 Performance of backup operation

Location: **Options > Advanced > Performance**

### Compression level

You can choose the compression level for a backup:

- **None** - the data will be copied without any compression, which may significantly increase the backup file size.
- **Normal** - the recommended data compression level (set by default).
- **High** - higher backup file compression level, takes more time to create a backup.
- **Maximum** - maximum backup compression, but takes a long time to create a backup.

---

*The optimal data compression level depends on the type of files stored in the backup. For example, even maximum compression will not significantly reduce the backup size, if the backup contains essentially compressed files, like .jpg, .pdf or .mp3.*

*You cannot set or change the compression level for a pre-existing backup.*

---

### Operation priority

Changing the priority of a backup or recovery process can make it run faster or slower (depending on whether you raise or lower the priority), but it can also adversely affect the performance of other running programs. The priority of any process running in a system, determines the amount of CPU usage and system resources allocated to that process. Decreasing the operation priority will free more resources for other CPU tasks. Increasing backup or recovery priority may speed up the process by taking resources from the other currently running processes. The effect will depend on total CPU usage and other factors.

You can set up the operation priority:

- **Low** (enabled by default) - the backup or recovery process will run slower, but the performance of other programs will be increased.
- **Normal** - the backup or recovery process will have the equal priority with other processes.
- **High** - the backup or recovery process will run faster, but the performance of other programs will be reduced. Be aware that selecting this option may result in 100% CPU usage by Acronis True Image OEM.



## Network connection transfer rate

When you back up data to Acronis Cloud, you can change the connection speed used by Acronis True Image OEM. Set the connection speed that will allow you to use Internet and network resources without annoying slowdowns.

**To set up the connection speed, select one of the following options:**

- **Maximum**  
The data transfer rate is maximum within a system configuration.
- **Limit to**  
You can specify a maximum value for data upload speed.

## Snapshot for backup

---

*This option is for advanced users only. Do not change the default setting if you are not sure which option to choose.*

---

During a disk or partition backup process, which often takes a long time, some of the backed-up files may be in use, locked, or being modified in one way or another. For example, you may work on a document and save it from time to time. If Acronis True Image OEM backed up files one by one, your open file would likely be changed since the backup start, and then saved in the backup to a different point in time. Therefore, the data in the backup would be inconsistent. To eliminate it, Acronis True Image OEM creates a so-called snapshot that fixes the data to back up to a particular point in time. This is done before the backup starts and guarantees that the data is in consistent state.

**Select a backup snapshot type from the list:**

- **No snapshot**  
A snapshot will not be created. The files will be backed up one by one as an ordinary copy operation.

- **VSS**

---

*Warning! This is the only recommended option for backing up your system. Your computer may not start after recovery from a backup created with a different snapshot type.*

---

This option is default for disk-level and the Entire PC backups, and guarantees data consistency in the backup.

- **Acronis snapshot**  
A snapshot will be created with the Acronis driver used in previous versions of Acronis True Image.
- **VSS without writers**

This option is default for file-level backups.

VSS writers are special VSS components for notifying applications that a snapshot is going to be created, so that the applications prepare their data for the snapshot. The writers are needed for applications that perform large number of file operations and require data consistency, for example databases. Because such applications are not installed on home computers, there is no need to use writers. In addition, this reduces the time required for file-level backups.

## 4.3.17 Selecting a data center for backup

Location: **Options > Advanced > Data center**

---

*This option is only available for online backup.*

---

When you create a backup to Acronis Cloud, your data is uploaded to one of the Acronis data centers located in different countries. Initially, the data center is defined as the one closest to your location when you create your Acronis account. Afterwards, your online backups and synced files are stored in the same data center, by default.

We recommend that you set the data center for a backup manually, when you are in a different country and your default data center is not the closest to your current location. This will significantly increase the data upload rate.

---

*Note: You cannot change the data center for a pre-existing backup.*

---

#### To select a data center:

1. On the Online Backup Options screen, click **Advanced**, and then click **Data center**.
2. Select the country that is closest to your current location.

## 4.3.18 Laptop power settings

Location: **Settings > Battery power saving**

---

*This setting is only available on computers with batteries (laptops, computers with UPS).*

---

Long-term backups may consume the battery power quite fast. When you work on your laptop and there is no power supply around you or when your computer has switched to UPS after a blackout, it's reasonable to save the battery charge.

#### To save the battery charge:

- On the sidebar, click **Settings > Battery power saving**, select the **Do not back up when battery power is less than** check box, and then use the slider to set the exact battery level for the charge saving to start.

When this setting is turned on, if you unplug your laptop power adapter or use a UPS for your computer after a blackout, and the remaining battery charge is equal or below the level in the slider, all current backups are paused and scheduled backups will not start. Once you plug the power adapter back in or the power supply is restored, the paused backups will be resumed. The scheduled backups that have been missed because of this setting will be started as well.

This setting does not block backup functionality completely. You can always start a backup manually.

Local mobile backups do not depend on this setting. Your mobile data is backed up to local storage on your computer as usual.

## 4.4 Operations with backups

### 4.4.1 Backup operations menu

The backup operations menu provides quick access to additional operations that can be performed with the selected backup.

The backup operations menu can contain the following items:

- **Rename** - allows you to set a new name for a backup in the list. The backup files will not be renamed.
- **Validate the latest version** - starts quick validation of the last backup slice.

- **Validate all versions** - starts validation of all backup slices.
- **Clean up versions** - allows you to delete backup versions you no longer need.
- **Clone settings** - creates a new empty backup box with the settings of the initial backup and named **(1) [the initial backup name]**. Change the settings, save them, and then click **Back up now** on the cloned backup box.
- **Move** - click to move all the backup files to another location. The subsequent backup versions will be saved to the new location.  
If you change the backup destination by editing the backup settings, only new backup versions will be saved to the new location. The earlier backup versions will remain in the old location.
- **Delete** - depending on a backup type, this command completely deletes the backup from its location or allows you to choose whether you want to delete the backup completely or the backup box only. When you delete a backup box, the backup files remain in the location, and you will be able to add the backup to the list later. Note that when you delete a backup completely, the deletion cannot be undone.
- **Open location** - opens the folder containing the backup files.
- **Search files** - allows you to find a specific file or folder in a backup by entering its name into the search field.
- **Convert to VHD** (for disk-level backups) - allows you to convert a selected Acronis backup version (.tib file) to virtual hard disks (.vhd(x) files). The initial backup version will not be modified.

## 4.4.2 Backup activity and statistics

On the Activity tab and the Backup tab, you can view additional information on a backup, such as backup history and file types the backup contains. The Activity tab contains a list of operations performed on the selected backup starting from its creation, the operation statuses, and statistics. This comes in handy when you need to find out what was happening to the backup in background mode, for example the number and statuses of scheduled backup operations, size of backed-up data, results of backup validation, etc.

When you create the first version of a backup, the Backup tab displays a graphical representation of the backup content by file types.

### The Activity tab


---

*Nonstop backup and mobile backups do not have an activity feed.*

---

#### To view a backup activity:

1. On the sidebar, click **Backup**.
2. In the backup list, select the backup, the history of which you want to view.
3. On the right pane, click **Activity**.

 Successfully backed up today at 12:04 PM				
Backed up	Speed	Time spent	Data to recover	Method
1.6 GB	180.4 Mbps	2 mins 28 secs	1.6 GB	Full

#### What you can view and analyze:

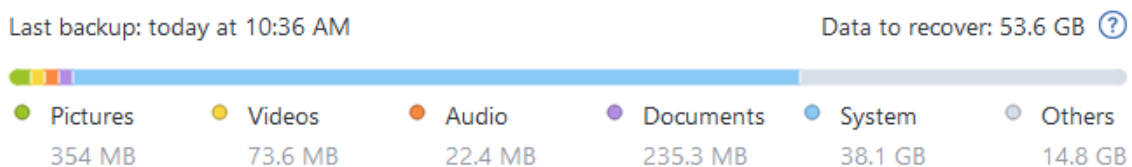
- Backup operations and their statuses (successful, failed, canceled, interrupted, and so on)
- Operations performed on the backup, and their statuses

- Error messages
- Backup comments
- Backup operation details, including:
  - **Backed up**—Size of the data that the last backup version contains.  
For file-level backups, Acronis True Image OEM calculates the size of files to back up. The value of this parameter is equal to the value of the Data to recover for full backup versions. For differential and incremental versions, it is usually less than the Data to recover, because in this case Acronis True Image OEM additionally uses data from the previous versions for recovery.  
For disk-level backups, Acronis True Image OEM calculates the size of the hard drive sectors that contain data to back up. Because sectors may contain hard links to the files, even for full disk-level backup versions the value of this parameter can be less than the value of the Data to recover parameter.
  - **Speed**—Backup operation speed.
  - **Time spent**—Time spent for the backup operation.
  - **Data to recover**—Size of the data that can be recovered from the last backup version.
  - **Method**—Backup operation method (full, incremental, or differential).

For more information, refer to the Knowledge Base article: <https://kb.acronis.com/content/60104>.

## The Backup tab

When a backup is created, you can view statistics on types of the backed-up files that the last backup version contains:



Point to a color segment to see the number of files and the total size for each data category:

- Pictures
- Video files
- Audio files
- Documents
- System files
- Other file types, including hidden system files

### Information on the data size:

- **Data to recover**—size of the original data that you selected to back up.

## 4.4.3 Sorting backups in the list

By default, the backups are sorted by the date they were created, starting from the newest to oldest. To change the order, select the appropriate sorting type in the upper part of the backup list. You have the following options:

Command		Description
Sort by	<b>Name</b>	This command sorts all backups in alphabetical order. To reverse the order, select <b>Z → A</b> .
	<b>Date created</b>	This command sorts all backups from newest to oldest. To reverse the order, select <b>Oldest on top</b> .
	<b>Date updated</b>	This command sorts all backups by date of the last version. The newer the last backup version, the higher the backup will be placed in the list. To reverse the order, select <b>Least recent on top</b> .
	<b>Size</b>	This command sorts all backups by size, from biggest to smallest. To reverse the order, select <b>Smallest on top</b> .
	<b>Source type</b>	This command sorts all backups by the source type. The order is as follows: entire PC backups - disk backups - file backups - nonstop backup.
	<b>Destination type</b>	This command sorts all backups by the destination type. The order is as follows: internal disk drives - external disk drives - NAS devices - network shares - Acronis Cloud.

#### 4.4.4 Validating backups

The validation procedure checks whether you will be able to recover data from a backup.

**To validate an entire backup in Windows:**

1. Start Acronis True Image OEM, and then click **Backup** on the sidebar.
2. From the backup list, right-click the required backup and choose **Validate all versions** or **Validate the latest version**.

**Validating backups in a stand-alone version of Acronis True Image (bootable media)**

**To validate a specific backup version or an entire backup in a stand-alone version of Acronis True Image (bootable media):**

1. On the **Recovery** tab, find the backup that contains the version that you want to validate. If the backup is not listed, click **Browse for backup**, and then specify the path to the backup. Acronis True Image adds this backup to the list.
2. Right-click the backup or a specific version, and then click **Validate Archive**. This opens the **Validate Wizard**.
3. Click **Proceed**.

#### 4.4.5 Backing up to various places

Acronis True Image OEM offers you flexibility in choosing destinations for your backups. You can save full backup versions to different places including a network share, CD/DVD, USB stick, as well as any local internal or external hard drive.

You can save backup versions to different destinations by changing the backup destination when editing the settings of a selected backup. For example, after you save the initial full backup to an external USB hard drive, you can change the backup destination to a USB stick by editing the backup settings.

One more useful aspect of this feature is the ability to split backups "on-the-fly". Suppose you perform a backup to a hard disk and in the middle of the backup process Acronis True Image OEM finds out that the disk to which you are backing up, does not have sufficient free space for completing the backup. The program displays a message warning you that the disk is full.

To complete the backup, you may either try to free up some space on the disk and click **Retry** or select another storage device. To choose the latter option, click **Browse...** in the confirmation window. The **Browse for Destination** window appears.

The left pane shows the storage locations available on your computer. After you select a suitable location, assign a name for the file that will contain the remaining data being backed up. You can enter the name manually (for example, "tail\_end.tib") or use the file name generator (a button to the right of the line). Then click **OK** and Acronis True Image OEM will complete the backup.

If backup versions belonging to the same backup "chain" have been saved to different destinations, Acronis True Image OEM may prompt you for the locations of previous backup versions during data recovery. This may occur when the selected backup version does not contain the files you want to recover (or contains only a part of them). This may also happen when you recover a backup that was split on-the-fly.

## 4.4.6 Adding an existing backup to the list

You may have Acronis True Image backups created by a previous product version or copied from another computer. Every time you start Acronis True Image OEM, it scans your computer for such backups and adds them to the backup list automatically.

If you have backups that are not shown in the list, you can add them manually.

### To add backups manually:

1. In the **Backup** section, at the bottom of the backup list, click the arrow icon, and then click **Add existing backup**. The program opens a window where you can browse for backups on your computer.
2. Select a backup version (a .tib file), and then click **Add**.  
The entire backup will be added to the list.

## 4.4.7 Cleaning up backups, backup versions, and replicas

To delete backups and backup versions that you no longer need, use the tools provided by Acronis True Image OEM.

Acronis True Image OEM stores information on the backups in a metadata information database. Therefore, deleting unneeded backup files in File Explorer will not delete the information about these backups from the database. This will result in errors when the program tries to perform operations on the backups that no longer exist.

### Deleting an entire backup and its replica

In the **Backup** section, click the down arrow icon next to the backup to delete, and then click **Delete**.

Depending on the backup type, this command completely deletes the backup from its location, or allows you to choose whether you want to delete the backup completely or delete the backup box only. When you delete a backup box only, the backup files remain in the location and you will be able to add the backup to the list later. Note that if you delete a backup completely, the deletion cannot be undone.

When you delete a backup, its replica is deleted automatically together with it. You cannot delete a local backup and still save its replica. However, you can delete a replica alone and keep the local backup.

## Deleting an entire backup replica

You can delete a replica with its original backup or separately. To delete it with the backup, delete the backup in the way described above.

To delete a replica without deleting the backup, in the **Backup** section, click the down arrow icon next to the backup with the replica to delete, and then click **Delete replica**.

## Cleaning up backup versions automatically

**To configure automatic cleanup rules for a backup:**

1. Go to the **Backup** section.
2. From the backup list, select the backup for which you want to clean up replica versions, and then click **Options**.
3. On the **Backup scheme** tab, select **Custom scheme**, select a backup method, and then click **Turn on automatic cleanup**.
4. Configure cleanup rules for the backup.  
Refer to Custom schemes (p. 45) for details.

---

*After the cleanup, some auxiliary files may stay in the storage. Please do not delete them!*

---

## Cleaning up replica versions automatically

**To configure automatic cleanup rules for a backup replica:**

1. Go to the **Backup** section.
2. From the backup list, select the backup for which you want to clean up replica versions, and then click **Options**.
3. On the **Advanced** tab, open the **Acronis Cloud cleanup** tab.
  - Use the **Store no more than ... recent backup versions** option to enter a value that limits the maximum number of replica versions that are stored.
  - Select the **Delete backup versions that are older than** check box and enter a value that limits the maximum age of the older versions. The most recent versions will be kept and all other versions will be automatically deleted.

## Cleaning up backup and replica versions manually

When you want to delete backup versions that you no longer need, use the tools provided in the application. If you delete backup version files outside Acronis True Image OEM, for example in File Explorer, this will result in errors during operations with the backups.

Versions of the following backups cannot be deleted manually:

- Backups stored on CD, DVD, BD, or Acronis Secure Zone.
- Nonstop backups.

- Notarized backups.

#### To clean up specific backup versions:

1. Start Acronis True Image OEM.
2. In the **Backup** section, click the down arrow icon next to the backup to clean up, and then click **Clean up versions**.

The **Clean up backup versions** window opens.

3. Select the required versions and click **Delete**.
4. Click **Delete** in the confirmation request.

Please wait for the cleanup operation to complete. After the cleanup, some auxiliary files may stay in the storage. Please do not delete them.

#### Cleaning up versions that have dependent versions

When you select a backup version to delete, please remember that this version may have dependent versions. In this case, the dependent versions will be selected for deletion as well, because data recovery from such versions becomes impossible.

- **When you select a full version** - the program also selects all dependent incremental and differential versions till the next full version. In other words, the entire backup version chain will be deleted.
- **When you select a differential version** - the program also selects all dependent incremental versions within the backup version chain.
- **When you select an incremental version** - the program also selects all dependent incremental versions within the backup version chain.

#### See also

Full, incremental and differential backups (p. 25)

### 4.4.7.1 Cleaning up backup and replica versions manually

When you want to delete backup versions that you no longer need, use the tools provided in the application. If you delete backup version files outside Acronis True Image OEM, for example in File Explorer, this will result in errors during operations with the backups.

Versions of the following backups cannot be deleted manually:

- Backups stored on CD, DVD, BD, or Acronis Secure Zone.
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1. Start Acronis True Image OEM.
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The **Clean up backup versions** window opens.

3. Select the required versions and click **Delete**.
4. Click **Delete** in the confirmation request.

Please wait for the cleanup operation to complete. After the cleanup, some auxiliary files may stay in the storage. Please do not delete them.



## **Cleaning up versions that have dependent versions**

When you select a backup version to delete, please remember that this version may have dependent versions. In this case, the dependent versions will be selected for deletion as well, because data recovery from such versions becomes impossible.

- **When you select a full version** - the program also selects all dependent incremental and differential versions till the next full version. In other words, the entire backup version chain will be deleted.
- **When you select a differential version** - the program also selects all dependent incremental versions within the backup version chain.
- **When you select an incremental version** - the program also selects all dependent incremental versions within the backup version chain.

### **See also**

Full, incremental and differential backups (p. 25).

Removing data from Acronis Cloud.

## 5 Recovering data

### In this section

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## 5.1 Recovering disks and partitions

### 5.1.1 Recovering your system after a crash

When your computer fails to boot, it is advisable to at first try to find the cause using the suggestions given in Trying to determine the crash cause (p. 66). If the crash is caused by corruption of the operating system, use a backup to recover your system. Make the preparations described in Preparing for recovery (p. 66) and then proceed with recovering your system.

#### 5.1.1.1 Trying to determine the crash cause

A system crash can be due to two basic factors:

- **Hardware failure**

In this scenario, it is better to let your service center handle the repairs. However, you may want to perform some routine tests. Check the cables, connectors, power of external devices, etc. Then, restart the computer. If there is a hardware problem, the Power-On Self Test (POST) will inform you about the failure.

If the POST does not reveal a hardware failure, enter BIOS and check whether it recognizes your system hard disk drive. To enter BIOS, press the required key combination (**Del**, **F1**, **Ctrl+Alt+Esc**, **Ctrl+Esc**, or some other, depending on your BIOS) during the POST sequence. Usually the message with the required key combination is displayed during the startup test. Pressing this combination takes you to the setup menu. Go to the hard disk autodetection utility which usually comes under "Standard CMOS Setup" or "Advanced CMOS setup". If the utility does not detect the system drive, it has failed and you need to replace the drive.

- **Operating system corruption (Windows cannot start up)**

If the POST correctly detects your system hard disk drive, then the cause of the crash is probably a virus, malware or corruption of a system file required for booting. In this case, recover the system using a backup of your system disk or system partition. Refer to Recovering your system (p. 67) for details.

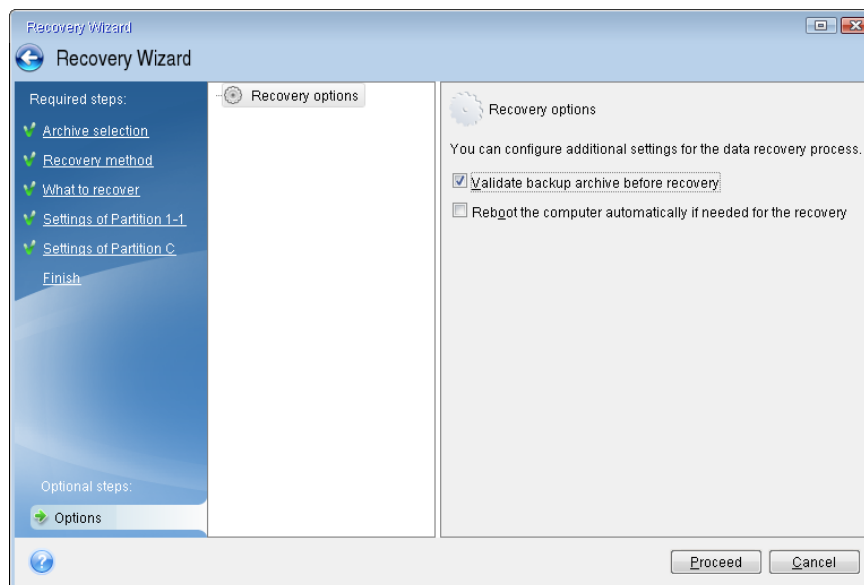
#### 5.1.1.2 Preparing for recovery

We recommend that you perform the following actions before recovery:

- Scan the computer for viruses if you suspect that the crash occurred due to a virus or malware attack.
- Under bootable media, try a test recovery to a spare hard drive, if you have one.
- Validate the image under bootable media. A backup that can be read during validation in Windows, **may not always be readable in a Linux environment.**

**Under bootable media, there are two ways to validate a backup:**

- To validate a backup manually, on the **Recovery** tab, right-click a backup and select **Validate Archive**.
- To validate a backup automatically before recovery, on the **Options** step of the **Recovery Wizard**, select the **Validate backup archive before recovery** check box.



- Assign unique names (labels) to all partitions on your hard drives. This will make finding the disk containing your backups easier.

When you use the Acronis bootable media, it creates disk drive letters that might differ from the way Windows identifies drives. For example, the D: disk identified in the bootable media might correspond to the E: disk in Windows.

### 5.1.1.3 Recovering your system to the same disk

Before you start, we recommend that you complete the procedures described in Preparing for recovery (p. 66).

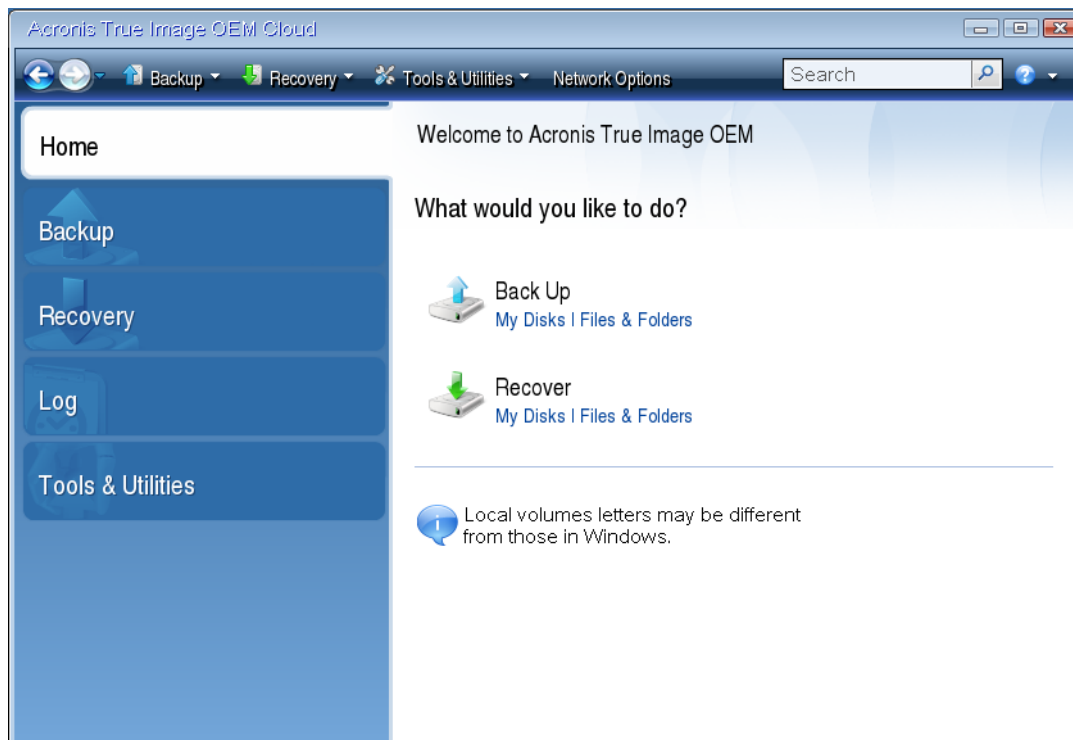
#### To recover your system:

1. Attach the external drive if it contains the backup to be used for recovery and make sure that the drive is powered on.
2. Arrange the boot order in BIOS so as to make your rescue media device (CD, DVD or USB drive) the first boot device. See Arranging boot order in BIOS or UEFI BIOS (p. 78).

