



Acronis Backup & Recovery 11.5

Update 1

Installation Guide

Applies to the following editions:

- | | |
|--|--|
| ☐ Advanced Server | ☒ Server for Windows |
| ☐ Virtual Edition | ☐ Server for Linux |
| ☐ Advanced Server SBS Edition | ☒ Workstation |
| ☐ Advanced Workstation | |
| ☒ For Microsoft Exchange Server | |
| ☒ For Microsoft SQL Server (single-pass) | |

Table of contents

1	Before installation	3
1.1	Types of licenses (stand-alone and advanced editions)	3
1.2	Acronis Backup & Recovery 11.5 components	3
1.2.1	Agent for Windows	4
1.2.2	Agent for Microsoft Exchange Server	5
1.2.3	Agent for Microsoft SQL Server (single-pass)	5
1.2.4	Management Console	5
1.2.5	Bootable Media Builder	5
1.3	Supported operating systems	5
1.4	System requirements	7
2	Installing Acronis Backup & Recovery 11.5	7
2.1	Preparation	7
2.2	Interactive installation in stand-alone editions	7
2.3	Installation of Agent for Exchange	8
2.4	Installation of Agent for SQL (single pass)	9
2.5	Specifying credentials for the Acronis service	10
2.6	Unattended installation	11
2.7	Configuration script parameters	12
2.8	Update	14
3	Checking for software updates	14
4	Uninstalling Acronis Backup & Recovery 11.5	14
4.1	Interactive uninstallation	14
4.2	Unattended uninstallation	15
4.3	Deleting Acronis Secure Zone	15

1 Before installation

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

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

Acronis Backup & Recovery 11.5 licensing is based on the number of machines backed up by the product.

Stand-alone editions

These are the following editions:

- Acronis Backup & Recovery 11.5 Server for Windows
- Acronis Backup & Recovery 11.5 Server for Linux
- Acronis Backup & Recovery 11.5 Workstation

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

Advanced editions (editions with centralized management)

These are the following editions:

- Acronis Backup & Recovery 11.5 Advanced Server
- Acronis Backup & Recovery 11.5 Virtual Edition
- Acronis Backup & Recovery 11.5 Advanced Server SBS Edition
- Acronis Backup & Recovery 11.5 Advanced Workstation

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

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

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

1.2 Acronis Backup & Recovery 11.5 components

This section contains a list of Acronis Backup & Recovery 11.5 components with a brief description of their functionality.

Components for a managed machine (agents)

These are applications that perform data backup, recovery and other operations on the machines managed with Acronis Backup & Recovery 11.5. Agents require a license to perform operations on each managed machine. Agents have multiple features, or add-ons, that enable additional functionality and so might require additional licenses.

Console

The console provides Graphical User Interface to the agents. Usage of the console is not licensed. In stand-alone editions of Acronis Backup & Recovery 11.5, the console is installed together with the agent and cannot be disconnected from it.

Bootable Media Builder

With Bootable Media Builder, you can create bootable media in order to use the agents and other rescue utilities in a rescue environment. In