If you use an UEFI computer, please pay attention to the boot mode of the bootable media in UEFI BIOS. It is recommended that the boot mode matches the type of the system in the backup. If the backup contains a BIOS system, then boot the bootable media in BIOS mode; if the system is UEFI, then ensure that UEFI mode is set.

3. Boot from the rescue media and select **Acronis True Image OEM**.

4. On the **Home** screen, select **My disks** below **Recover**.

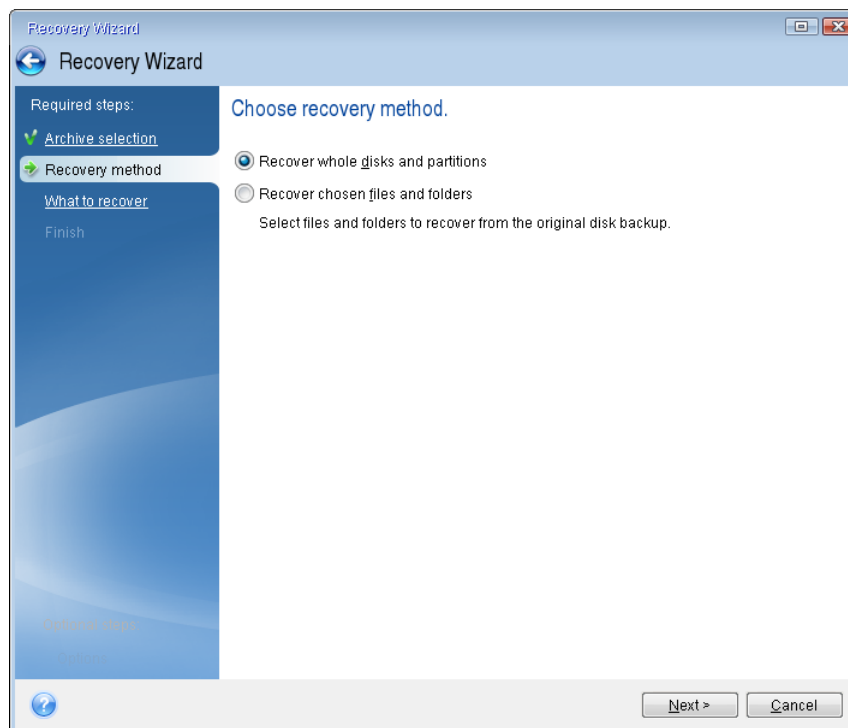


5. Select the system disk or partition backup to be used for recovery.

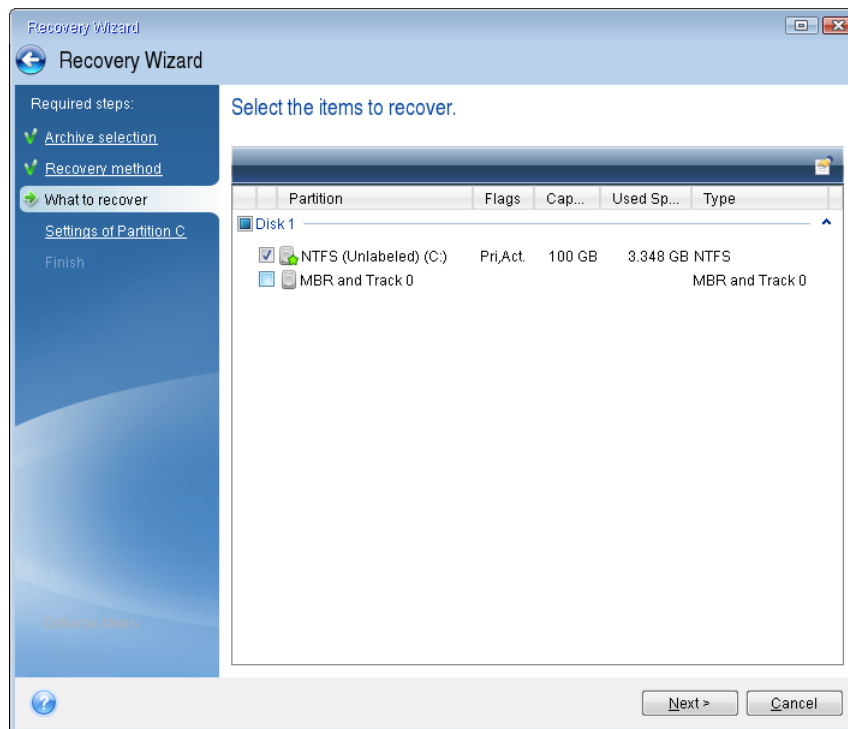
When the backup is not displayed, click **Browse** and specify path to the backup manually.

*If the backup is located on a USB drive, and the drive is not recognized correctly, check the USB port version. If it is a USB 3.0 or USB 3.1, try connecting the drive to a USB 2.0 port.*

6. Select **Recover whole disks and partitions** at the **Recovery method** step.

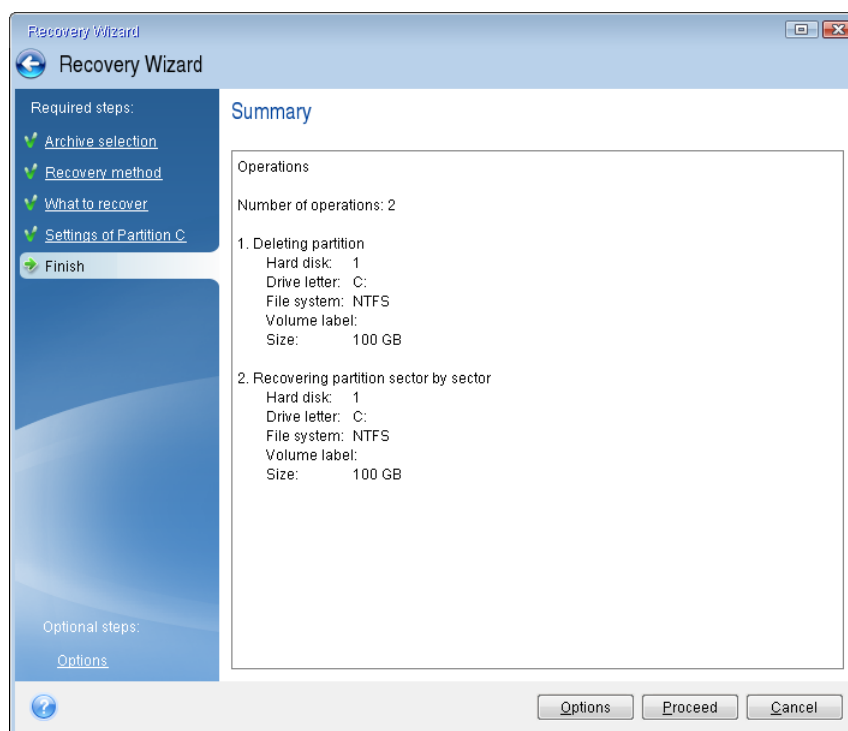


7. Select the system partition (usually C) on the **What to recover** screen. If the system partition has a different letter, select the partition using the **Flags** column. It must have the **Pri, Act** flags. If you have the System Reserved partition, select it, too.



8. At the "Settings of partition C" (or the letter of the system partition, if it is different) step check the default settings and click **Next** if they are correct. Otherwise, change the settings as required before clicking **Next**. Changing the settings will be needed when recovering to the new hard disk of a different capacity.

9. Carefully read the summary of operations at the **Finish** step. If you have not resized the partition, the sizes in the **Deleting partition** and **Recovering partition** items must match. Having checked the summary click **Proceed**.



10. When the operation finishes, exit the standalone version of Acronis True Image OEM (p. 132), remove the rescue media and boot from the recovered system partition. After making sure that you have recovered Windows to the state you need, restore the original boot order.

#### 5.1.1.4 Recovering your system to a new disk under bootable media

Before you start, we recommend that you complete the preparations described in Preparing for recovery (p. 66). You do not need to format the new disk, as this will be done in the process of recovery.

---

*Note: It is recommended that your old and new hard drives work in the same controller mode (for example, IDE or AHCI). Otherwise, your computer might not start from the new hard drive.*

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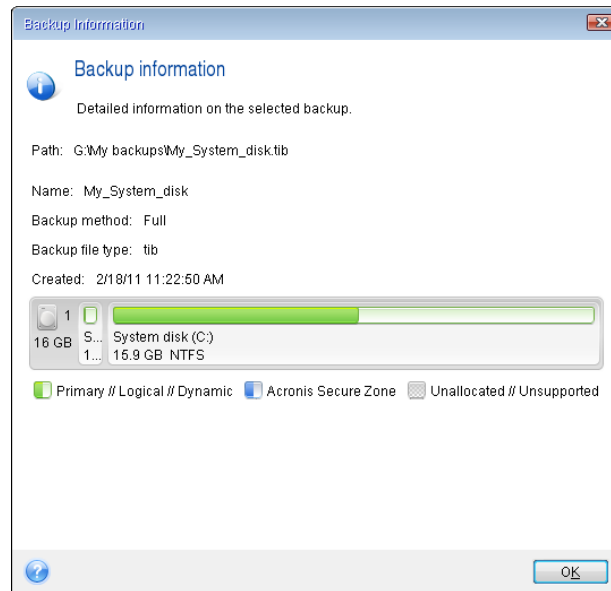
##### To recover your system to a new disk:

1. Install the new hard drive to the same position in the computer and use the same cable and connector that was used for the original drive. If this is not possible, install the new drive to where it will be used.
2. Attach the external drive if it contains the backup to be used for recovery and make sure that the drive is powered on.
3. Arrange the boot order in BIOS so as to make your bootable media (CD, DVD or USB stick) the first boot device. See Arranging boot order in BIOS or UEFI BIOS (p. 78).  
If you use an UEFI computer, please pay attention to the boot mode of the bootable media in UEFI BIOS. It is recommended that the boot mode matches the type of the system in the backup. If the backup contains a BIOS system, then boot the bootable media in BIOS mode; if the system is UEFI, then ensure that UEFI mode is set.
4. Boot from the bootable media and select **Acronis True Image OEM**.
5. On the **Home** screen, select **My disks** below **Recover**.

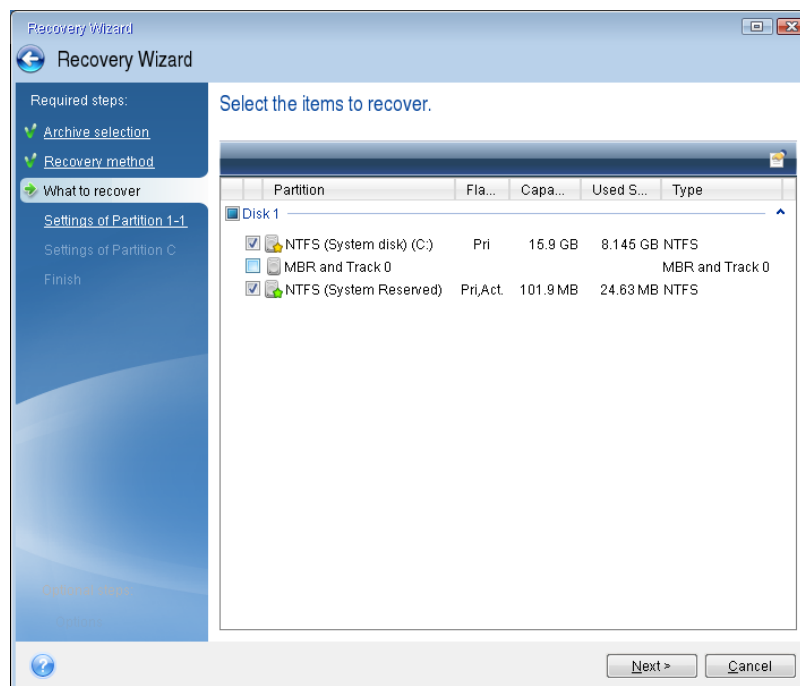
6. Select the system disk or partition backup to be used for recovery. When the backup is not displayed, click **Browse** and specify path to the backup manually.

*If the backup is located on a USB drive, and the drive is not recognized correctly, check the USB port version. If it is a USB 3.0 or USB 3.1, try connecting the drive to a USB 2.0 port.*

7. If you have a hidden partition (for example, the System Reserved partition or a partition created by the PC manufacturer), click **Details** on the wizard's toolbar. Please remember the location and size of the hidden partition, because these parameters need to be the same on your new disk.



8. Select **Recover whole disks and partitions** at the **Recovery method** step.
  9. On the **What to recover** step, select the boxes of the partitions to be recovered.
- If you select an entire disk, MBR and Track 0 of the disk will also be recovered.

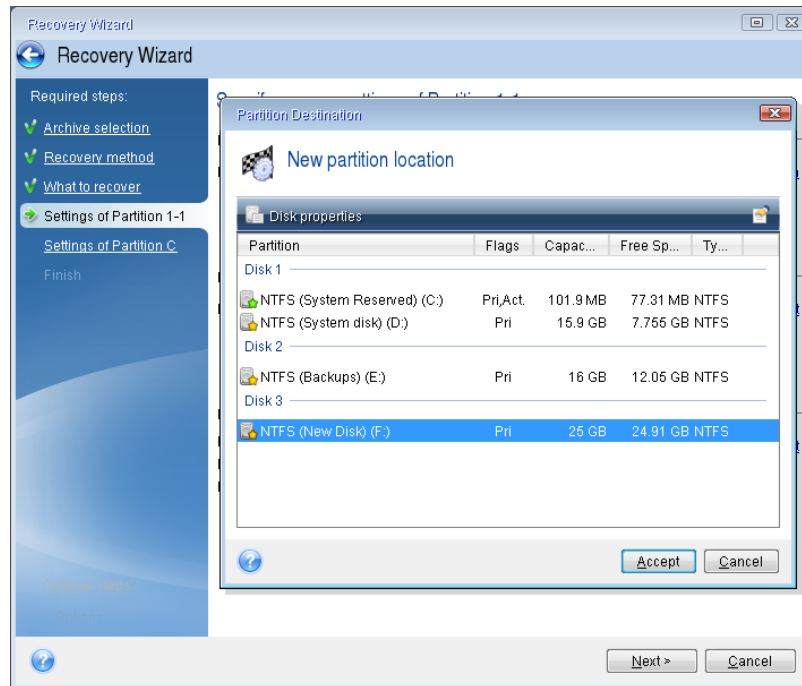


Selecting partitions leads to appearance of the relevant steps "Settings of partition ...". Note that these steps start with partitions which do not have an assigned disk letter (as usually is the case

with hidden partitions). The partitions then take an ascending order of partition disk letters. This order cannot be changed. The order may differ from the physical order of the partitions on the hard disk.

10. On the Settings of the hidden partition step (usually named Settings of Partition 1-1), specify the following settings:

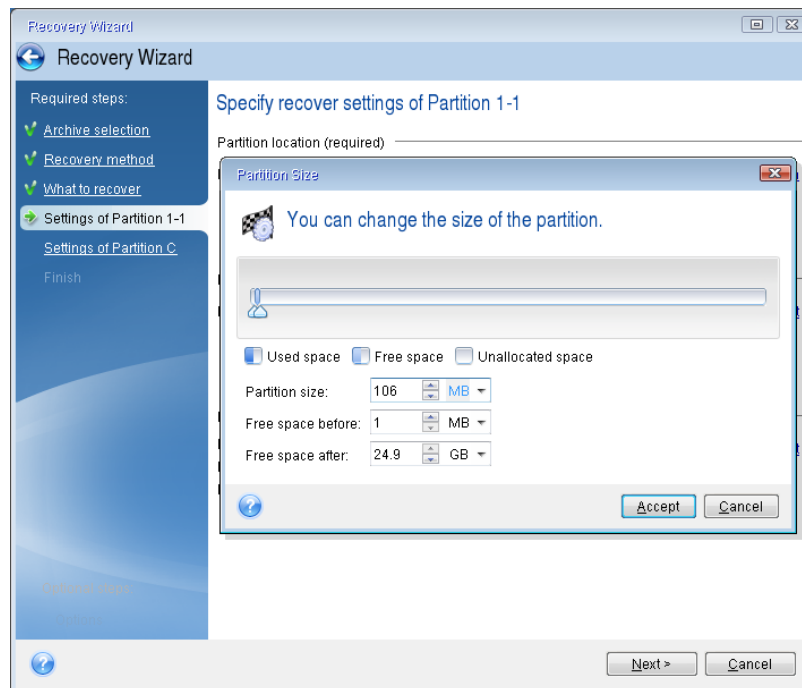
- **Location.** Click **New location**, select your new disk by either its assigned name or capacity, and then click **Accept**.



- **Type.** Check the partition type and change it, if necessary. Ensure that the System Reserved partition (if any) is primary and marked as active.

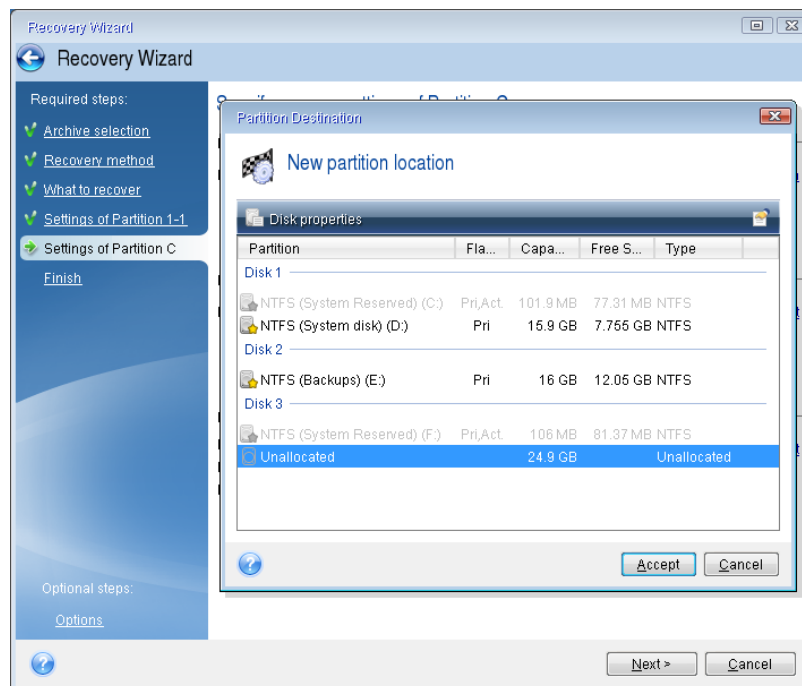


- **Size.** Click **Change default** in the Partition size area. By default the partition occupies the entire new disk. Enter the correct size in the Partition size field (you can see this value on the **What to recover** step). Then drag this partition to the same location that you saw in the Backup Information window, if necessary. Click **Accept**.



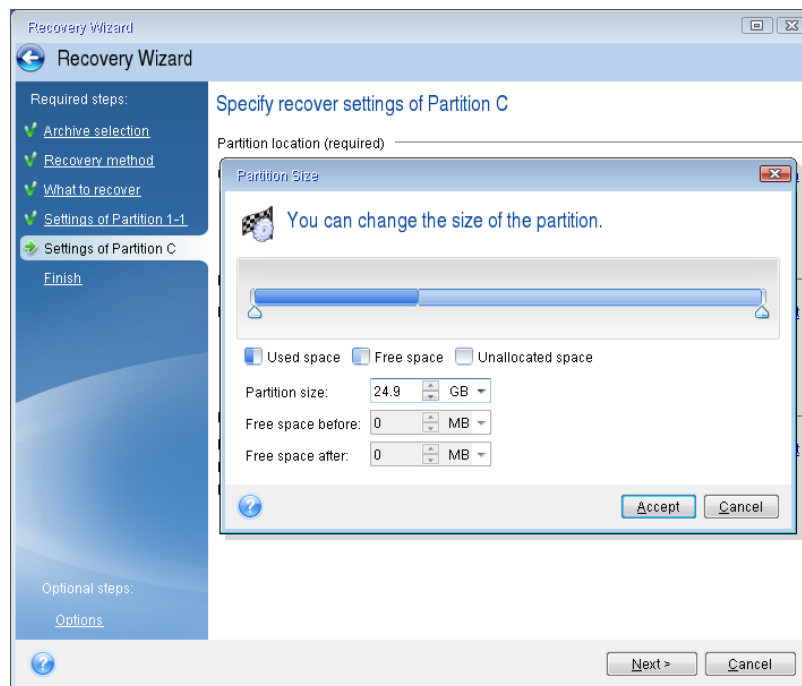
11. On the **Settings of Partition C** step, specify the settings for the second partition, which in this case is your system partition.

- Click **New location**, and then select unallocated space on the destination disk that will receive the partition.



- Change the partition type, if necessary. The system partition must be primary.

- Specify the partition size, which by default equals the original size. Usually there is no free space after the partition, so allocate all the unallocated space on the new disk to the second partition. Click **Accept**, and then click **Next**.



12. Carefully read the summary of operations to be performed and then click **Proceed**.

### When the recovery is complete

Before you boot the computer, please disconnect the old drive (if any). If Windows "sees" both the new and old drive during the boot, this will result in problems booting Windows. If you upgrade the old drive to a larger capacity new one, disconnect the old drive before the first boot.

Remove the bootable media and boot the computer to Windows. It may report that new hardware (hard drive) is found and Windows needs to reboot. After making sure that the system operates normally, restore the original boot order.

### Acronis Universal Restore

When you recover your system to dissimilar hardware, the target computer could fail to boot. This is because the new hardware is incompatible with critical drivers included in the image. Acronis Universal Restore will help you make the target computer bootable.

## 5.1.2 Recovering partitions and disks

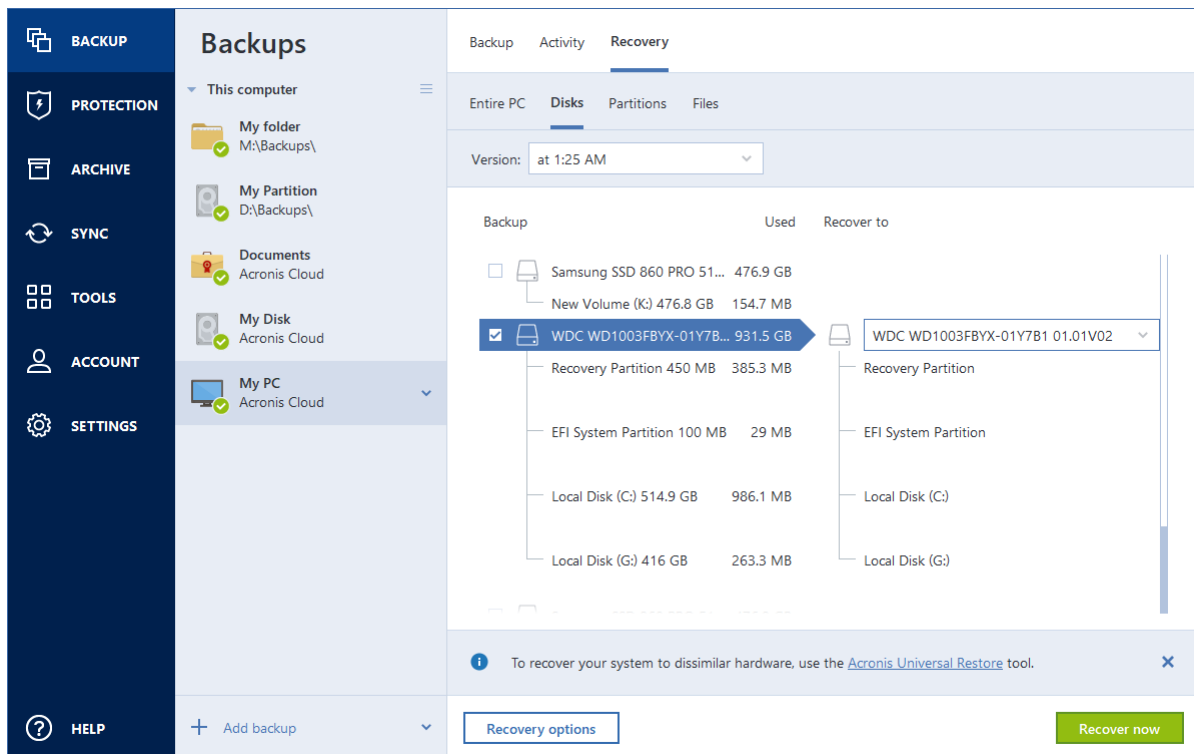
You can recover your disks from backups located on local storage, network storage, or Acronis Cloud.

*Depending on your Internet connection speed, disk recovery from Acronis Cloud may take a long time.*

#### To recover partitions or disks:

1. Start Acronis True Image OEM.
2. If you want to recover your data from Acronis Cloud, make sure that you are signed in to your Acronis account.
3. In the **Backup** section, select the backup which contains the partitions or disks you want to recover, then open the **Recovery** tab, and then click **Recover disks**.

4. In the **Backup version** list, select the backup version you want to recover by its backup date and time.



5. Select the **Disks** tab to recover disks or **Partitions** tab to recover specific partitions. Choose objects you need to recover.
6. In the recovery destination field below the partition name, select the destination partition. Unsuitable partitions are marked by a red border. Note that all data on the destination partition will be lost because it is replaced by the recovered data and file system.

*To recover to the original partition, at least 5 % of the partition space must be free. Otherwise, the **Recover now** button will be unavailable.*

7. [optional step] To set up additional parameters for the disk recovery process, click **Recovery options**.
8. After you finish with your selections, click **Recover now** to start recovery.

### 5.1.2.1 Partition properties

When you recover partitions to a basic disk, you can change properties of these partitions. To open the **Partition Properties** window, click **Properties** next to the selected target partition.

The screenshot shows the 'Manage Partition' window with the following details:

- Letter:** G
- Label:** New Volume
- Type:** Primary
- Used:** 1.2 GB
- Partition size:** 9.0 GB
- Unallocated space:** Place after partition, 7.0 GB
- Message:** You can create partitions on the unallocated space, by using Acronis Disk Director. [Learn more about Acronis Disk Director](#)
- Buttons:** Ok

You can change the following partition properties:

- **Letter**
- **Label**
- **Type**  
You can make the partition primary, primary active, or logical.
- **Size**  
You can resize the partition by dragging the right-side border with your mouse, on the horizontal bar on the screen. To assign the partition a specific size, enter the appropriate number into the **Partition size** field. You can also select the position of unallocated space—before or after the partition.

### 5.1.3 About recovery of dynamic/GPT disks and volumes

#### Recovery of dynamic volumes

You can recover dynamic volumes to the following locations on the local hard drives:

- **Dynamic volume.**  

---

*Manual resizing of dynamic volumes during recovery to dynamic disks is not supported. If you need to resize a dynamic volume during recovery, it should be recovered to a basic disk.*

---
- **Original location (to the same dynamic volume).**  
The target volume type does not change.
- **Another dynamic disk or volume.**  
The target volume type does not change. For example, when recovering a dynamic striped volume over a dynamic spanned volume the target volume remains spanned.
- **Unallocated space of the dynamic group.**  
The recovered volume type will be the same as it was in the backup.

- **Basic volume or disk.**

The target volume remains basic.

- **Bare-metal recovery.**

When performing a so called "bare-metal recovery" of dynamic volumes to a new unformatted disk, the recovered volumes become basic. If you want the recovered volumes to remain dynamic, the target disks should be prepared as dynamic (partitioned and formatted). This can be done using third-party tools, for example, Windows Disk Management snap-in.

## Recovery of basic volumes and disks

- When recovering a basic volume to an unallocated space of the dynamic group, the recovered volume becomes dynamic.
- When recovering a basic disk to a dynamic disk of a dynamic group consisting of two disks, the recovered disk remains basic. The dynamic disk to which the recovery is performed becomes "missing" and a spanned/striped dynamic volume on the second disk becomes "failed".

## Partition style after recovery

The target disk's partition style depends on whether your computer supports UEFI and on whether your system is BIOS-booted or UEFI-booted. See the following table:

	My system is BIOS-booted (Windows or Acronis Bootable Media)	My system is UEFI-booted (Windows or Acronis Bootable Media)
My source disk is MBR and my OS does not support UEFI	The operation will not affect neither partition layout nor bootability of the disk: partition style will remain MBR, the destination disk will be bootable in BIOS.	After operation completion, the partition style will be converted to GPT style, but the operating system will fail booting from UEFI, since your operating system does not support it.
My source disk is MBR and my OS supports UEFI	The operation will not affect neither partition layout nor bootability of the disk: partition style will remain MBR, the destination disk will be bootable in BIOS.	The destination partition will be converted to GPT style that will make the destination disk bootable in UEFI. See Example of recovery to UEFI system (p. 77).
My source disk is GPT and my OS supports UEFI	After operation completion, the partition style will remain GPT, the system will fail booting on BIOS, because your operating system cannot support booting from GPT on BIOS.	After operation completion, the partition style will remain GPT, the operating system will be bootable on UEFI.

## Example of recovery procedure

See Example of recovery to a UEFI system (p. 77).

### 5.1.3.1 Example of recovery to a UEFI system

Here is an example for transferring a system with the following conditions:

- The source disk is MBR and the OS supports UEFI.
- The target system is UEFI-booted.
- Your old and new hard drives work in the same controller mode (for example, IDE or AHCI).

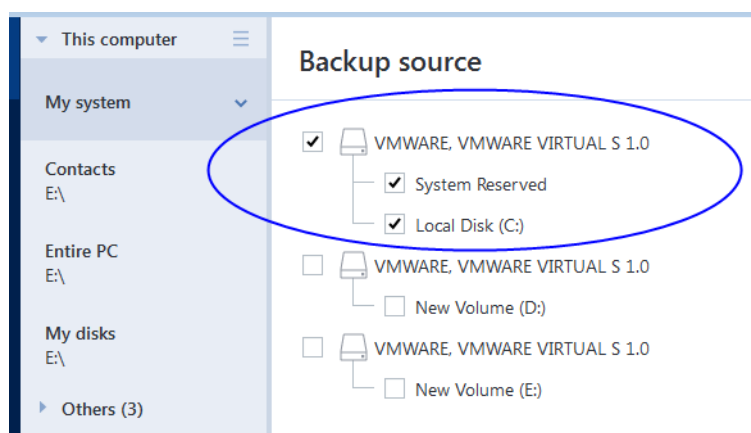
Before you start the procedure, please ensure that you have:

- **Acronis bootable media.**

Refer to Creating Acronis bootable media (p. 96, p. 14) for details.

- **Backup of your system disk created in disk mode.**

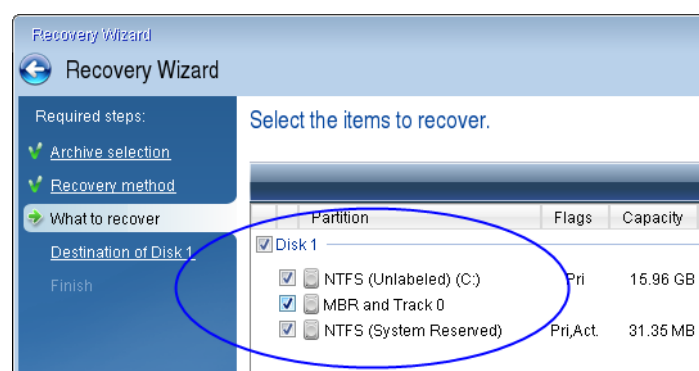
To create this backup, switch to disk mode, and then select the hard drive that contains your system partition. Refer to Backing up disks and partitions (p. 37) for details.



**To transfer your system from an MBR disk to a UEFI-booted computer:**

1. Boot from the Acronis bootable media in UEFI mode and select Acronis True Image.
2. Run the **Recovery wizard** and follow the instructions described in Recovering your system (p. 67).
3. On the **What to recover** step, select the check box next to the disk name to select the entire system disk.

In the example below, you need to select the **Disk 1** check box:



4. On the **Finish** step, click **Proceed**.

When the operation finishes, the destination disk is converted to GPT style so that it is bootable in UEFI.

After the recovery, please ensure that you boot your computer in UEFI mode. You may need to change the boot mode of your system disk in the user interface of the UEFI boot manager.

## 5.1.4 Arranging boot order in BIOS or UEFI BIOS

To boot your computer from Acronis bootable media, you need to arrange boot order so the media is the first booting device. The boot order is changed in BIOS or UEFI BIOS, depending on your computer firmware interface. The procedure in both cases is very similar.

### To boot from Acronis bootable media:

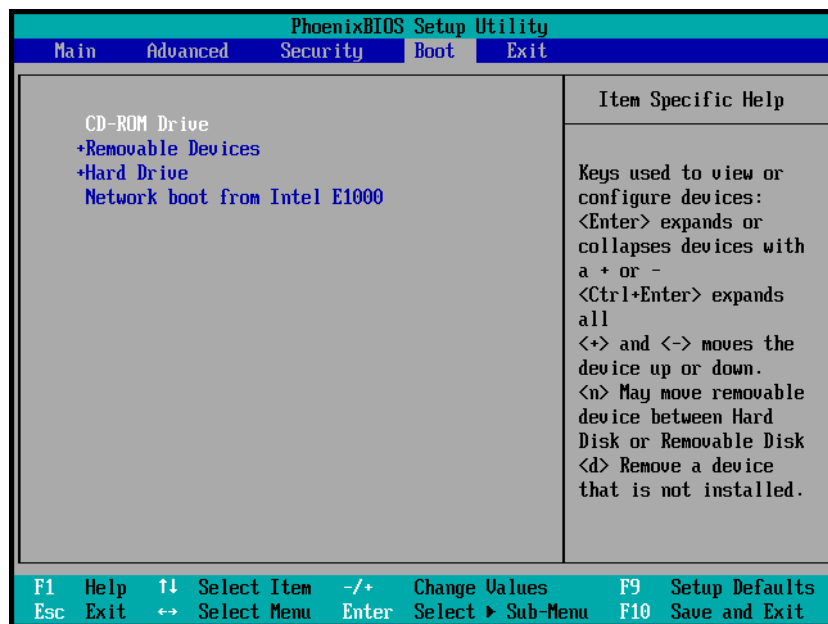
1. If you use a USB flash drive or external drive as a bootable media, plug it into the USB port.
2. Turn your computer on. During the Power-On Self Test (POST), you will see the key combination that you need to press in order to enter BIOS or UEFI BIOS.
3. Press the key combination (such as, **Del**, **F1**, **Ctrl+Alt+Esc**, **Ctrl+Esc**). The BIOS or UEFI BIOS setup utility will open. Note that utilities may differ in appearance, sets of items, names, etc.

---

*Some motherboards have a so-called boot menu opened by pressing a certain key or key combination, for instance, **F12**. The boot menu allows selecting the boot device from a list of bootable devices without changing the BIOS or UEFI BIOS setup.*

---

4. If you use a CD or DVD as a bootable media, insert it in the CD or DVD drive.
5. Make your bootable media (CD, DVD or USB drive) device the first booting device:
  1. Navigate to the Boot order setting by using the arrow keys on your keyboard.
  2. Place the pointer on the device of your bootable media and make it the first item in the list. You can usually use the Plus Sign and the Minus Sign keys to change the order.



6. Exit BIOS or UEFI BIOS and save the changes that you made. The computer will boot from Acronis bootable media.

---

*If the computer fails to boot from the first device, it tries to boot from the second device in the list, and so on.*

---

## 5.2 Recovering files and folders

You can recover files and folders both from file-level and disk-level backups.

### To recover files and folders:

1. Start Acronis True Image OEM.
2. On the sidebar, click **Backup**.
3. From the backup list, select the backup which contains the files or folders that you want to recover.
4. On the right panel, click **Recover files**.
5. Select backup version (data state on specific date and time).

6. Select the files and folders that you want to recover, and then click **Next**.
7. Select a destination on your computer to where you want to recover selected files/folders. You can recover data to its original location or choose a new one, if necessary. To choose a new location, click the **Browse** button.
8. When needed, set the options for the recovery process (recovery process priority, file-level security settings, etc.). To set the options, click **Options**. The options you set here will be applied only to the current recovery operation.
9. To start the recovery process, click the **Recover now** button.  
You can stop the recovery by clicking **Cancel**. Please keep in mind that the aborted recovery may still cause changes in the destination folder.

## Recovering files in Windows Explorer

**To recover files and folders directly from Windows Explorer:**

1. Double-click the corresponding .tib file, and then browse to the file or folder that you want to recover.
2. Copy the file or folder to a hard disk.

---

*Note: The copied files lose the "Compressed" and "Encrypted" attribute. If you need to keep these attributes, it is recommended to recover the backup.*

---

## 5.3 Searching backup content

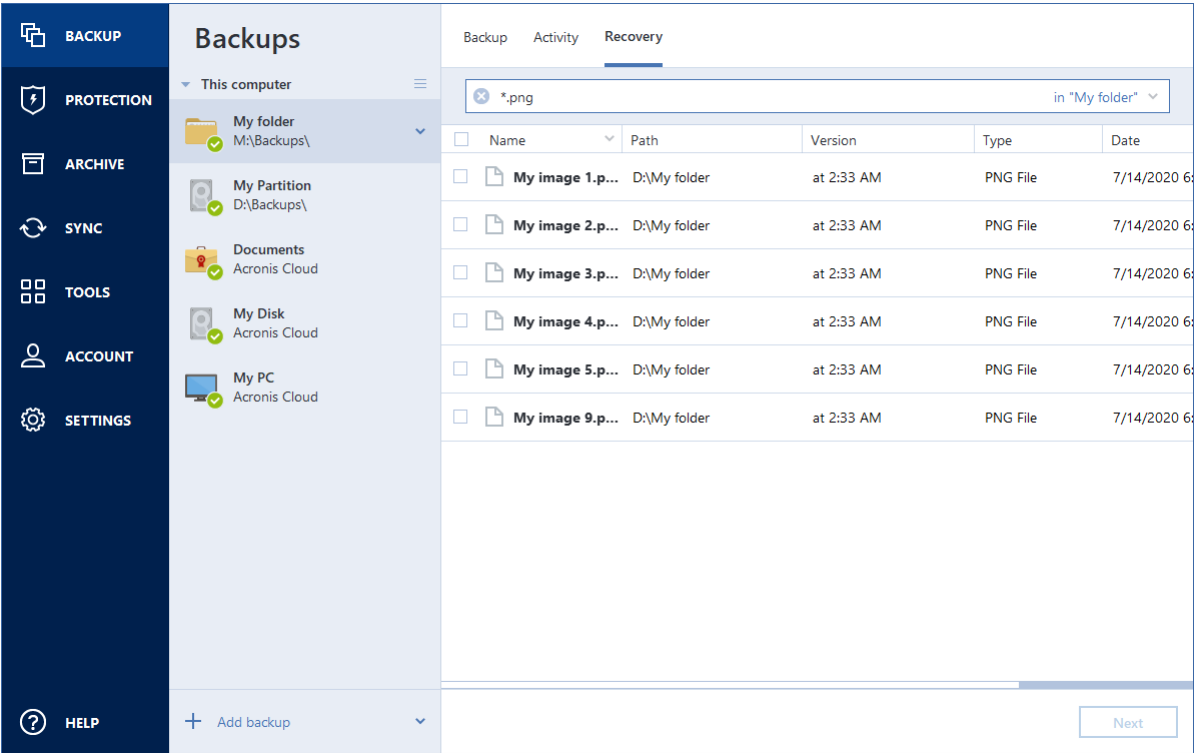
While recovering data from local backups, you can search for specific files and folders stored in the selected backup.

**To search for files and folders:**

1. Start recovering data as described in Recovering partitions and disks (p. 74) or Recovering files and folders (p. 79).
2. When selecting files and folders to recover, enter the file or folder name into the **Search** field. The program shows search results.



You can also use the common Windows wildcard characters: \* and ?. For example, to find all files with extension **.exe**, enter **\*.exe**. To find all .exe files with names consisting of five symbols and starting with “my”, enter **My????.exe**.



- 3. By default, Acronis True Image OEM searches the folder selected on the previous step. To include the entire backup in the search, click the down arrow, and then click **in entire backup**.  
To return to the previous step, delete the search text, and then click the cross icon.
- 4. After the search is complete, select the files that you want to recover, and then click **Next**.

*Note: Pay attention to the Version column. The files and folders that belong to different backup versions cannot be recovered at the same time.*

## 5.4 Recovery options

In the **Disk Recovery Options** and **File Recovery Options** windows you can configure options for a disk/partition and file recovery processes respectively. After you installed the application, all options are set to the initial values. You can change them for your current recovery operation only or for all further recovery operations as well. Select the **Save the settings as default** check box to apply the modified settings to all further recovery operations by default.

Note, that disk recovery options and file recovery options are fully independent, and you should configure them separately.

If you want to reset all the modified options to their initial values that were set after the product installation, click the **Reset to initial settings** button.

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## 5.4.1 Disk recovery mode

Location: **Recovery options > Advanced > Disk recovery mode**

With this option you can select the disk recovery mode for image backups.

- **Recover sector-by-sector** - select this check box if you want to recover both used and unused sectors of disks or partitions. This option will be effective only when you choose to recover a sector-by-sector backup.

## 5.4.2 Pre/Post commands for recovery

Location: **Recovery options > Advanced > Pre/Post commands**

You can specify commands (or even batch files) that will be automatically executed before and after the recovery procedure.

For example, you may want to start/stop certain Windows processes, or check your data for viruses before recovery.

To specify commands (batch files):

- Select a command to be executed before the recovery process starts in the **Pre-command** field. To create a new command or select a new batch file, click the **Edit** button.
- Select a command to be executed after the recovery process ends in the **Post-command** field. To create a new command or select a new batch file, click the **Edit** button.

Please do not try to execute interactive commands, i.e. commands that require user input (for example, "pause"). These are not supported.

### 5.4.2.1 Edit user command for recovery

You can specify user commands to be executed before or after recovery:

- In the **Command** field type-in a command or select it from the list. Click ... to select a batch file.
- In the **Working directory** field type-in a path for command execution or select it from the list of previously entered paths.
- In the **Arguments** field enter or select command execution arguments from the list.

Disabling the **Do not perform operations until the command execution is complete** parameter (enabled by default), will permit the recovery process to run concurrently with your command execution.

The **Abort the operation if the user command fails** (enabled by default) parameter will abort the operation if any errors occur in command execution.

You can test the command you entered by clicking the **Test command** button.

## 5.4.3 Validation option

Location: **Recovery options > Advanced > Validation**

- **Validate backup before recovery**—Enable this option to check the backup integrity before recovery.
- **Check the file system after recovery**—Enable this option to check the file system integrity on the recovered partition.

---

*Only FAT16/32 and NTFS file systems can be checked.*

*The file system will not be checked if a reboot is required during recovery, for example, when recovering the system partition to its original place.*

---

## 5.4.4 Computer restart

Location: **Recovery options > Advanced > Computer restart**

If you want the computer to reboot automatically when it is required for recovery, select the **Restart the computer automatically if needed for the recovery** check box. This may be used when a partition locked by the operating system has to be recovered.

## 5.4.5 File recovery options

Location: **Recovery options > Advanced > File recovery options**

You can select the following file recovery options:

- **Recover files with their original security settings** - if the file security settings were preserved during backup (see File-level security settings for backup (p. 55)), you can choose whether to recover them or let the files inherit the security settings of the folder where they will be recovered to. This option is effective only when recovering files from file/folder backups.
- **Set current date and time for recovered files** - you can choose whether to recover the file date and time from the backup or assign the files the current date and time. By default the file date and time from the backup will be assigned.

## 5.4.6 Overwrite file options

Location: **Recovery options > Advanced > Overwrite file options**

Choose what to do if the program finds a file in the target folder with the same name as in the backup.

---

*This option is available only while restoring files and folders (not disks and partitions).*

---

Select the **Overwrite existing files** check box if you want to overwrite the files on the hard disk with the files from the backup. If the check box is cleared, the more recent files and folders will be kept on the disk.

If you do not need to overwrite some files:

- Select the **Hidden files and folders** check box to turn off overwriting of all hidden files and folders. This option is available for file-level backups to local destinations and network shares.
- Select the **System files and folders** check box to turn off overwriting of all system files and folders. This option is available for file-level backups to local destinations and network shares.
- Select the **More recent files and folders** check box to turn off overwriting of new files and folders.

- Click **Add specific files and folders** to manage the list of custom files and folders that you do not want to overwrite. This option is available for file-level backups to local destinations and network shares.
  - To turn off overwriting of specific files, click the plus sign to create an exclusion criterion.
  - While specifying the criteria, you can use the common Windows wildcard characters. For example, to preserve all files with extension **.exe**, you can add **\*.exe**. Adding **My???.exe** will preserve all .exe files with names consisting of five symbols and starting with “my”.

To delete a criterion, select it in the list, and then click the minus sign.

## 5.4.7 Performance of recovery operation

Location: **Recovery options > Advanced > Performance**

You can configure the following settings:

### Operation priority

Changing the priority of a backup or recovery process can make it run faster or slower (depending on whether you raise or lower the priority), but it can also adversely affect the performance of other running programs. The priority of any process running in a system, determines the amount of CPU usage and system resources allocated to that process. Decreasing the operation priority will free more resources for other CPU tasks. Increasing backup or recovery priority may speed up the process by taking resources from the other currently running processes. The effect will depend on total CPU usage and other factors.

You can set up the operation priority:

- **Low** (enabled by default) - the backup or recovery process will run slower, but the performance of other programs will be increased.
- **Normal** - the backup or recovery process will have the equal priority with other processes.
- **High** - the backup or recovery process will run faster, but the performance of other programs will be reduced. Be aware that selecting this option may result in 100% CPU usage by Acronis True Image OEM.

## 5.4.8 Notifications for recovery operation

Sometimes a backup or recovery procedure can last an hour or longer. Acronis True Image OEM can notify you when it is finished via e-mail. The program can also duplicate messages issued during the operation or send you the full operation log after operation completion. By default all notifications are disabled.

### Free disk space threshold

You may want to be notified when the free space on the backup storage becomes less than the specified threshold value. If after starting a backup Acronis True Image OEM finds out that the free space in the selected backup location is already less than the specified value, the program will not begin the actual backup process and will immediately inform you by displaying an appropriate message. The message offers you three choices - to ignore it and proceed with the backup, to browse for another location for the backup or to cancel the backup.

If the free space becomes less than the specified value while the backup is being run, the program will display the same message and you will have to make the same decisions.

#### To set the free disk space threshold:

- Select the **Show notification message on insufficient free disk space** check box
- In the **Size** box, type or select a threshold value and select a unit of measure

Acronis True Image OEM can monitor free space on the following storage devices:

- Local hard drives
- USB cards and drives
- Network shares (SMB)

---

*The message will not be displayed if the **Do not show messages and dialogs while processing (silent mode)** check box is selected in the **Error handling** settings. This option cannot be enabled for FTP servers and CD/DVD drives.*

---

#### E-mail notification

1. Select the **Send e-mail notifications about the operation state** check box.
2. Configure email settings:
  - Enter the email address in the **To** field. You can enter several email addresses in a semicolon-delimited format.
  - Enter the outgoing mail server (SMTP) in the **Outgoing mail server (SMTP)** field.
  - Set the port of the outgoing mail server. By default the port is set to 25.
  - If required, select the **SMTP authentication** check box, and then enter the user name and password in the corresponding fields.
3. To check whether your settings are correct, click the **Send test message** button.

#### If the test message sending fails, then perform the following:

1. Click **Show extended settings**.
2. Configure additional email settings:
  - Enter the e-mail sender address in the **From** field. If you are not sure what address to specify, then type any address you like in a standard format, for example *aaa@bbb.com*.
  - Change the message subject in the **Subject** field, if necessary.
  - Select the **Log on to incoming mail server** check box.
  - Enter the incoming mail server (POP3) in the **POP3 server** field.
  - Set the port of the incoming mail server. By default the port is set to 110.
3. Click the **Send test message** button again.

#### Additional notification settings:

- To send a notification concerning process completion, select the **Send notification upon operation's successful completion** check box.
- To send a notification concerning process failure, select the **Send notification upon operation failure** check box.
- To send a notification with operation messages, select the **Send notification when user interaction is required** check box.
- To send a notification with full log of operations, select the **Add full log to the notification** check box.

## 6 Antivirus and antimalware protection

- Active Protection runs constantly in the background to protect your machines in real time while you work as usual.

---

**Note** You can turn the protection on or off in the True Image UI only. You cannot stop the process manually through Task Manager or any other external tool.

---

### The Protection dashboard

The Protection dashboard contains statistical data on the **Active protection** processes, provides control over the protection status, and access to the settings.

To access the Protection dashboard, click **Protection** on the Acronis True Image OEM sidebar.

On the **Overview** tab of the dashboard, you can:

- View statistics about the active protection status.
- View the number of detected issues, quarantined, and excluded items.
- Stop the entire protection for a predefined period of time (30 minutes, 1 hour, 4 hours, until restart). To do this, click **Turn off protection** and choose the period.

On the **Activity** tab of the dashboard, you can view a log of the changes that you applied to your protection status and settings.

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## 6.1 Active protection

Active Protection constantly checks your computer for ransomware and other malicious threats. In addition to your files, Acronis Active Protection protects the Acronis True Image application files, your backups, archives, and the Master Boot Records of your hard drives.

### Antiransomware protection

Ransomware encrypts files and demands a ransom for the encryption key. Cryptomining malware performs mathematical calculations in the background, thus stealing the processing power and network traffic of your machine.

When the **Antiransomware Protection** service is on, it monitors in real time the processes running on your computer. When it detects a third-party process that tries to encrypt your files or mine cryptocurrency, the service informs you about it and asks if you want to allow the process to continue or to block the process.

To allow the process to continue the activity, click **Trust**. If you are not sure if the process is safe and legal, we recommend that you click **Quarantine**. After this, the process will be added to **Quarantine** and blocked from any activities.

After blocking a process, we recommend that you check if your files have been encrypted or corrupted in any way. If they are, click **Recover modified files**. Acronis True Image OEM will search the following locations for the latest file versions to recover.

- Temporary file copies that were preliminarily created during the process verification
- Local backups
- Cloud backups

If Acronis True Image OEM finds a good temporary copy, the file is restored from that copy. If temporary file copies are not suitable for restore, Acronis True Image OEM searches for backup copies locally and in the cloud, compares the creation dates of the copies found in both locations, and restores your file from the latest available non-corrupt copy.

---

**Note** *Acronis True Image OEM does not support file recovery from password-protected backups.*

---

To configure Acronis True Image OEM to automatically recover files after blocking a process, select the **Automatically recover files after blocking a process** check box in the Active Protection settings. See Configuring Active Protection (p. 87).

## Related topics

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### 6.1.1 Configuring Active Protection

1. Click **Protection** on Acronis True Image OEM the side bar, then click **Settings**, and go to the **Active Protection** tab.
2. Switch on the **Antiransomware Protection** toggle to protect your computer from potentially harmful applications and processes that run in the background.
3. Select the options that you want to enable.
  - **Automatically recover files after blocking a process** – Though a process was blocked, there is still a possibility that your files were modified. If this check box is selected, Acronis True Image OEM recovers the files as follows.  
 Acronis True Image OEM searches the following locations for the latest file versions to recover.
    - Temporary file copies that were preliminarily created during the process verification
    - Local backups
    - Cloud backups
 If Acronis True Image OEM finds a good temporary copy, the file is restored from that copy. If temporary file copies are not suitable for restore, Acronis True Image OEM searches for backup copies locally and in the cloud, compares the creation dates of the copies found in both locations, and restores your file from the latest available unmodified copy.
 

---

**Note** *Acronis True Image OEM does not support file recovery from password-protected backups.*

---
  - **Protect backup files from ransomware** – Acronis True Image OEM will protect its own processes and your backups and archives from ransomware.
  - **Protect network shares and NAS** – Acronis True Image OEM will monitor and protect the network shares and NAS devices you have access to. You can also specify a recovery location for files affected by a ransomware attack.
  - **Protect your computer from illicit cryptomining** – Select this check box to defend your computer from cryptomining malware.
4. Click **OK**.

## 6.2 Managing files in Quarantine

Based on your settings, Active protection can move blocked files to quarantine. Quarantine is a special storage that is used to isolate infected and suspected files from your computer and data. When you place an application file in quarantine, the risk of potential harmful actions from the blocked application is minimized.

By default, files are kept for 30 days in quarantine and then deleted from your PC. You can review the files in quarantine and decide whether to keep or delete them before that period expires. You can also change the default period to keep files in quarantine.

### *To restore or delete files from quarantine:*

1. On the **Protection** dashboard, click **Quarantine**.
2. In the Quarantine list, select an item.
  - To return the item to its original location, click **Restore**.
  - To delete an item, click **Delete from PC**.
3. Click **Close**.

### *To setup the period for automatic deletion of files from the quarantine:*

1. On the **Protection** dashboard, click **Settings**, and click the **Advanced** tab.
2. In the **Quarantine** section, locate the **Delete quarantined items from this PC after** spin-box, and select the number of days to keep items in quarantine.
3. Click **OK**.

## 6.3 Configuring Protection exclusions

Active protection uses the definitions from the Protection database to determine potential threats. If you trust some executable files and folders, you can add them to the Protection exclusions list, so Acronis True Image OEM will skip them during scanning.

### *To add a file or folder to the Protection exclusions list:*

1. On the **Protection** dashboard click **Protection exclusions**.
2. From the **Add exclusion** menu, select what you want to exclude.
  - **Add file** – to exclude executable or other files from scanning.
  - **Add folder** – to exclude folders from scanning.
3. Browse for the item that you want to exclude and click **Open**.
4. Add another item to exclude or click **Save** to update the list.

### *To remove files or folders from the Protection exclusions list:*

1. On the **Protection** dashboard click **Protection exclusions**.
2. In the list of protection exclusions, select the check boxes for the items that you want to remove and click **Remove**.
3. Click **Save** to update the list.

To configure protection exclusions for Web filtering, see *Configuring Active Protection* (p. 87).



## 7 Disk cloning and migration

This operation copies the entire contents of one disk drive to another disk drive. This may be necessary, for example, when you want to clone your operating system, applications, and data to a new, larger capacity disk. You can do it two ways:

- Use the Clone disk utility (p. 89).
- Back up your old disk drive, and then recover it to the new one (p. 70).

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### 7.1 Disk cloning utility

The Clone disk utility allows you to clone your hard disk drive by copying the partitions to another hard disk.

Please read before you start:

- When you want to clone your system to a higher-capacity hard disk, we recommend that you install the target (new) drive where you plan to use it and the source drive in another location, e.g. in an external USB enclosure. This is especially important for laptops.

---

*Note: It is recommended that your old and new hard drives work in the same controller mode (for example, IDE or AHCI). Otherwise, your computer might not start from the new hard drive.*

*Note: If you clone a disk with Windows to an external USB hard drive, you might not be able to boot from it. We recommend cloning to an internal SSD or HDD instead.*

---

- The Clone disk utility does not support multiboot systems.
- On program screens, damaged partitions are marked with a red circle and a white cross inside in the upper left corner. Before you start cloning, you should check such disks for errors and correct the errors by using the appropriate operating system tools.
- We strongly recommend that you create a backup of the entire original disk as a safety precaution. It could be your data saver if something goes wrong with your original hard disk during cloning. For information on how to create such a backup, see Backing up partitions and disks (p. 37). After creating the backup, make sure that you validate it.

#### 7.1.1 Clone Disk wizard

Before you start, we recommend that you read general information about Disk cloning utility (p. 89). If you use an UEFI computer and you decided to start the cloning procedure under bootable media, please pay attention to the boot mode of the bootable media in UEFI BIOS. It is recommended that the boot mode matches the type of the system in the backup. If the backup contains a BIOS system, then boot the bootable media in BIOS mode; if the system is UEFI, then ensure that UEFI mode is set.

#### To clone a disk:

1. Start Acronis True Image OEM.
2. On the sidebar, click **Tools**, and then click **Clone disk**.
3. On the **Clone Mode** step, choose a transfer mode.

- **Automatic**—Recommended in most cases.
- **Manual**—Manual mode will provide more data transfer flexibility. Manual mode can be useful if you need to change the disk partition layout.

---

*If the program finds two disks, one partitioned and another unpartitioned, it will automatically recognize the partitioned disk as the source disk and the unpartitioned disk as the destination disk. In such case, the next steps will be bypassed and you will be taken to the **Summary** screen.*

---

4. On the **Source Disk** step, select the disk that you want to clone.

---

*Acronis True Image OEM does not support cloning of dynamic disks.*

---

5. On the **Destination Disk** step, select the destination disk for the cloned data.

If the selected destination disk contains partitions, you will need to confirm deletion of the partitions. Note that the real data destruction will be performed only when you click **Proceed** on the last step of the wizard.

---

*If any disk is unpartitioned, the program will automatically recognize it as the destination and bypass this step.*

---

6. [This step is only available if the source disk has an OS installed]. On the **Disk Usage** step, select how you are going to use the clone.

- **To replace a disk on this machine**—the system disk data will be copied, and the clone will be bootable. Use this clone for replacing the system disk with a new one on this PC.
- **To use on another machine**—the system disk data will be copied, and the clone will be bootable. Use this clone to transfer all the data to another PC on a bootable disk.
- **To use as a data disk**—the disk data will be copied. Use this clone as a non-bootable data drive.

7. [This step is only available in the manual cloning mode]. On the **Move method** step, choose a data move method.

- **As is**—a new partition will be created for every old one with the same size and type, file system and label. The unused space will become unallocated.
- **Proportional**—the new disk space will be proportionally distributed between cloned partitions.
- **Manual**—you will specify a new size and other parameters yourself.

8. [This step is only available in the manual cloning mode]. On the **Change disk layout** step, you can edit settings of the partitions that will be created on the destination disk. Refer to Manual partitioning (p. 91) for details.

9. [Optional step] On the **What to exclude** step, you can specify files and folders that you do not want to clone. Refer to Excluding items from cloning (p. 92) for details.

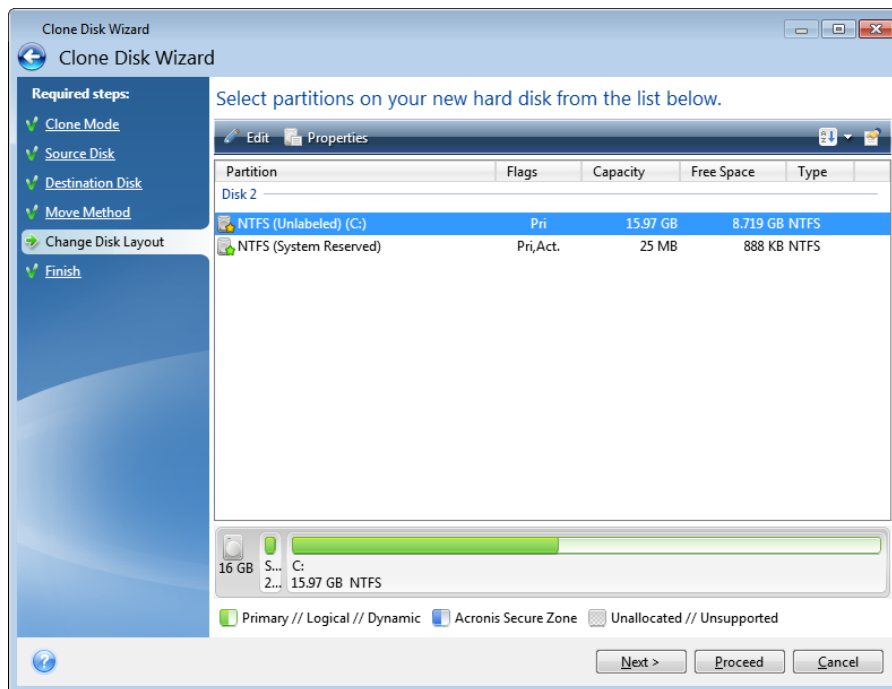
10. On the **Finish** step, ensure that the configured settings suit your needs, and then click **Proceed**.

If the cloning operation is stopped for some reason, you will have to configure and start the procedure again. You will not lose your data, because True Image does not alter the original disk and data stored on it during cloning.

By default, Acronis True Image OEM shuts down the computer after the clone process finishes. This enables you to change the position of master/subordinate jumpers and remove one of the hard drives.

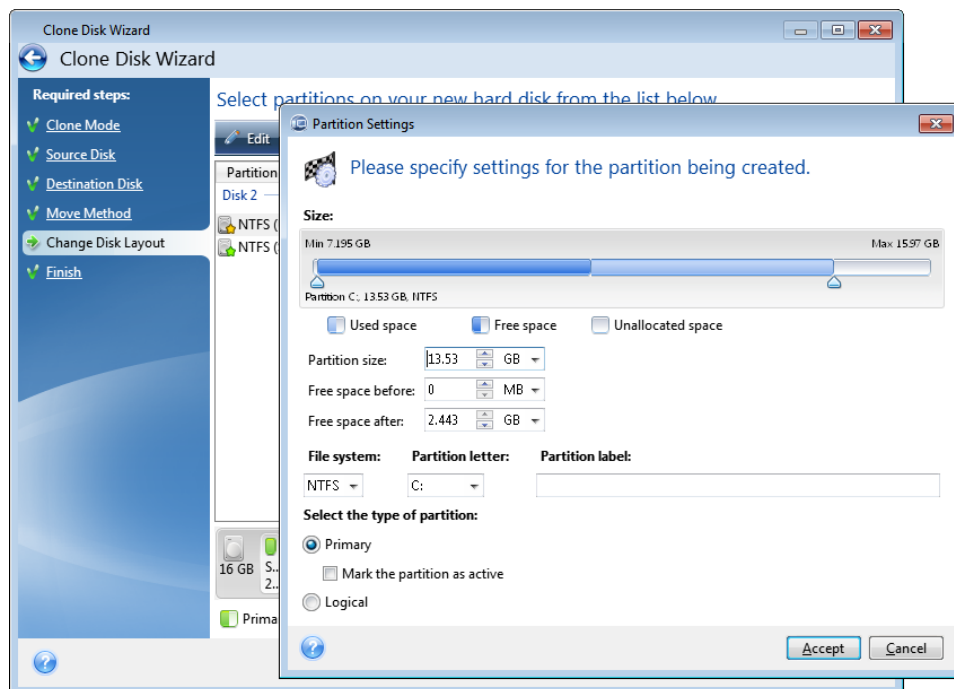
## 7.1.2 Manual partitioning

The manual transfer method enables you to resize partitions on the new disk. By default, the program resizes them proportionally.



**To edit a partition:**

1. Select the partition, and then click **Edit**. This will open the Partition Settings window.




2. Specify the following settings for the partition:
  - Size and position
  - File system

- Partition type (available only for MBR disks)
- Partition letter and label

Refer to Partition settings (p. 109) for details.

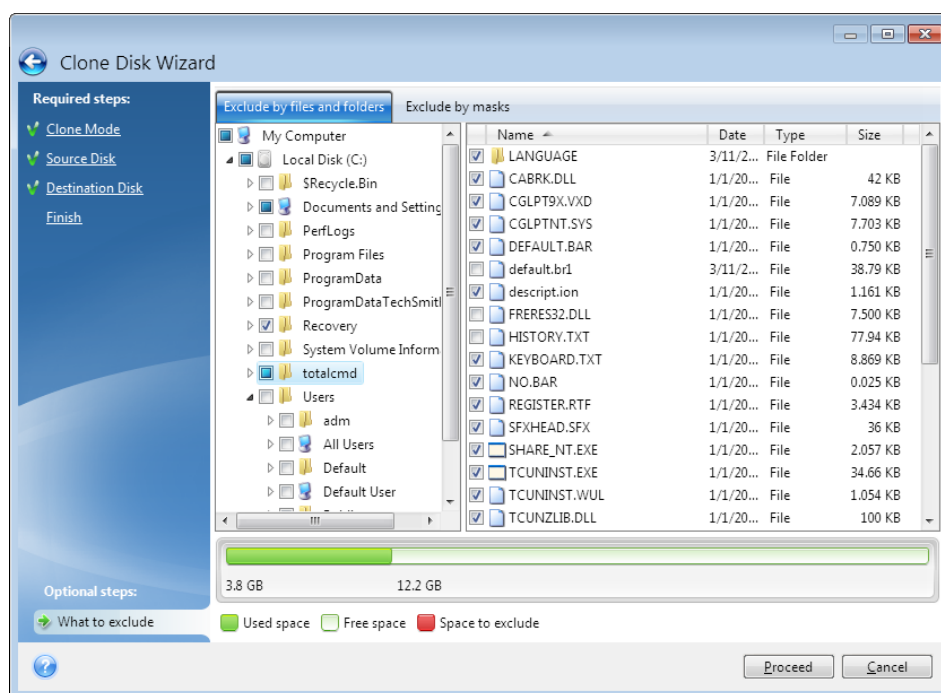
### 3. Click **Accept**.

 **Be careful!** Clicking any previous wizard step on the sidebar in this window will reset all size and location changes that you've selected, so you will have to specify them again.

## 7.1.3 Excluding items from cloning

If you do not want to clone specific files from a source disk (for example, when your target disk is smaller than the source one), you can opt to exclude them in the **What to exclude** step.

*We do not recommend excluding hidden and system files when cloning your system partition.*



**You have two ways to exclude files and folders:**

- **Exclude by files and folders** - this tab allows you to select specific files and folders from the folder tree.
- **Exclude by masks** - this tab allows you to exclude a group of files by mask or an individual file by name or path.

To add an exclusion criterion, click **Add**, type a file name, a path or a mask, and then click **OK**. You can add as many files and masks as you like.

**Examples of exclusion criteria:**

- You can enter explicit file names:
  - `file.ext` - all such files will be excluded from cloning.
  - `C:\file.ext` - the file.ext file on the C: disk will be excluded.
- You can use wildcard characters (\* and ?):
  - `*.ext` - all files with a .ext extension will be excluded.

- *??name.ext* - all files with a .ext extension, having six letters in their names (starting with any two symbols (??) and ending with *name*), will be excluded.
- You can enter path to a folder:
  - *C:\my pictures - my pictures* folder on the C: disk will be excluded.

You can edit and remove exclusion criteria using the corresponding buttons on the right pane.

## 7.2 Preparing for migration

Solid state disks have become quite common. Many users decide to replace their system hard disk with an SSD to enhance the disk system performance. Such a replacement may raise a number of questions.

First of all, make sure that Acronis True Image OEM detects your new SSD both in Windows and under the Acronis rescue media. If there is a problem, see [What to do if Acronis True Image OEM does not recognize your SSD](#) (p. 94).

### SSD size

Because SSDs are still somewhat expensive, the size of your new SSD will usually be less than that of your old hard disk. This may cause a problem if your hard disk contains the operating system, programs and data.

We presuppose that before purchasing the SSD you estimated the approximate space occupied by your operating system and applications and that you selected an SSD that has a reasonable reserve capacity.

If the occupied space on your old hard disk exceeds the size of your SSD, you will need to free up space on the system disk to make migration possible.

### SSD alignment

Another question concerns the alignment of SSDs. To get the optimum performance from an SSD and to prolong its life, the partition offset must meet certain criteria. In most cases you do not need to check or manually fix the alignment, the program will do it automatically.

In any event, we recommend that you perform one of the following:

- Create the backup you are going to use for migration in disk mode. In other words, back up the source disk entirely, not just the system partition.
- Make sure the destination SSD does not contain partitions (the disk space is unallocated). Note that if your SSD is new and has never been used before, it does not contain partitions.

### Which migration method to choose

If your system disk consists of a single partition (not counting the hidden System Reserved partition existing in many installations of Windows 7), you can try to migrate to the SSD using the Clone tool. For more information see [Cloning a hard disk](#) (p. 89).

However, we recommend to use the backup and recovery method in most cases. This method provides more flexibility and control over migration. See [Migrating to an SSD using the backup and recovery method](#) (p. 95).

## 7.2.1 What to do if Acronis True Image OEM does not recognize your SSD

Sometimes Acronis True Image OEM may not recognize an SSD.

In such a case, check whether the SSD is recognized in BIOS.

If the BIOS of your computer does not show the SSD, verify that the power and data cables are properly connected. You may also try to update the BIOS and SATA drivers. If these suggestions do not help, contact the Support of your SSD manufacturer.

If the BIOS of your computer does show the SSD, you can try the following procedure:

Depending on your operating system, type **cmd** in the Search field or in the Run field, and then press **Enter**.

At the command line prompt type:

**diskpart**

**list disk** The screen will show the disks connected to your computer. Find out the disk number for your SSD. Use its size as the reference.

**select disk N** Here N is the disk number of your SSD.

**clean** This operation removes all information from the SSD and overwrites the MBR with the default one.

**exit**

**exit**

Start Acronis True Image OEM and check whether it detects the SSD. If it detects the SSD, use the Add new disk tool to create a single partition on the disk occupying the entire disk space. When creating a partition, check that the free space before partition is 1 MB. For more information, see Adding a new hard disk (p. 107).

The next step is to check whether your Acronis bootable media recognizes the SSD.

1. Boot from the Acronis bootable media.
2. Select **Tools & Utilities -> Add New Disk** in the main menu and the **Disk selection** screen will show the information about all hard disks in your system. Use this for checking whether the SSD is detected in the recovery environment.
3. If the screen shows your SSD, just click **Cancel**.

If the bootable media does not recognize the SSD and the SSD controller mode is AHCI, you can try to change the mode to IDE (or ATA in some BIOS brands) and see whether this solves the problem.

---

*Attention! Do not start Windows after changing the mode; it may result in serious system problems. You must return the mode to AHCI before starting Windows.*

---

If after changing the mode the bootable media detects the SSD, you may use the following procedure for recovery or cloning under bootable media:

1. Shut down the computer.
2. Boot to BIOS, change the mode from AHCI to IDE (or ATA in some BIOS brands).
3. Boot from Acronis bootable media.

4. Recover or clone the disk.
5. Boot to BIOS and change IDE back to AHCI.
6. Start Windows.

### What to do if the above suggestions do not help

You can try to create a WinPE-based media. This may provide the necessary drivers. For more information, see Creating Acronis bootable media (p. 97).

## 7.2.2 Migrating to SSD using the backup and recovery method

You can use the following procedure for all supported operating systems. First, let's consider a simple case: your system disk consists of a single partition. Note that for Windows 7 and later, the system disk may have a hidden System Reserved partition.

We recommend that you migrate your system to an empty SSD that does not contain partitions (the disk space is unallocated). Note that if your SSD is new and has never been used before, it does not contain partitions.

#### To migrate your system to an SSD:

1. Start Acronis True Image OEM.
2. Create Acronis bootable media, if you do not have it yet. To do this, in the **Tools** section, click **Create bootable media** and follow the instructions on the screen.
3. Back up your entire system drive (in the disk backup mode) to a hard disk other than your system hard disk and the SSD.
4. Switch off the computer and remove your system hard disk.
5. Mount the SSD into the slot where the hard disk was.

---

*For some SSD brands you may need to insert the SSD into a PCI Express slot.*

---

6. Boot from your Acronis bootable media.
7. Validate the backup to make sure that it can be used for recovery. To do this, click **Recovery** on the left pane and select the backup. Right-click, select **Validate Archive** in the shortcut menu and then click **Proceed**.
8. After the validation finishes, right-click the backup and select **Recover** in the shortcut menu.
9. Choose **Recover whole disks and partitions** at the Recovery method step and then click **Next**.
10. Select the system disk at the What to recover step.
11. Click **New location** and then select the SSD as the new location for your system disk, then click **Accept**.
12. At the next step click **Proceed** to start recovery.
13. After the recovery is complete, exit the standalone version of Acronis True Image OEM.
14. Try to boot from the SSD and then make sure that Windows and applications work correctly.

If your system hard disk also contains a hidden recovery or diagnostic partition, as is quite often the case with notebooks, the procedure will differ. You will usually need to resize the partitions manually during recovery to the SSD. For instructions see Recovering a disk with a hidden partition (p. 70).

## 8 Tools

Acronis Tools and utilities include protection tools and mounting tools.

### Protection tools

- **Acronis Startup Recovery Manager** (p. 106)  
Allows you to start Acronis True Image OEM without loading the operating system by pressing F11 at boot time before the operating system starts.
- **Rescue Media Builder** (p. 96)  
Allows you to create a bootable rescue media with Acronis products (or their specified components) installed on your computer.

### Image mounting

- **Mount image** (p. 122)  
With this tool you can explore a previously created image. You will be able to assign temporary drive letters to the partition images and easily access these images as ordinary, logical drives.
- **Unmount image** (p. 123)  
With this tool you can unmount the temporary logical drives you have created to explore an image.

## 8.1 Creating bootable rescue media

You can run Acronis True Image OEM from a bootable media on a bare-metal system or a crashed computer that cannot boot. You can even back up disks on a non-Windows computer, copying all its data into the backup by imaging the disk in the sector-by-sector mode. To do so, you need bootable media that has a copy of the standalone Acronis True Image OEM version (p. 132) installed on it.

### How you can obtain bootable media:

- Use the installation CD, DVD, or USB flash drive of the boxed product.
- Make a media bootable with Acronis Media Builder (p. 96):
  - Blank CD
  - Blank DVD
  - USB flash drive

Note: The data it may contain will not be modified.

  - Create an .iso image file to burn it afterwards onto a CD or DVD.
  - Create WinPE-based media with the Acronis plug-in.

### 8.1.1 Acronis Media Builder

Acronis Media Builder allows you to make a USB flash drive, external drive, or a blank CD/DVD bootable. In case Windows cannot start, use the bootable media to run a standalone version of Acronis True Image and recover your computer.

### You can create several types of bootable media:

- **Acronis bootable media**  
This type is recommended for most users.



- **WinPE-based media with the Acronis plug-in**

Running Acronis True Image OEM in the preinstallation environment may provide better compatibility with your computer's hardware because the preinstallation environment uses Windows drivers.

We recommend that you create this type of media, when Acronis bootable media did not help you boot your computer.

To use this option, you need one of the following components to be installed:

- Windows Automated Installation Kit (AIK).  
This component is required for creating WinPE 3.0.
- Windows Assessment and Deployment Kit (ADK).  
This component is required for creating WinPE 4.0, WinPE 5.0, and WinPE 10.0.

- **WinRE-based media with the Acronis plug-in**

This type of bootable media is similar to WinPE-based media, but it has an important advantage—you do not need to download WADK or WAIK from the Microsoft website. Windows Recovery Environment is already included in Windows Vista and later versions of Windows. Acronis True Image OEM uses these files from your system to create WinRE-based media. Similar to WinPE-based media, you can add your drivers for better compatibility with your hardware. However, WinRE-based media can be used only on the computer where it was created or on a computer with the same operating system.

## Notes

- We recommend that you create a new bootable media after each Acronis True Image OEM update.
- If you use non-optical media, the media must have a FAT16 or FAT32 file system.
- Acronis Media Builder supports only x64 WinPE 3.0, WinPE 4.0, WinPE 5.0, and WinPE 10.0.
- Your computer must have:
  - For WinPE 3.0—at least 256 MB RAM
  - For WinPE 4.0—at least 512 MB RAM
  - For WinPE 5.0—at least 1 GB RAM
  - For WinPE 10.0—at least 512 MB RAM
- If Acronis Media Builder does not recognize your USB flash drive, you can try using the procedure described in the Acronis Knowledge Base article at <https://kb.acronis.com/content/1526> (<https://kb.acronis.com/content/1526>).
- When booting from the bootable media, you cannot perform backups to disks or partitions with Ext2/Ext3/Ext4, ReiserFS, and Linux SWAP file systems.
- When booting from the bootable media and using a standalone version of Acronis True Image OEM (p. 132), you cannot recover files and folders encrypted with the encryption available in Windows XP and later operating systems. For more information, see File-level security settings for backup (p. 55). However, backups encrypted using the Acronis True Image OEM encryption feature can be recovered.
- If you decide to create a bootable media on a drive that already has a Survival Kit, Acronis Media Builder will attempt to overwrite and update only the hidden partition with the bootable media without formatting the whole drive.

### 8.1.1.1 Creating Acronis bootable media

**To create Acronis bootable media:**

1. Plug in a USB flash drive, or an external drive (HDD/SSD), or insert a blank CD or DVD.
2. Start Acronis True Image OEM.
3. In the **Tools** section, click **Rescue Media Builder**.
4. Choose a creation method:
  - **Simple**—This is the easiest option. Acronis True Image will choose the optimal media type for your computer. If you use Windows 7 or a later version, WinRE-based media will be created.
  - **Advanced**—This option allows you to choose a media type. This means you can create the bootable media not only for your computer, but for a computer running a different Windows version. Refer to Acronis Media Builder (p. 96) for details.

If you select a Linux-based media, choose Acronis components to be placed on the media. Please ensure that the components that you select are compatible with the target computer architecture. Refer to Removable media settings (p. 53) for details.

If you select a WinRE-based or WinPE-based media, then:

- Select an architecture type of the media—32-bit or 64-bit. Note that 32-bit bootable media can work only on 32-bit computers, and 64-bit media is compatible with both 32-bit and 64-bit computers.
- Select a toolkit that you want to be used for creating the bootable media. If you choose WAIK or WADK and you do not have the selected kit installed on your computer, then you first need to download it from the Microsoft website, and then install the required components—Deployment Tools and Windows Preinstallation Environment (Windows PE).

If you already have WinPE files on your computer and they are stored in a non-default folder, then just specify their location and the Acronis plug-in will be added to the existing WinPE image.

- For better compatibility with your hardware, you can select drivers to be added to the media.

5. Select a destination for the media:

- **CD**
- **DVD**
- **External drive**
- **USB flash drive**

If your drive has an unsupported file system, Acronis True Image will suggest formatting it to FAT file system.

---

**Warning!** *Formatting permanently erases all data on a disk.*

---

- **ISO image file**

You will need to specify the .iso file name and the destination folder.

When the .iso file is created, you can burn it onto a CD or DVD. For example, in Windows 7 and later, you can do this by using a built-in burning tool. In File Explorer, double-click the created ISO image file, and then click **Burn**.

- **WIM image file** (available only for WinPE-based media)

Acronis True Image adds the Acronis plug-in to the .wim file from Windows AIK or Windows ADK. You will need to specify a name for the new .wim file and the destination folder.

To create a bootable media by using a .wim file, you first need to convert it to an .iso file. Refer to Creating an .iso file from a .wim file (p. 101) for details.

---

*If Acronis Media Builder detects a previously created Acronis Survival Kit on this drive, it will attempt to overwrite and update only the hidden partition with the bootable media without formatting the whole drive.*

---

6. Click **Proceed**.

### 8.1.1.2 Bootable media startup parameters

Here, you can set bootable media startup parameters in order to configure rescue media boot options for better compatibility with different hardware. Several options are available (nousb, nomouse, noapic, etc.). These parameters are provided for advanced users. If you encounter any hardware compatibility problems while testing boot from the rescue media, it may be best to contact the product's support team.

#### To add a startup parameter

- Enter a command into the **Parameters** field.
- Having specified the startup parameters, click **Next** to continue.

Additional parameters that can be applied prior to booting Linux kernel

#### Description

The following parameters can be used to load Linux kernel in a special mode:

- **acpi=off**

Disables ACPI and may help with a particular hardware configuration.

- **noapic**

Disables APIC (Advanced Programmable Interrupt Controller) and may help with a particular hardware configuration.

- **nousb**

Disables loading of USB modules.

- **nousb2**

Disables USB 2.0 support. USB 1.1 devices still work with this option. This option allows using some USB drives in USB 1.1 mode, if they do not work in USB 2.0 mode.

- **quiet**

This parameter is enabled by default and the startup messages are not displayed. Deleting it will result in the startup messages being displayed as the Linux kernel is loaded and the command shell being offered prior to running the Acronis program.

- **nodma**

Disables DMA for all IDE disk drives. Prevents kernel from freezing on some hardware.

- **nofw**

Disables FireWire (IEEE1394) support.

- **nopcmcia**

Disables PCMCIA hardware detection.

- **nomouse**

Disables mouse support.

- **[module name]=off**

Disables the module (e.g. **sata\_sis=off**).

- **pci=bios**

Forces to use PCI BIOS, and not to access the hardware device directly. For instance, this parameter may be used if the machine has a non-standard PCI host bridge.

- **pci=nobios**

Disallows use of PCI BIOS; only direct hardware access methods are allowed. For instance, this parameter may be used if you experience crashes upon boot-up, probably caused by the BIOS.

- **pci=biosirq**

Uses PCI BIOS calls to get the interrupt routing table. These calls are known to be buggy on several machines and they hang the machine when used, but on other computers it is the only way to get the interrupt routing table. Try this option, if the kernel is unable to allocate IRQs or discover secondary PCI buses on your motherboard.

- **vga=ask**

Gets the list of the video modes available for your video card and allows selecting a video mode most suitable for the video card and monitor. Try this option, if the automatically selected video mode is unsuitable for your hardware.

### 8.1.1.3 Adding drivers to an existing .wim image

Sometimes a basic WinPE disk with Acronis Plug-in does not have drivers for your specific hardware, for example, for storage device controllers. The easiest way to add them is to select the Advanced mode in Rescue Media Builder (p. 97) and specify the drivers to add. You can add the drivers manually to an existing .wim file before creating an ISO file with Acronis Plug-in.

---

*Attention! You can only add drivers which have the .inf filename extension.*

---

The following procedure is based on an MSDN article that can be found at [https://technet.microsoft.com/en-us/library/dd799244\(WS.10\).aspx](https://technet.microsoft.com/en-us/library/dd799244(WS.10).aspx)

**To create a custom Windows PE image, proceed as follows:**

1. If you don't have the .wim file with the Acronis plug-in, start **Rescue Media Builder** and create it by choosing **WIM file** as a destination for the WinPE-based media. Refer to Creating Acronis bootable media (p. 97) for details.
2. Depending on your version of Windows AIK or Windows ADK, do one of the following:
  - In the **Start** menu, click **Microsoft Windows AIK**, right-click **Windows PE Tools Command Prompt**, and then select **Run as administrator**.
  - In the **Start** menu, click **Microsoft Windows AIK**, right-click **Deployment Tools Command Prompt**, and then select **Run as administrator**.
  - In the **Start** menu, click **Windows Kits**, click **Windows ADK**, right-click **Deployment and Imaging Tools Environment**, and then select **Run as administrator**.
3. Run the Copype.cmd script to create a folder with Windows PE files. For example, from a command prompt, type:

```
copype amd64 C:\winpe_x64
```

4. Copy your .wim file, for example, to folder C:\winpe\_x64\. By default, this file is named AcronisBootablePEMedia.wim.
5. Mount the base image to a local directory by using the DISM tool. To do this, type:
 

```
Dism /Mount-Wim /WimFile:C:\winpe_x64\AcronisBootablePEMedia.wim /index:1 /MountDir:C:\winpe_x64\mount
```
6. Add your hardware driver, by using the DISM command with the Add-Driver option. For example, to add the Mydriver.inf driver located in folder C:\drivers\, type:
 

```
Dism /image:C:\winpe_x64\mount /Add-Driver /driver:C:\drivers\mydriver.inf
```
7. Repeat the previous step for each driver that you need to add.
8. Commit the changes by using the DISM command:
 

```
Dism /Unmount-Wim /MountDir:C:\winpe_x64\mount /Commit
```
9. Create a PE image (.iso file) from the resulting .wim file. Refer to Creating an .iso file from a .wim file (p. 101) for details.

#### 8.1.1.4 Creating an .iso file from a .wim file

To create a bootable media by using a .wim file, you need to convert it to an .iso file first.

**To create a PE image (.iso file) from the resulting .wim file:**

1. Depending on your version of Windows AIK or Windows ADK, do one of the following:
  - In the **Start** menu, click **Microsoft Windows AIK**, right-click **Windows PE Tools Command Prompt**, and then select **Run as administrator**.
  - In the **Start** menu, click **Microsoft Windows AIK**, right-click **Deployment Tools Command Prompt**, and then select **Run as administrator**.
  - In the **Start** menu, click **Windows Kits**, click **Windows ADK**, right-click **Deployment and Imaging Tools Environment**, and then select **Run as administrator**.
2. Run the Copype.cmd script to create a folder with Windows PE files. For example, from a command prompt, type:
 

```
copype amd64 C:\winpe_x64
```
3. Replace the default boot.wim file in your Windows PE folder with the newly created .wim file (for example, AcronisBootablePEMedia.wim). If the AcronisBootablePEMedia.wim file is located on c:\, then:  
 For WinPE 3.0, type:
 

```
copy c:\AcronisBootablePEMedia.wim c:\winpe_x64\ISO\sources\boot.wim
```

 For WinPE 4.0, WinPE 5.0 or WinPE 10.0, type:
 

```
copy "c:\AcronisBootablePEMedia.wim" c:\winpe_x64\media\sources\boot.wim
```
4. Use the **Oscdimg** tool. To create an .iso file, type:
 

```
oscdimg -n -bc:\winpe_x64\etfsboot.com c:\winpe_x64\ISO c:\winpe_x64\winpe_x64.iso
```

 Alternatively, to make the media bootable on both BIOS and UEFI computers, type:
 

```
oscdimg -m -o -u2 -udfver102 -bootdata:2#p0,e,bc:\winpe_x64\fwfiles\etfsboot.com#pEF,e,bc:\winpe_x64\fwfiles\efisys.bin c:\winpe_x64\media c:\winpe_x64\winpe_x64.iso
```
5. Burn the .iso file to a CD by using a third-party tool, and you will have a bootable Windows PE disc with Acronis True Image OEM.

## 8.1.2 Making sure that your rescue media can be used when needed

To maximize the chances of your computer's recovery, you must test that your computer can boot from the rescue media. In addition, you must check that the rescue media recognizes all your computer's devices, such as the hard drives, the mouse, the keyboard, and network adapter.

### To test the rescue media

---

*If you use external drives for storing your backups, you must attach the drives before booting from the rescue CD. Otherwise, the program might not detect them.*

---

1. Configure your computer to enable booting from the rescue media. Then, make your rescue media device (CD-ROM/DVD-ROM drive or USB stick) the first boot device. See Arranging boot order in BIOS (p. 78).
2. If you have a rescue CD, press any key to start booting from the CD, when you see the prompt "Press any key to boot from CD". If you do not press a key within five seconds, you will need to restart the computer.
3. After the boot menu appears, choose **Acronis True Image OEM**.

---

*If your wireless mouse does not work, try to replace it with a wired one. The same recommendation applies to the keyboard.*

*If you do not have a spare mouse or keyboard, contact the support. They will build a custom rescue CD that will have drivers for your models of the mouse and keyboard. Please be aware that finding the appropriate drivers and making the custom rescue CD may take some time. Furthermore, this may be impossible for some models.*

---

4. When the program starts, we recommend you try recovering some files from your backup. A test recovery allows you to make sure that your rescue CD can be used for recovery. In addition, you will check that the program detects all the hard drives you have in your system.

---

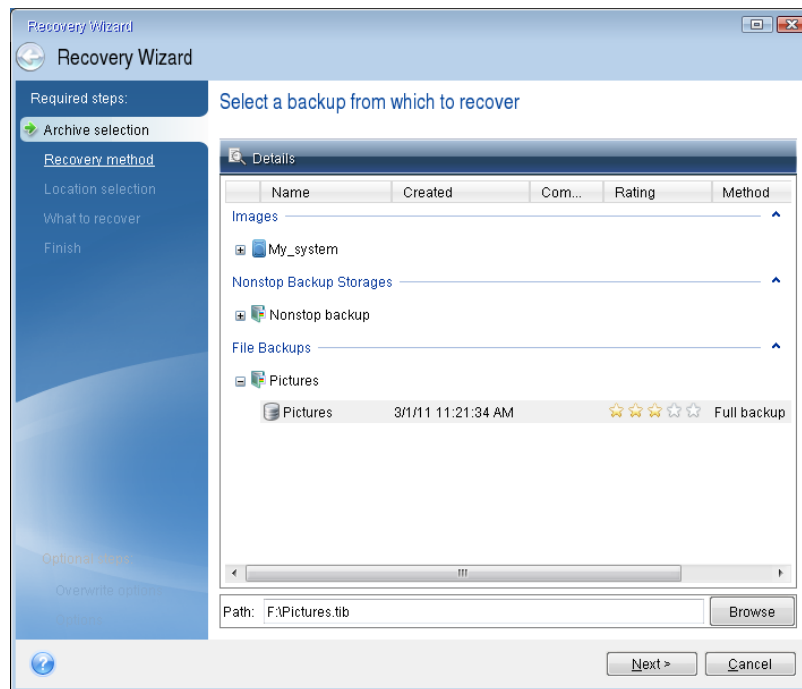
*If you have a spare hard drive, we strongly recommend that you try a test recovery of your system partition to this hard drive.*

---

### How to test recovery, as well as check the drives and network adapter

1. Start Recovery Wizard by clicking **Recovery** -> **Disk Recovery** on the toolbar.

2. Select a backup at the **Archive location** step and then click **Next**.

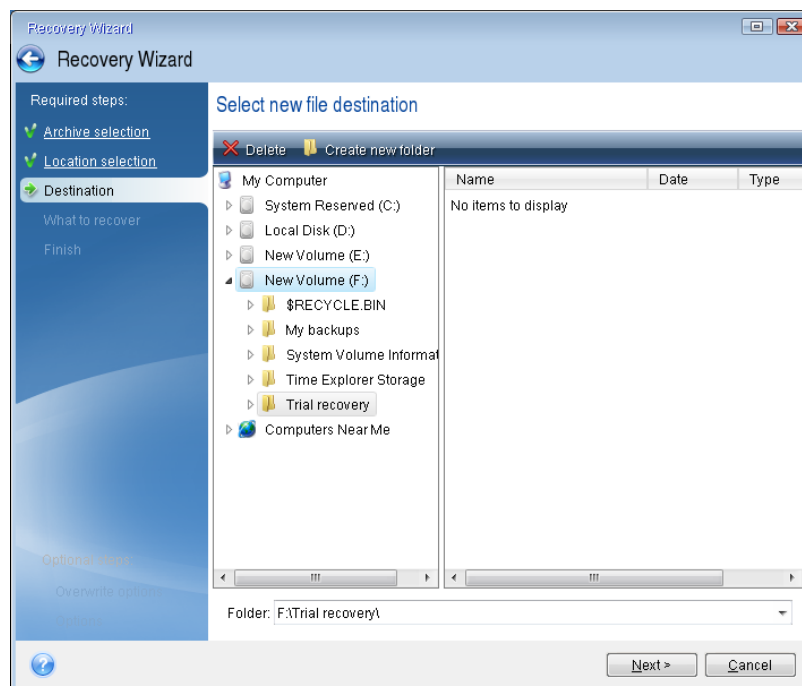


3. When recovering files with the rescue CD you are able to select only a new location for the files to be recovered. Therefore just click **Next** at the **Location selection** step.
4. After the **Destination** window opens, check that all your drives are shown under **My Computer**.

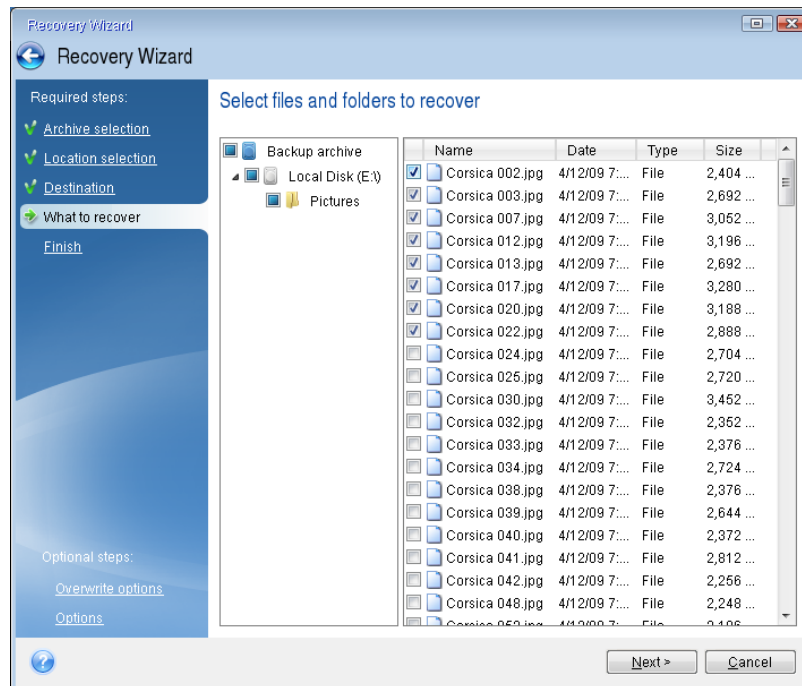
*If you store your backups on the network, you should also check that you can access the network.*

*If no computers are visible on the network, but the **Computers Near Me** icon is found under **My Computer**, specify network settings manually. To do this, open the window available at **Tools & Utilities** → **Options** → **Network adapters**.*

*If the **Computers Near Me** icon is not available under **My Computer**, there may be problems either with your network card or with the card driver provided with Acronis True Image OEM.*



5. Select the destination for the files and then click Next.
6. Select several files for recovery by selecting their check boxes and then click **Next**.



7. Click **Proceed** on the Summary window to start recovery.
8. After the recovery finishes, exit the standalone Acronis True Image.

Now you can be reasonably sure that your rescue CD will help you when needed.

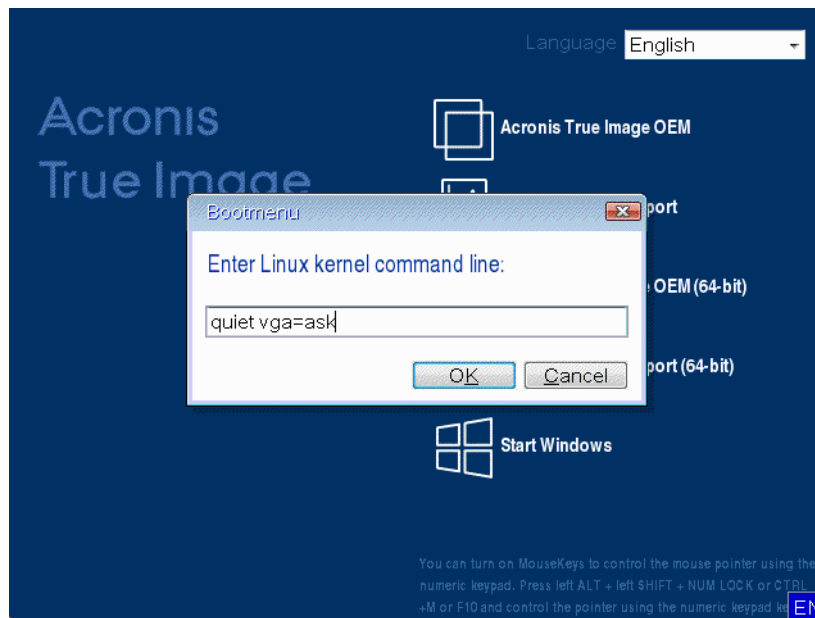
### 8.1.2.1 Selecting video mode when booting from the bootable media

When booting from the bootable media the optimal video mode is selected automatically depending on the specifications of your video card and monitor. However, sometimes the program can select the wrong video mode, which is unsuitable for your hardware. In such case you can select a suitable video mode as follows:

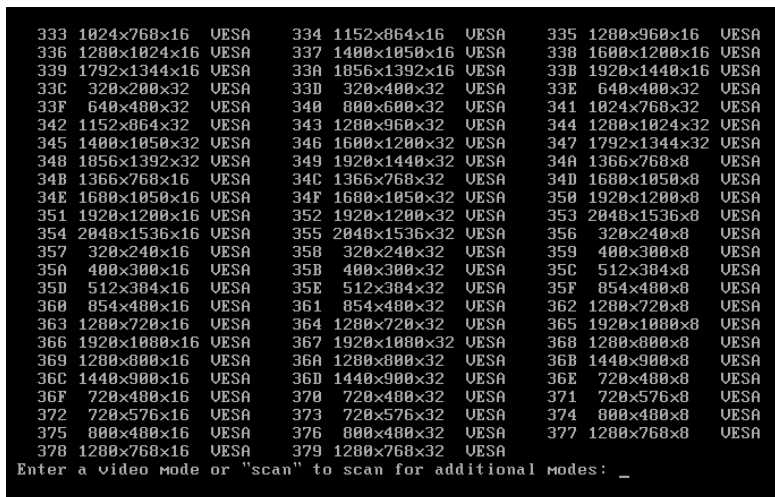
1. Start booting from the bootable media. When the boot menu appears, hover the mouse over **Acronis True Image OEM** item and press the F11 key.



- When the command line appears, type "vga=ask" (without quotes) and click **OK**.



- Select **Acronis True Image OEM** in the boot menu to continue booting from the bootable media. To see the available video modes, press the Enter key when the appropriate message appears.
- Choose a video mode you think best suitable for your monitor and type its number in the command line. For instance, typing 338 selects video mode 1600x1200x16 (see the below figure).



- Wait until Acronis True Image OEM starts and make sure that the quality of the Welcome screen display on your monitor suits you.

To test another video mode, close Acronis True Image OEM and repeat the above procedure.

After you find the optimal video mode for your hardware, you can create a new bootable media that will automatically select that video mode.

To do this, start Acronis Media Builder, select the required media components, and type the mode number with the "0x" prefix (0x338 in our instance) in the command line at the "Bootable media startup parameters" step, then create the media as usual.

## 8.2 Acronis Startup Recovery Manager

### How it works

The Acronis Startup Recovery Manager lets you start Acronis True Image OEM without loading the operating system. With this feature, you can use Acronis True Image OEM by itself to recover damaged partitions, even if the operating system won't boot. Unlike booting from Acronis removable media, you will not need a separate media or network connection to start Acronis True Image OEM.

---

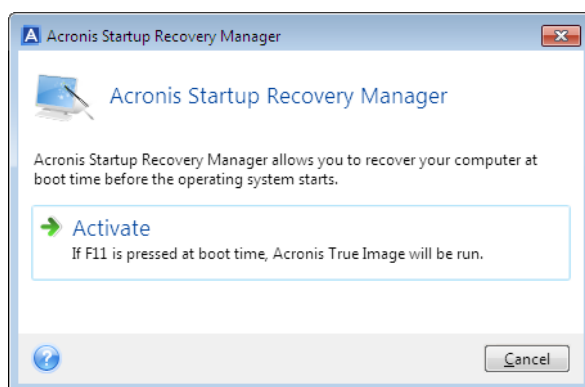
*Note: Acronis Startup Recovery Manager cannot be used on tablets running Windows.*

---

### How to activate

**To activate Acronis Startup Recovery Manager:**

1. Start Acronis True Image OEM.
2. In the **Tools** section, click **All tools**, and then double-click **Activate Acronis Startup Recovery Manager**.
3. In the opened window, click **Activate**.



### How to use

If a failure occurs, turn on the computer and press F11 when you see the "Press F11 for Acronis Startup Recovery Manager" message. This will start a standalone version of Acronis True Image OEM that differs only slightly from the complete version.

### How to deactivate

**To deactivate Acronis Startup Recovery Manager:**

1. Start Acronis True Image OEM.
2. In the **Tools** section, click **All tools**, and then double-click **Activate Acronis Startup Recovery Manager**.
3. In the opened window, click **Deactivate**.

### Additional information

Disk letters in standalone Acronis True Image OEM (p. 132) might sometimes differ from the way Windows identifies drives. For example, the D: disk identified in the standalone Acronis True Image OEM might correspond to the E: disk in Windows. The disk labels and information on partition sizes, file systems, drive capacities, their manufacturers, and model numbers can help in correctly identifying the disks and partitions.

You won't be able to use the previously activated Acronis Startup Recovery Manager if the Try&Decide is turned on. Rebooting the computer in the Try mode will allow you to use Acronis Startup Recovery Manager again.

**Does Acronis Startup Recovery Manager affect other loaders?**

When Acronis Startup Recovery Manager is activated, it overwrites the master boot record (MBR) with its own boot code. If you have any third-party boot managers installed, you will need to reactivate them after the Startup Recovery Manager has been activated. For Linux loaders (e.g. LiLo and GRUB), you might consider installing them to a Linux root (or boot) partition boot record instead of MBR before activating Acronis Startup Recovery Manager.

UEFI boot mechanism is different from the BIOS one. Any OS loader or other boot program has its own boot variable that defines a path to the corresponding loader. All loaders are stored on a special partition called EFI System Partition. When you activate Acronis Startup Recovery Manager in UEFI-booted system, it changes the boot sequence by writing its own boot variable. This variable is added to the list of variables and does not change them. Since all loaders are independent and do not affect each other, there is no need to change anything before or after activating Acronis Startup Recovery Manager.

## 8.3 Adding a new hard disk

***Note:** This feature may be unavailable in the True Image edition that you use.*

If you do not have enough space for your data (e.g. family photos and videos), you can either replace the old disk with a new higher-capacity one (data transfers to new disks are described in the previous chapter), or add a new disk only to store data, leaving the system on the old disk. If the computer has a bay for another disk, it would be easier to add a disk drive than to clone one.

To add a new disk, you must first install it in your PC.

**To add a new hard disk:**

- Click the **Tools and utilities** tab and then click **Add new disk**
- Follow the Add new disk Wizard steps

*If you use a 32-bit version of Windows XP, the wizard will not have the **Initialization options** step because this operating system does not support GPT disks.*

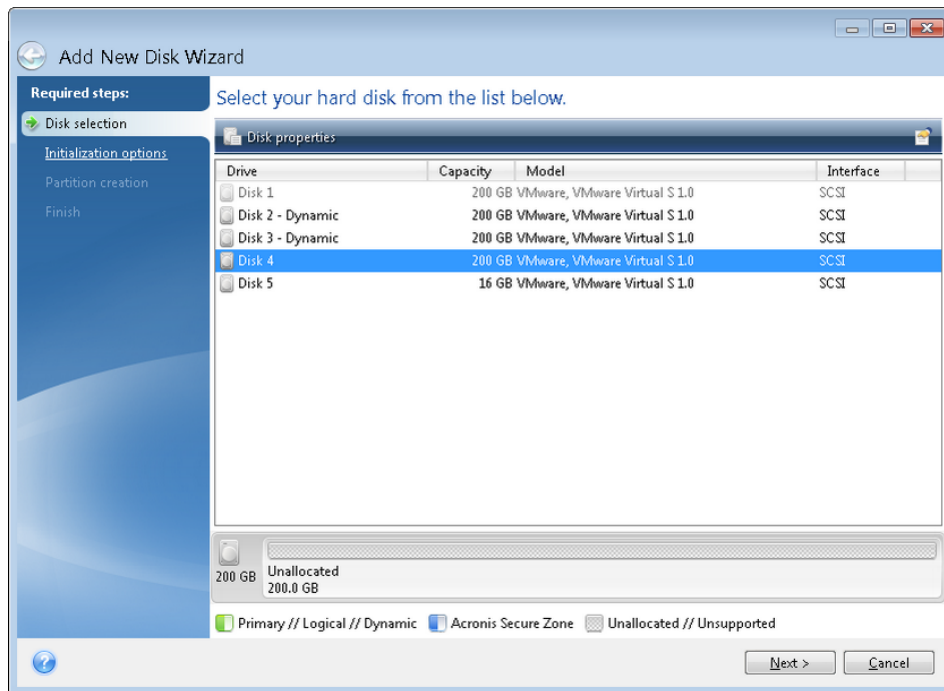
**In this section**

Selecting a hard disk .....	107
Selecting initialization method .....	108
Creating new partitions.....	109

### 8.3.1 Selecting a hard disk

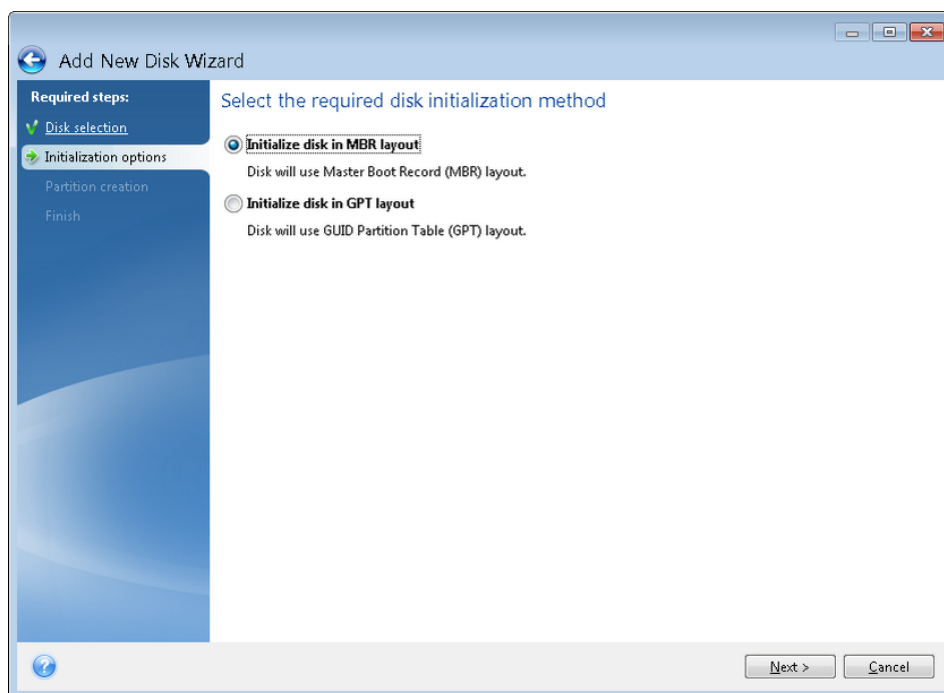
Select the disk that you have added to the computer. If you have added several disks, select one of them and click **Next** to continue. You can add the other disks later by restarting the Add New Disk Wizard.

If there are any partitions on the new disk, Acronis True Image OEM will warn you that these partitions will be deleted.



### 8.3.2 Selecting initialization method

Acronis True Image OEM supports both MBR and GPT partitioning. GUID Partition Table (GPT) is a new hard disk partitioning method providing advantages over the old MBR partitioning method. If your operating system supports GPT disks, you can select the new disk to be initialized as a GPT disk.



- To add a GPT disk, click **Initialize disk in GPT layout**.
- To add an MBR disk, click **Initialize disk in MBR layout**.

After selecting the required initialization method click **Next**.

### 8.3.3 Creating new partitions

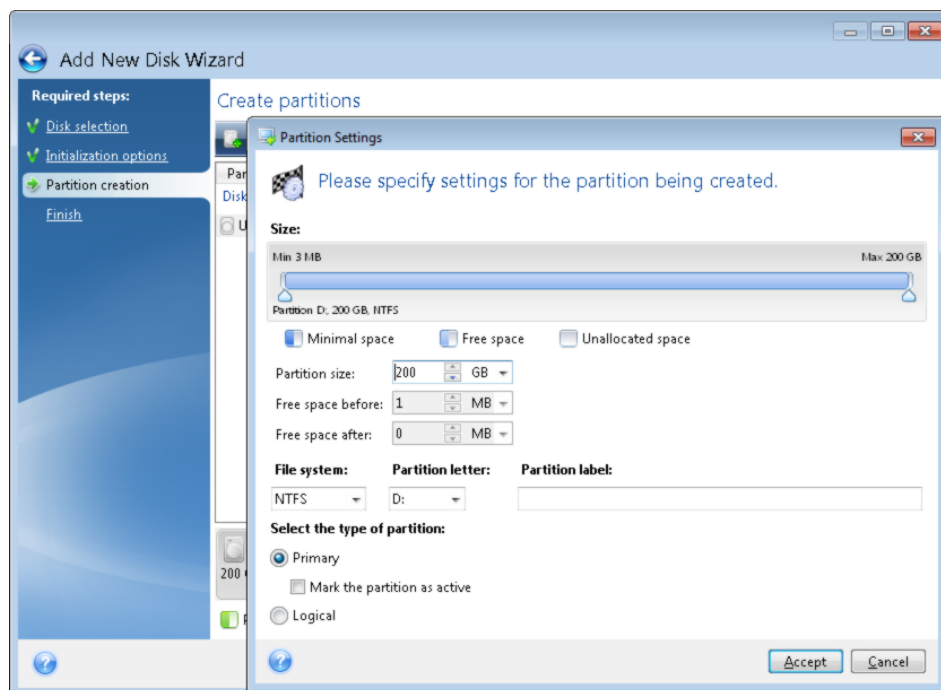
To use the space on a hard disk, it must be partitioned. Partitioning is the process of dividing the hard disk's space into logical divisions which are called partitions. Each partition may function as a separate disk with an assigned drive letter, its own file system, etc.

**To create a new partition:**

1. On the **Partition creation** step of the wizard, select the unallocated space, and then click **Create new partition**.
2. Specify the following settings for the partition being created:
  - Size and position
  - File system
  - Partition type (available only for MBR disks)
  - Partition letter and label

Refer to Partition settings (p. 109) for details.

3. Click **Accept**.



#### 8.3.3.1 Partition settings

##### Size

**To resize the partition, perform one of the following:**

- Point to the partition border. When the pointer becomes a double-headed arrow, drag the pointer to enlarge or reduce the partition size.
- Type the desired partition size in the **Partition Size** field.

**To relocate the partition, perform one of the following:**

- Drag the partition to a new position.

- Type the desired size in either the **Free space before** or **Free space after** field.

---

*When you create partitions, the program may reserve some unallocated space for system needs in front of the created partitions.*

---

## File System

You can either leave the partition unformatted, or choose between the following file system types:

- **NTFS** is a native file system for Windows NT, Windows 2000, Windows XP, and later operating systems. Choose it if you use these operating systems. Note, that Windows 95/98/Me and DOS cannot access NTFS partitions.
- **FAT 32** is an improved 32-bit version of the FAT file system that supports volumes up to 2 TB.
- **FAT 16** is a DOS native file system. Most operating systems recognize it. However, if your disk drive is more than 4 GB, it is not possible to format it in FAT16.
- **Ext2** is a Linux native file system. It is fast enough, but it is not a journaling file system.
- **Ext3** – officially introduced with Red hat Linux version 7.2, Ext3 is a Linux journaling file system. It is forwards and backwards compatible with Linux Ext2. It has multiple journaling modes, as well as broad, cross platform compatibility in both 32-bit and 64-bit architectures.
- **Ext4** is a new Linux file system. It has improvements in comparison to ext3. It is fully backward compatible with ext2 and ext 3. However, ext3 has only partial forward compatibility with ext4.
- **ReiserFS** is a journaling file system for Linux. Generally it is more reliable and faster than Ext2. Choose it for your Linux data partition.
- **Linux Swap** is a swap partition for Linux. Choose it if you want to add more swap space using Linux.

## Partition letter

Select a letter to be assigned to the partition. If you select **Auto**, the program assigns the first unused drive letter in alphabetical order.

## Partition label

Partition label is a name, assigned to a partition so that you can easily recognize it. For example, a partition with an operating system could be called System, a data partition — Data, etc. Partition label is an optional attribute.

## Partition type (these settings are available only for MBR disks)

You can define the new partition as primary or logical.

- **Primary** - choose this parameter if you are planning to boot from this partition. Otherwise, it is better to create a new partition as a logical drive. You can have only four primary partitions per drive, or three primary partitions and one extended partition.  
Note: If you have several primary partitions, only one will be active at a time, the other primary partitions will be hidden and won't be seen by the OS.
  - **Mark the partition as active** - select this check box if you are planning to install an operating system on this partition.
- **Logical** - choose this parameter if you don't intend to install and start an operating system from the partition. A logical drive is part of a physical disk drive that has been partitioned and allocated as an independent unit, but functions as a separate drive.

## 8.4 Security and Privacy Tools

**Note:** Certain features and functionalities may be unavailable in the True Image edition that you use.

Acronis True Image OEM contains utilities for secure destruction of data on an entire hard disk drive, and individual partitions. It can also erase individual files and eliminate traces of user system activity.

When replacing your old hard drive with a new, higher-capacity one, you may accidentally leave personal and confidential information on the old disk. This information could be retrieved even if you have reformatted the disk.

The Acronis DriveCleanser provides for the destruction of confidential information on hard disk drives and/or partitions with the help of techniques that meet or exceed most national and state standards. You can select an appropriate data destruction method depending on the importance of your confidential information.

The File Shredder provides the same capabilities for individual files and folders.

The data destruction methods are described in detail in Hard Disk Wiping methods (p. 121) of this guide.

### In this section

Acronis DriveCleanser .....	111
System Clean-up .....	115
Hard Disk Wiping methods .....	121

### 8.4.1 Acronis DriveCleanser

Acronis DriveCleanser allows you to permanently destroy all data on selected hard disks and partitions. For the destruction, you can use one of the preset algorithms or create your own. Refer to Algorithm selection (p. 112) for details.

#### Why do I need it?

When you format your old hard drive before throwing it away, the information is not destroyed permanently and it can still be retrieved. This is a way that your personal information can end up in the wrong hands. To prevent this, we recommend that you use Acronis DriveCleanser when you:

- Replace your old hard drive with a new one and do not plan to use the old drive any more.
- Give your old hard drive to your relative or friend.
- Sell your old hard drive.

#### How to use Acronis DriveCleanser

##### To permanently destroy data on your disk:

1. Click the **Start** button —> **Acronis** (product folder) —> **True Image** —> **Tools and Utilities** —> **DriveCleanser**.  
The Acronis DriveCleanser wizard opens.
2. On the **Source selection** step, select the disks and partitions that you want to wipe. Refer to Source selection (p. 112) for details.
3. On the **Algorithm selection** step, select an algorithm that you want to use for the data destruction. Refer to Algorithm selection (p. 112) for details.

4. [optional step] You can create your own algorithm. Refer to Creating custom algorithm for details.
5. [optional step] On the **Post-wiping actions** step, choose what to do with the partitions and disk when the data destruction is complete. Refer to Post-wiping actions (p. 114) for details.
6. On the **Finish** step, ensure that the configured settings are correct. To start the process, select the **Wipe the selected partitions irreversibly** check box, and then click **Proceed**.

---

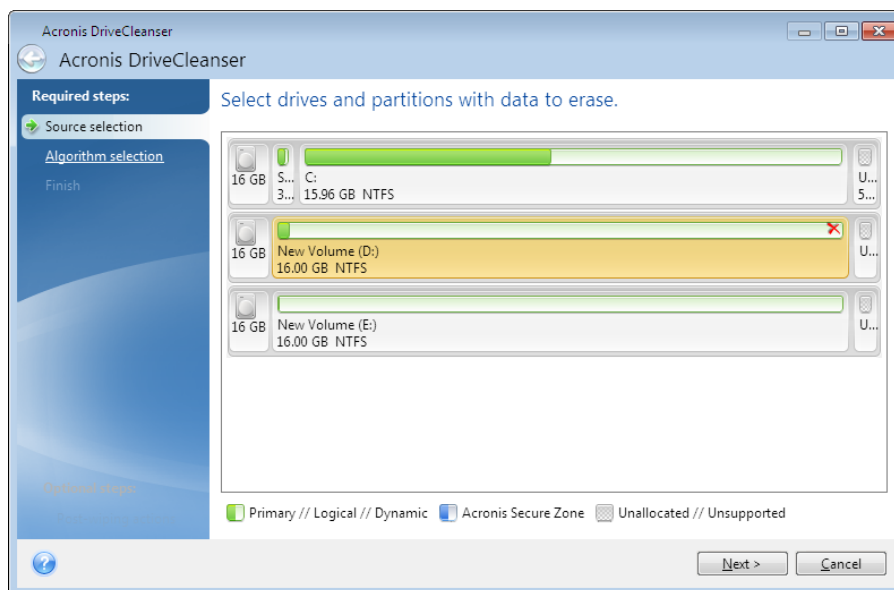
*Be aware that, depending on the total size of selected partitions and the selected data destruction algorithm, the data destruction may take many hours.*

---

### 8.4.1.1 Source selection

On the **Source selection** step, select partitions and disks where you want to destroy data:

- To select partitions, click the corresponding rectangles. The red mark (✗) indicates that the partition is selected.
- To select an entire hard disk, click the disk icon (📀).




---

*Acronis DriveCleanser cannot wipe partitions on dynamic and GPT disks, so they will not be shown.*

---

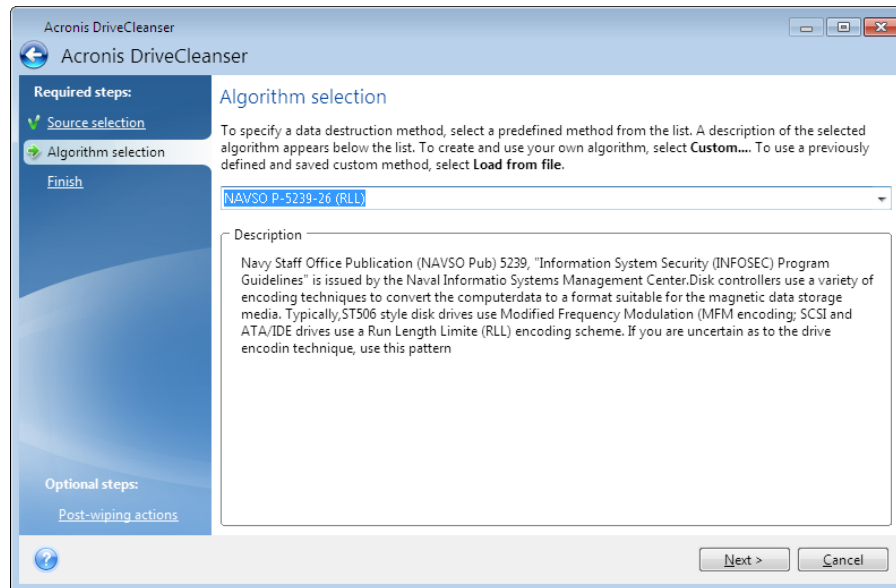
### 8.4.1.2 Algorithm selection

On the **Algorithm selection** step, perform one of the following:

- To use one of the preset algorithms, select the desired algorithm. Refer to Hard Disk Wiping Methods (p. 121) for details.
- [For advanced users only] To create a custom algorithm, select **Custom**. Then continue creating on the **Algorithm definition** step. Afterwards, you will be able to save the created algorithm to a file with \*.alg extension.



- To use a previously saved custom algorithm, select **Load from file** and select the file containing your algorithm.



## Creating custom algorithm

### Algorithm definition

The **Algorithm definition** step shows you a template of the future algorithm.

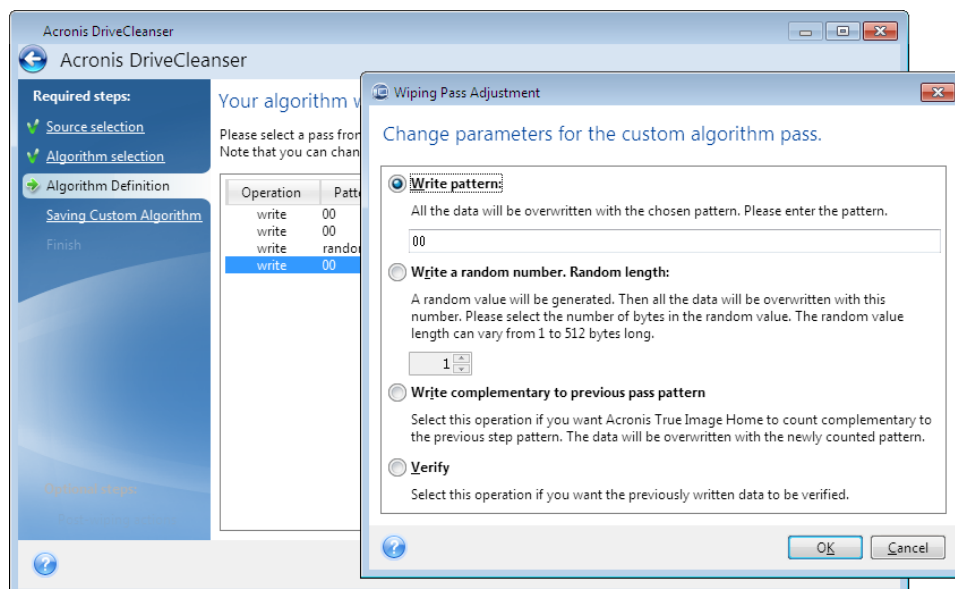
The table has the following legend:

- The first column contains the type of operation (to write a symbol to disk; and to verify written).
- The second column contains the pattern of data to be written to disk.

Each line defines an operation that will be performed during a pass. To create your algorithm, add as many lines to the table that you think will be enough for secure data destruction.

#### To add a new pass:

1. Click **Add**. The Wiping Pass Adjustment window opens.



2. Choose an option:

- **Write pattern**

Enter a hexadecimal value, for example, a value of this kind: 0x00, 0xAA, or 0xCD, etc. These values are 1 byte long, but they may be up to 512 bytes long. Except for such values, you may enter a random hexadecimal value of any length (up to 512 bytes).

---

*If the binary value is represented by the 10001010 (0x8A) sequence, then the complementary binary value will be represented by the 01110101 (0x75) sequence.*

---

- **Write a random number**

Specify the length of the random value in bytes.

- **Write complementary to previous pass pattern**

True Image adds a complementary value to the one written to disk during the previous pass.

- **Verify**

True Image verifies the values written to disk during the previous pass.

3. Click **OK**.

**To edit an existing pass:**

1. Select the corresponding line, and then click **Edit**.

The Wiping Pass Adjustment window opens.

---

*Note: When you select several lines, the new settings will be applied to all of the selected passes.*

---

2. Change the settings, and then click **OK**.

## **Saving algorithm to a file**

**To save the created algorithm to a file in order to use this algorithm afterwards:**

1. On the **Saving custom algorithm** step, select **Save to a file**, and then click **Next**.

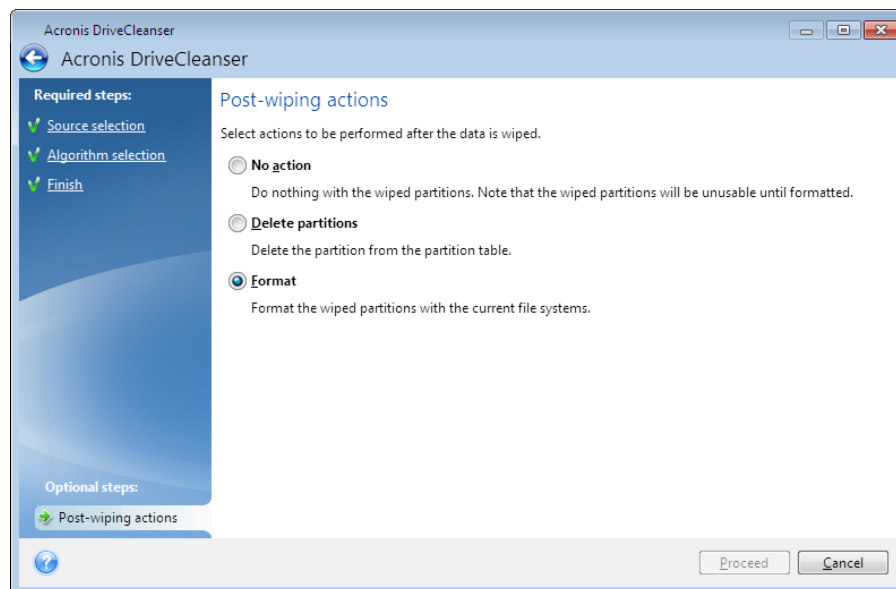
2. In the window that opens, specify the file name and location, and then click **OK**.

### **8.4.1.3 Post-wiping actions**

In the Post-wiping actions window, you can select actions to be performed on the partitions selected for data destruction. Acronis DriveCleanser offers you three options:

- **No action** — just destroy data using the algorithm selected below
- **Delete partition** — destroy data and delete partition

- **Format** — destroy data and format partition (default).



## 8.4.2 System Clean-up

The System Clean-up wizard enables you to securely remove all traces of your PC actions, including user names, passwords, and other personal information.

It can carry out the following operations:

- Securely destroy data in the **Windows Recycle Bin**
- Remove **temporary files** from appropriate Windows folders
- Clean up **hard disk free space** of any traces of information previously stored on it
- Remove traces of **file and computer searches** on connected disks and computers in the local area network
- Clean the **recently used documents** list
- Clean the **Windows Run** list
- Clean the **opened/saved files** history
- Clean the list of network places to which the user has connected using **network credentials**
- Clean the **Windows prefetch directory**, where Windows stores information about programs you have executed and run recently

---

*Windows 7 and later operating systems do not store information on file and computer searches. Furthermore, information on opened/saved files is stored differently in the registry, so the wizard shows this information in a different way.*

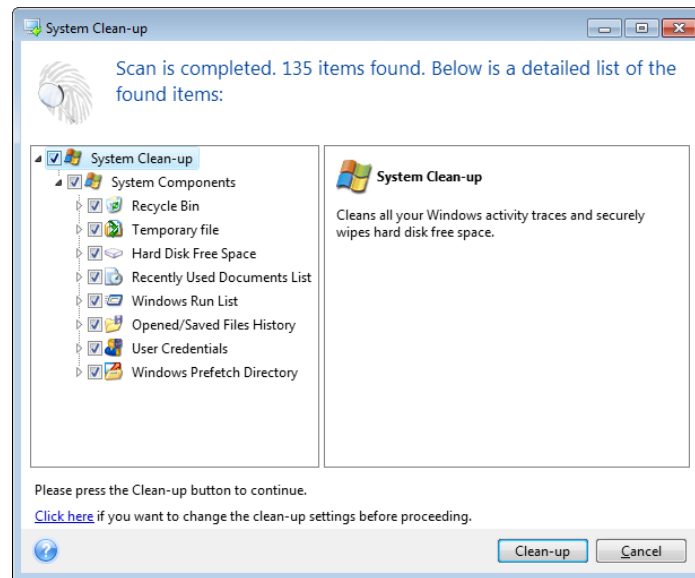
\*\*\*

*Please, be aware that Windows stores passwords until the session ends, so cleaning the list of network user credentials will not take effect until you end the current Windows session by logging out or by rebooting the computer.*

---

To start the System Clean-up wizard, click the **Start** button —> **Acronis** (product folder) —> **True Image** —> **Tools and Utilities** —> **System Clean-up**.

After you start the wizard, it will search for any traces of user actions stored by Windows. When the search is finished, its results will be available at the top of the wizard window.



You can view the search results and manually select the items you wish to remove.

If you want to change the default system clean-up settings, click the corresponding link in the first window of the System Clean-up wizard.

Click **Clean-up** to launch removing the found items.

### 8.4.2.1 Clean-up settings

In the clean-up settings window you can change the clean-up settings for every system component. Some of these settings apply to all components.

#### To change the clean-up settings for a component:

- Expand the **System Components** item in the tree and select the component clean-up settings which you need to change. You can enable or disable scanning of the component by the Clean-up wizard. To do this, select or clear the **Enable** check box.  
If required, you can also expand a component and customize the desired data destruction method, files to clean, clean-up registry search strings you have used for finding computers in the local network, etc. To do this, click the triangle near the component, select an option from the list and specify the settings.
- After you set the desired components' properties, click **OK** to save your settings. These settings will be used as default next time you launch the Clean-up wizard.

If you have already changed the clean-up settings before, you can always return to the program defaults by clicking the **Restore Defaults** button.

#### System components:

- Recycle Bin
- Temporary files
- Hard disk free space
- Find Computer list

- Find File list
- Recently Used Documents list
- Windows Run List
- Opened/saved files history
- User Credentials
- Windows Prefetch Directory

### 8.4.2.2 Default clean-up options

The default clean-up options are available by clicking the **Click to change this setting...** link on the **Data Destruction Method** option page.

**To change the default clean-up options:**

- Choose on the tree the component clean-up settings which you need to change.
- After you change the options, click **OK** to save your settings.

If you have already changed the clean-up settings before, you can always return to the program defaults by clicking the **Restore Defaults** button.

## General

By default, the summary dialog window is displayed after each clean-up procedure ends (the **Show summary** check box is selected). If you do not need this window to be displayed, uncheck the box.

## Clean-up options

System Clean-up utilizes a number of the most popular data destruction methods. Here, you can select the common data destruction method which will be used by default for all other components.

The data destruction methods are described in detail in Hard Disk Wiping Methods (p. 121) of this guide.

### 8.4.2.3 Specific clean-up options

You can customize the following clean-up options:

- Data destruction method
- Default options
- Files
- Drive free space
- Computers
- Commands
- Network places filter

## Data destruction method

System Clean-up utilizes a number of the most popular data destruction methods. Here, you need to select the desired data destruction method.

- **Use common method** - if you leave this parameter selected, the program will use the default method (the initial setting is Fast method).

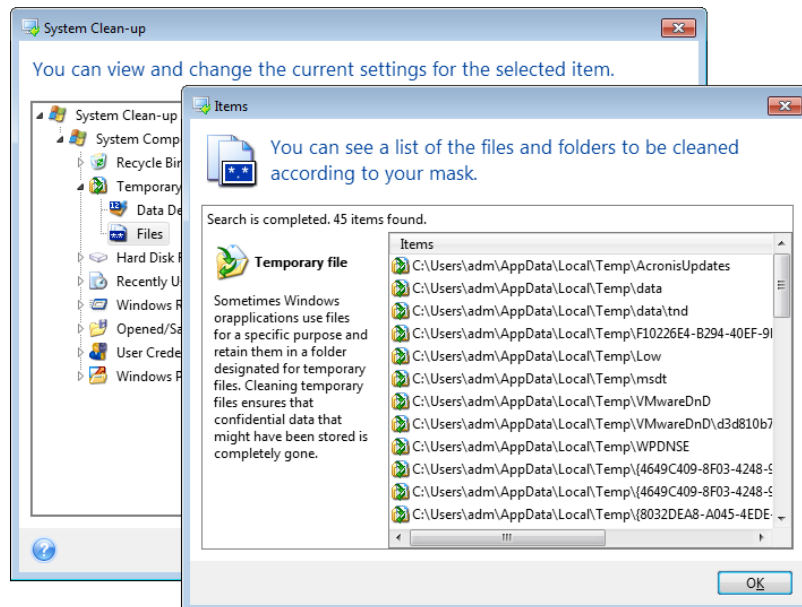
If you need another destruction method to be set as a default, click on the corresponding link.

- **Use custom method for this component** - selecting this parameter allows you to choose one of the preset data destruction methods from the drop-down list.

The data destruction methods are described in detail in Hard Disk Wiping Methods (p. 121) of this guide.

## Files

The Files setting defines the names of files to clean with System Clean-up wizard and can be used with a search string.



Under the Windows operating system, a search string can represent a full or partial filename. A search string can contain any alphanumeric symbols, including commas and Windows wildcard symbols, and can have values similar to the following:

- \*. \* – to clean all files with any file names and extensions.
- \*.doc – to clean all files with a specific extension – Microsoft document files in this case .
- read\*. \* – to clean all files with any extensions, and names beginning with "read".
- read?. \* – to clean all files having five-letter names and any extensions, names beginning with "read"; the fifth letter is random.

The last search string, for example, will result in the removal of read1.txt, ready.doc files, but readiness.txt will remain with its longer name (excluding the extension)

You can enter several different search strings separated by semicolons; for example:

\*.bak;\*.tmp;\*.~~~ (without spaces between the search strings)

All files with names corresponding to at least one of the search strings will be cleaned.

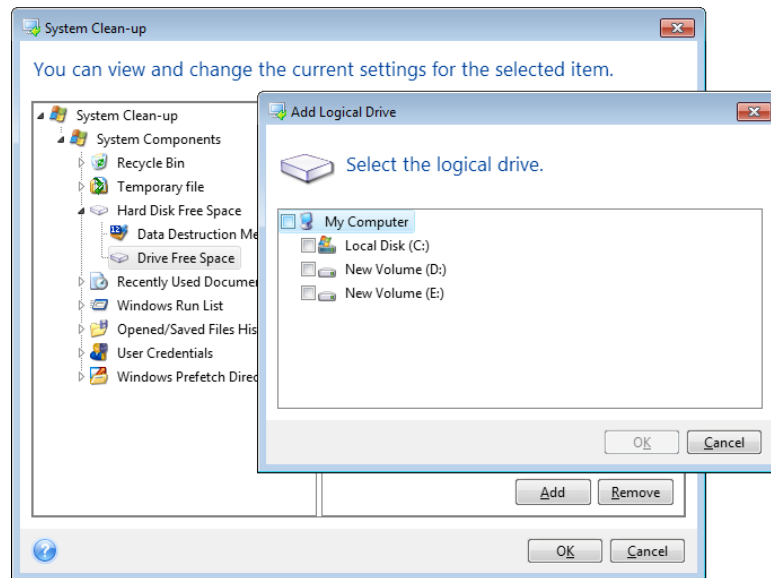
Upon entering the Files setting value, you can browse the files matching the search strings. To do this, click **Show Files**. You will see a window with the names of the found files. These files will be cleaned.

## Drive free space

Here you can manually specify physical and/or logical drives to clean up free space on. By default, System Clean-up cleans up free space on all available drives.

If you want to change the settings of this parameter, you can use the **Remove** button to delete from the list the drives you don't need to clean free space on.

If you wish to add these drives to the list again, use the **Add** button.



## Computers

The **Computers** setting is used for cleaning up the registry search strings you have used for finding computers in the local network. These strings keep information on what has interested you in the network. These items should also be deleted to maintain confidentiality.

The **Computers** setting is similar to the **Files** setting. It is a string that can contain any number of full or partial computer names separated by semicolons. The deletion of computer search strings is based on a comparison with the **Computers** setting value according to Windows rules.

If you simply need to delete all local network computer search strings (suitable in most cases), just leave the default value of this setting. To restore the default settings:

- Select the **Find Computer List** component
- Make sure the **Enable** check box is selected
- Select the **Computers** setting; make sure its text box is clear.

As a result, all computer search strings will be deleted from the registry.

After entering the **Computers** setting value, you can browse the search strings found by the System Clean-up Wizard in the registry. To do so, click **Show Computers**. You will see the window with full and partial computer names searched for in the network. These items will be deleted.

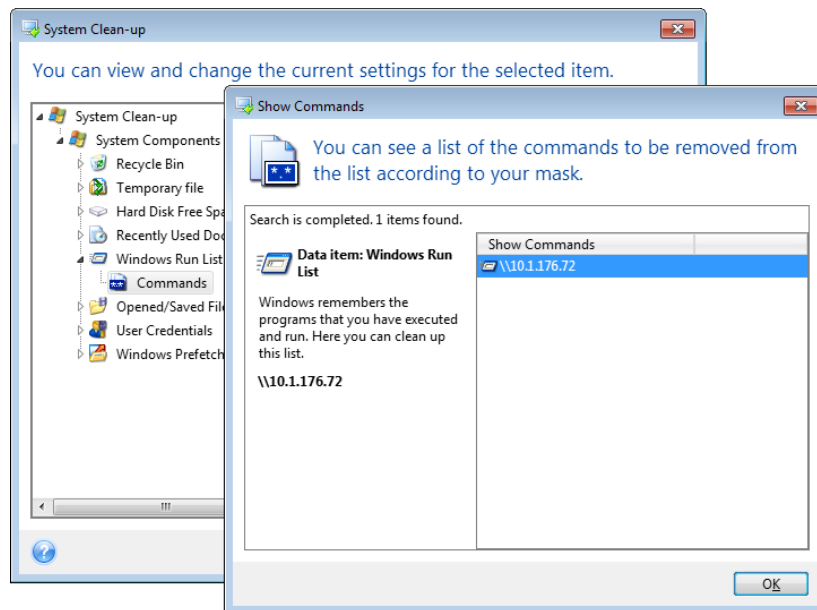
## "Commands" setting

Here you can select the commands to remove during **Windows Run List** clean-up.

This template can contain any command names or their parts separated by semicolons, e.g.:

\*help; cmd; reg\*

This will result in removing commands with names corresponding to or containing any of the names or parts of names you entered.



## Network places filter

Here you can enter (separated by semicolons) any hostnames or IP addresses of network places, servers, FTP servers, network shares, etc. to which you have made connection by supplying network credentials (a user name and password). While entering hostnames and IP addresses you can use \* and ? wildcards.

Click **Show network places** to view the list of network places that you visited using the credentials you want to delete.

### 8.4.2.4 Preview

When the scanning is finished, its results will be available in the upper part of the wizard window. By default, all system components are scanned for clean-up. If you want to customize which of the system components should be scanned and which should not, change the default clean-up settings.

You can view the search results and manually select/unselect the items you wish to clean up/keep. In order to help you with making the right choice, all the components are provided with brief descriptions. Just click on the component's name and its description will be displayed in the right side of the window.

#### To select/unselect a component

- Expand the **System Components** item in the System Clean-up tree and make sure that the component you wish to clean up is selected. If you do not want to clean up a component, simply clear its check box.
- If required, you can dig deeper by expanding a component and selecting/unselecting its contents.

Having specified the components for clean-up, click the **Clean-up** button to continue.



---

*Windows 7 and later operating systems do not store information on file and computer searches. Furthermore, information on opened/saved files is stored in the registry differently, so the wizard shows this information in a different way.*

---

### 8.4.2.5 Clean-up progress

The operation status window reports about the state of the current operation.

The progress bar indicates the level of completion of the selected operation.

In some cases, the operation may take a long time to be completed. If this is the case, select the **Shutdown the computer after completion** check box. When the operation finishes, Acronis True Image OEM will turn the computer off.

## 8.4.3 Hard Disk Wiping methods

### What is the problem?

Information removed from a hard disk drive by non-secure means (for example, by simple Windows delete) can easily be recovered. Utilizing specialized equipment, it is possible to recover even repeatedly overwritten information.

### Leakage mechanism

Data is stored on a hard disk as a binary sequence of 1 and 0 (ones and zeros), represented by differently magnetized parts of a disk.

Generally speaking, a 1 written to a hard disk is read as 1 by its controller, and 0 is read as 0. However, if you write 1 over 0, the result is conditionally 0.95 and vice versa – if 1 is written over 1 the result is 1.05. These differences are irrelevant for the controller. However, using special equipment, one can easily read the «underlying» sequence of 1's and 0's.

### Information wiping methods used by Acronis

The detailed theory of guaranteed information wiping is described in an article by Peter Gutmann. Please see "Secure Deletion of Data from Magnetic and Solid-State Memory" at [https://www.cs.auckland.ac.nz/~pgut001/pubs/secure\\_del.html](https://www.cs.auckland.ac.nz/~pgut001/pubs/secure_del.html).

No.	Algorithm (writing method)	Passes	Record
1.	United States Department of Defense 5220.22-M	4	1 <sup>st</sup> pass – randomly selected symbols to each byte of each sector, 2 – complementary to written during the 1 <sup>st</sup> pass; 3 – random symbols again; 4 – writing verification.
2.	United States: NAVSO P-5239-26 (RLL)	4	1 <sup>st</sup> pass – 0x01 to all sectors, 2 – 0x27FFFFFF, 3 – random symbol sequences, 4 – verification.
3.	United States: NAVSO P-5239-26 (MFM)	4	1 <sup>st</sup> pass – 0x01 to all sectors, 2 – 0x7FFFFFFF, 3 – random symbol sequences, 4 – verification.
4.	German: VSITR	7	1 <sup>st</sup> – 6 <sup>th</sup> – alternate sequences of: 0x00 and 0xFF; 7 <sup>th</sup> – 0xAA; i.e. 0x00, 0xFF, 0x00, 0xFF, 0x00, 0xFF, 0xAA.
5.	Russian: GOST P50739-95	1	Logical zeros (0x00 numbers) to each byte of each sector for 6 <sup>th</sup> to 4 <sup>th</sup> security level systems. Randomly selected symbols (numbers) to each byte

No.	Algorithm (writing method)	Passes	Record
			of each sector for 3 <sup>rd</sup> to 1 <sup>st</sup> security level systems.
6.	Peter Gutmann's method	35	Peter Gutmann's method is very sophisticated. It's based on his theory of hard disk information wiping (see Secure Deletion of Data from Magnetic and Solid-State Memory).
7.	Bruce Schneier's method	7	Bruce Schneier offers a seven-pass overwriting method in his Applied Cryptography book. 1 <sup>st</sup> pass – 0xFF, 2 <sup>nd</sup> pass – 0x00, and then five times with a cryptographically secure pseudo-random sequence.
8.	Fast	1	Logical zeros (0x00 numbers) to all sectors to wipe.

## 8.5 Mounting an image

Mounting images as virtual drives lets you access them as though they were physical drives. You can mount local backups that contain partitions or entire disk drives, and then select which partitions to mount. After mounting:

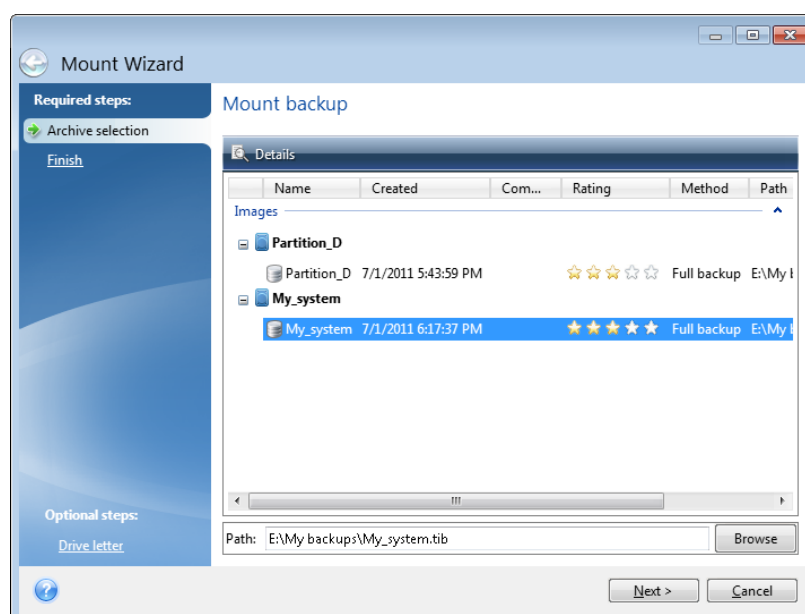
- A new disk appears in your system for every mounted partition.
- You can view the image contents in File Explorer and other file managers in read-only mode.

*The operations described in this section are supported only for the FAT and NTFS file systems.*

*You cannot mount a disk backup, if it is stored on an FTP server.*

### How to mount an image

1. In File Explorer, right-click the image file that you want to mount, and then click **Mount image**. The Mount wizard opens.
2. Select the backup for mounting by its creation date/time. Thus, you can explore the data state at a certain moment.



3. [optional step] On the **Drive letter** step, select a letter to be assigned to the virtual disk from the **Mount letter** drop-down list. If you do not want to mount a partition, select **Do not mount** in the list or clear the partition's check box.

4. Click **Proceed**.
5. After the image is connected, the program will run File Explorer, showing its contents.

## 8.6 Unmounting an image

We recommend that you unmount the virtual disk after all necessary operations are finished, as maintaining virtual disks takes considerable system resources.

**To unmount an image, perform one of the following:**

- In File Explorer, right-click the disk icon and click **Unmount**.
- Restart or shut down your computer.

## 8.7 Working with .vhd(x) files

Acronis backups (.tib files) of disks or partitions can be converted to virtual hard disks (.vhd(x) files).

### How to use .vhd(x) files

- You can boot your computer from the converted .vhd(x) file to test whether the backup is valid and can be recovered to a bootable operating system.
- You can keep a converted .vhd(x) file for emergency situations. For example, if your computer cannot start and you need to run it right away, you can boot from the .vhd(x) file.
- In Windows 7, you can mount a .vhd(x) file as an additional drive. The .vhd(x) file may contain any partitions – system or non-system.
- You can run a converted .vhd(x) file as a virtual machine.

### Limitations and additional information

- A file backup cannot be converted to a .vhd(x) file.
- To boot from a converted .vhd(x) file, it must contain:
  - System partition of the same computer. You cannot boot other computers using the same .vhd(x) file.
  - Windows 7 or later operating system.
- Any changes you make to a booted or mounted .vhd(x) file are saved to it. If you boot from a .vhd(x) file and make changes to the data that was not backed up, these changes will affect your live system.
- The standalone versions of Acronis True Image OEM (p. 132) that start when booting from the bootable media do not support conversion operations.
- Acronis True Image OEM cannot convert .tib files that contain dynamic volumes which were originally located on more than one disk drive (for example, spanned or striped dynamic volumes).

### 8.7.1 Converting Acronis backup

Users of the Enterprise and Ultimate editions of Windows 7 and later Windows versions can convert a .tib image of the system partition into the .vhd(x) format if they want to use the converted .vhd(x) file for booting the operating system. Or, they may want to get the ability to mount images without using Acronis True Image OEM.

**To convert an Acronis disk image (.tib file) to a Windows backup (.vhd(x) file):**

1. Start Acronis True Image OEM.

2. Go to the **Backup** section.
3. In the backup list, click the down arrow icon next to the backup that you want to convert, and then click **Convert to VHD**.

If the backup is password-protected, Acronis True Image OEM will ask for it. Note that the resulting .vhd(x) file will lose password protection.
4. Select the backup version that you want to convert.

Converting an incremental backup requires all the previous incremental backups and the original full backup. Converting a differential backup requires the original full backup. The result of conversion is always a full backup.
5. Specify the path to the file to be created.

The file can be directed to any local storage supported by Acronis True Image OEM (except the Acronis Secure Zone and CD/DVD). In addition, it can be directed to an SMB share.
6. [Optional step] While the backup is being converted, you can select the **Start virtual machine after completion** check box. If it is selected, Acronis True Image OEM will restart your computer and run Hyper-V virtual machine by using the created .vhd(x) file.

When a .tib image selected for conversion contains partitions, for example, from two physical hard disk drives, the program will create two .vhd(x) files corresponding to those physical drives.

## 8.8 Importing and exporting backup settings

Acronis True Image OEM allows you to import and export the settings of your backups. This may be desirable if you need to transfer the settings to a new PC after installing Acronis True Image OEM on that computer. Saving the settings may also be useful if you later decide to upgrade to the next Acronis True Image OEM version.

Such transfer will make configuring backups on the new PC much easier. You only need to export the settings and then import them to the other PC. The settings are exported in the form of script files.

The settings content can be different depending on a backup type. In case of "classic" disk and file type backups the settings consist of the following items:

- list of items for backup
- backup options
- backup location
- schedule
- backup scheme
- automatic clean-up rules
- backup version naming rules

The settings of nonstop backup are as follows:

- list of items for nonstop protection
- Nonstop Backup data storage location (a list of locations, if there are several)

---

*You cannot import online backup settings from one computer to another.*

---

### To export the backup settings:

1. Start Acronis True Image OEM.
2. On the sidebar, click **Settings > Backup settings transfer**, click **Save settings to file**, and then browse for the destination to save the script files with the settings.

**To import the backup settings:**

1. Start Acronis True Image OEM on another computer.
2. On the sidebar, click **Settings > Backup settings transfer**, click **Import settings from file**, and then show the path to the script files with the settings.

After importing the settings you may need to change some of them to suit the new environment. For example, it may be necessary to change the list of items for backup, backup destination, etc.

If you want to copy some of your backups to another computer, it is recommended to export the settings of those backups too. Thus you will not lose some of the copied backup's functionality.

## 9 Troubleshooting

### In this section

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### 9.1 Acronis System Report

When you contact the product's support team, they usually need information about your system in order to resolve your problem. Sometimes getting the information is an inconvenient process and may take a long time. The Generate system report tool simplifies the procedure. It generates a system report containing all the necessary technical information and allows you to save the information to file. When it's necessary, you can attach the created file to your problem description and send it to the product's support team. This will simplify and speed up the search for a solution.

**To generate a system report, perform one of the following:**

- On the main program window click the question mark symbol, and select **Generate system report**.
- On the Windows **Start** menu, click **All Programs -> Acronis -> True Image -> Tools and Utilities -> Acronis System Report**.
- Press **CTRL+F7**. Note that you can use the key combination even when Acronis True Image OEM is performing any other operation.

**After the report is generated:**

- To save the generated system report to file, click **Save** and in the opened window specify a location for the created file.
- To exit to the main program window without saving the report, click **Cancel**.
- When you create your bootable rescue media, the **Acronis System Report** tool is automatically placed on the media as a separate component. This component allows you to generate a system report when your computer cannot boot. After you boot from the media, you can generate the report without running Acronis True Image OEM. Simply plug in a USB flash drive and click the **Acronis System Report** icon. The generated report is be saved on the USB flash drive.

**Creating a system report from the command line prompt**

1. Run Windows Command Processor (cmd.exe) as administrator.
2. Change the current directory to the Acronis True Image OEM installation folder. To do so, enter:

```
cd C:\Program Files (x86)\Acronis\TrueImageHome
```

3. To create the system report file, enter:

```
SystemReport
```

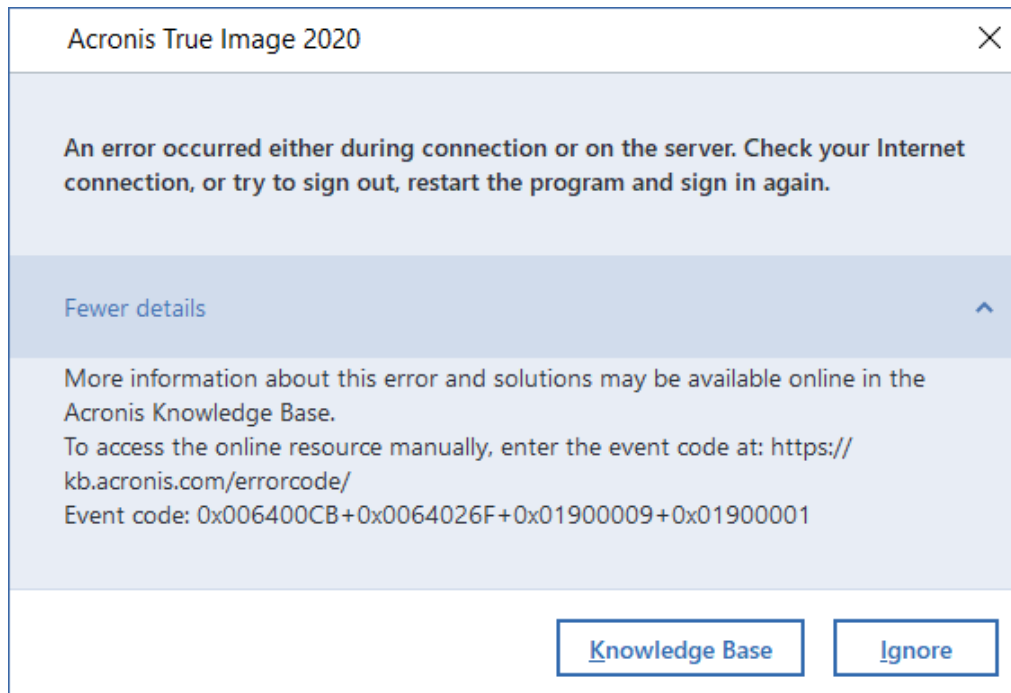
File SystemReport.zip will be created in the current folder.

If you want to create the report file with a custom name, type the new name instead of <file name>:

```
SystemReport.exe /filename:<file name>
```

## 9.2 Acronis Smart Error Reporting

When an issue is caused by an error in the program's operation, Acronis True Image OEM displays an appropriate error message. The error message contains an event code and a short description of the error.



### When you have an Internet connection

To view the Acronis Knowledge Base article suggesting a solution(s) for correcting the error, click the **Knowledge Base** button.

This will open a confirmation window that lists the information to be sent via Internet to the Acronis Knowledge Base. Click **OK** to permit sending the information.

If in future you would like to send such information without confirmation, select the **Always send without confirmation** check box.

### When you do not have an Internet connection

1. In the error message window, please click **More details** and write down the event code. The code may look like this:
  - 0x000101F6 - example of an ordinary event code.
  - 0x00970007+0x00970016+0x00970002 - example of a composite event code. A code of this kind may appear when an error occurred in a low-level program module and then propagated to higher-level modules, resulting in errors in those modules as well.
1. When you establish Internet connection or if you can use another computer where Internet connection is available, enter the vent code at: <http://kb.acronis.com/errorcode/>.

## 9.3 How to collect crash dumps

Because a crash of Acronis True Image OEM or Windows can be caused by different reasons, each crash case must be investigated separately. Acronis Customer Central would appreciate if you could provide the following information:

**If Acronis True Image OEM crashes, please provide the following information:**

1. A description of the exact sequence of steps performed before you encountered the issue.
2. A crash dump. For information on how to collect such a dump, see the Acronis Support Knowledge Base (KB) article at <https://kb.acronis.com/content/27931>.

**If Acronis True Image OEM causes a Windows crash:**

1. A description of the exact sequence of steps performed before you encountered the issue.
2. A Windows dump file. For information on how to collect such a dump see the Acronis Support KB article at <https://kb.acronis.com/content/17639>.

**If Acronis True Image OEM hangs:**

1. A description of the exact sequence of steps performed before you encountered the issue.
2. A userdump of the process. See the Acronis Support KB article at <https://kb.acronis.com/content/6265>.
3. The Procmon log. See the Acronis Support KB article at <https://kb.acronis.com/content/2295>.

If you cannot access the information, contact Acronis Customer Central for an FTP link for uploading files.

This information will speed up the process of finding a solution.



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Technologies, used in this product, are covered and protected by one or more U.S. Patent Numbers: 7,047,380; 7,246,211; 7,275,139; 7,281,104; 7,318,135; 7,353,355; 7,366,859; 7,383,327; 7,475,282; 7,603,533; 7,636,824; 7,650,473; 7,721,138; 7,779,221; 7,831,789; 7,836,053; 7,886,120; 7,895,403; 7,934,064; 7,937,612; 7,941,510; 7,949,635; 7,953,948; 7,979,690; 8,005,797; 8,051,044; 8,069,320; 8,073,815; 8,074,035; 8,074,276; 8,145,607; 8,180,984; 8,225,133; 8,261,035; 8,296,264; 8,312,259; 8,347,137; 8,484,427; 8,645,748; 8,732,121; 8,850,060; 8,856,927; 8,996,830; 9,213,697; 9,400,886; 9,424,678; 9,436,558; 9,471,441; 9,501,234; and patent pending applications.

## 10 Glossary of Terms

### A

#### Acronis Active Protection

A technology that protects data from ransomware, malicious software that blocks access to some files or an entire system and demands a ransom for unblocking. Based on a heuristic approach, this technology monitors processes on a computer in real-time mode and informs the user about attempts to encrypt data on the computer. In case files are encrypted, they can be recovered from the temporary copies or backups.

#### Acronis Drive

A virtual drive that contains both local and cloud archives. The drive is accessible in File Explorer under **Favorites** and provides access to the archived files, in read-only mode.

#### Acronis Notary

A technology that allows user to check if a notarized file was modified since the time it was backed up. Acronis Notary calculates a hash code based on hash codes of the files selected for notarization, and then sends the hash code to a Blockchain-based database. The Blockchain technology guarantees that the hash code will not be changed. Therefore, the file authenticity can easily be verified by comparing the hash in the database and the hash of the file that you want to check.

#### Acronis Secure Zone

A secure partition for storing backups (p. 130) on a hard disk. Advantages:

- enables recovery of a disk to the same disk where the disk's backup resides
- offers a cost-effective and handy method for protecting data from software malfunction, virus attack, operator error

- eliminates the need for a separate media or network connection to back up or recover the data

Limitations:

- 1) The Acronis Secure Zone cannot be created on a dynamic disk.
- 2) The Acronis Secure Zone is not available as a location for backups in the recovery environment when you start Acronis True Image OEM from bootable media, through Acronis Startup Recovery Manager or BartPE.

#### Acronis Startup Recovery Manager

**Note:** This feature may be unavailable in the True Image edition that you use.

A protection tool that allows to start standalone version of Acronis True Image OEM at boot time when F11 is pressed. Acronis Startup Recovery Manager eliminates the need for rescue media.

Acronis Startup Recovery Manager is especially useful for mobile users. If a failure occurs, the user reboots the machine, hits F11 on prompt "Press F11 to run Acronis Startup Recovery Manager..." and performs data recovery in the same way as with ordinary bootable media.

Limitations: cannot be organized on a dynamic disk; requires manual configuration of boot loaders, such as LILO and GRUB; requires re-activation of third-party loaders.

### B

#### Backup

1. The same as Backup operation (p. 130).
2. A set of backup versions created and managed by using backup settings. A backup can contain multiple backup versions created using full (p. 131) and incremental (p. 132) backup methods. Backup versions belonging to the same backup are usually stored in the same location.

## Backup operation

An operation that creates a copy of the data that exists on a machine's hard disk for the purpose of recovering or reverting the data to a specified date and time.

## Backup settings

A set of rules configured by a user when creating a new backup. The rules control the backup process. Later you can edit the backup settings to change or optimize the backup process.

## Backup version

The result of a single backup operation (p. 130). Physically, it is a file or a set of files that contains a copy of the backed up data as of a specific date and time. Backup version of files created by Acronis True Image OEM have a .tibx extension. The TIBX files resulting from consolidation of backup versions are also called backup versions.

## Backup version chain

Sequence of minimum 2 backup versions (p. 131) that consist of the first full backup version and the subsequent one or more incremental versions. Backup version chain continues till the next full backup version (if any).

## Bootable media

A physical media (CD, DVD, USB flash drive or other media supported by a machine BIOS as a boot device) that contains standalone version of Acronis True Image OEM.

Bootable media is most often used to:

- recover an operating system that cannot start
- access and back up the data that has survived in a corrupted system
- deploy an operating system on bare metal
- back up sector-by-sector a disk that has an unsupported file system

# D

## Data synchronization

Data synchronization is a process of keeping data identical in two or more synchronized folders. These folders may be located on the same computer or on different computers connected via a local network or via the Internet. When you create, copy, modify or delete a file or a subfolder in your sync folder, the same action is automatically done in the other sync folders. And vice versa - when something changes in the other sync folders, the same change is done in your folder.

## Differential backup

---

**Note:** This feature may be unavailable in the True Image edition that you use.

---

1. A backup method used for saving data changes that occurred since the last full backup version (p. 132) within a backup.
2. A backup process that creates a differential backup version (p. 131).

## Differential backup version

---

**Note:** This feature may be unavailable in the True Image edition that you use.

---

A differential backup version stores changes to the data against the latest full backup version (p. 132). You need access to the corresponding full backup version to recover the data from a differential backup version.

## Disk backup (Image)

A backup (p. 130) that contains a sector-based copy of a disk or a partition in packaged form. Normally, only sectors that contain data are copied. Acronis True Image OEM provides an option to take a raw image, that is, copy all the disk sectors, which enables imaging of unsupported file systems.

## F

### Full backup

1. A backup method that is used to save all the data selected to back up.
2. A backup process that creates a full backup version (p. 132).

### Full backup version

A self-sufficient backup version (p. 131) containing all data chosen for backup. You do not need access to any other backup version to recover the data from a full backup version.

## I

### Image

The same as Disk backup (p. 131).

### Incremental backup

---

**Note:** This feature may be unavailable in the True Image edition that you use.

---

1. A backup method used for saving data changes that occurred since the last backup version (p. 131) (of any type) within a backup.
2. A backup process that creates an incremental backup version (p. 132).

### Incremental backup version

---

**Note:** This feature may be unavailable in the True Image edition that you use.

---

A backup version (p. 131) that stores changes to the data against the latest backup version. You need access to other backup versions from the same backup (p. 130) to restore data from an incremental backup version.

## M

### Mobile backup

A backup (p. 130) that contains files from a mobile device, such as a smartphone or tablet. The backup can be stored in Acronis Cloud or local storage on a computer.

## N

### Notarization

A process of "remembering" a file state and defining this state as authentic. During notarization, Acronis Notary calculates a hash code based on hash codes of the files selected for notarization (p. 132), and then sends the hash code to a Blockchain-based database.

### Notarized backup

A backup (p. 130) that contains files notarized with Acronis Notary.

### Notarized file

A file that was notarized with Acronis Notary. A file becomes notarized after adding it to a notarized backup (p. 132) and sending its hash code to a Blockchain-based database.

## O

### Online backup

Online backup - a backup that is created using Acronis Online Backup. Online backups are stored in a special storage named Acronis Cloud, accessible over the Internet. The main advantage of an online backup is that all backups are stored on the remote location. It gives a guarantee that all backed up data will be safe independently of a user local storages. To begin to use Acronis Cloud a user should subscribe to the service.

## R

### Recovery

Recovery is a process of returning of a corrupted data to a previous normal state from a backup (p. 130).

# S

## Standalone version of Acronis True Image

A special version of Acronis True Image that is run when you start a computer from an Acronis bootable media (p. 131) or by using Acronis Startup Recovery Manager (p. 130). When compared to the full version that you start in Windows, the standalone version has limited functionality and is mostly intended to recover your computer when it cannot start or to restore a corrupted operating system.

## Suspicious process

Acronis Active Protection (p. 130) uses behavioral heuristics and analyzes chains of actions done by a program (a process), which is then compared with the chain of events in a database of malicious behavior patterns. If the program acts similar to ransomware behavior and tries to modify a user's files, it is considered as suspicious.

# V

## Validation

An operation that checks whether you will be able to recover data from a particular backup version (p. 131).

When you select for validation...

- a full backup version (p. 132) - the program validates the full backup version only.
- an incremental backup version (p. 132) - the program validates the initial full backup version, the selected incremental backup version, and the whole chain (if any) of backup versions to the selected incremental backup version.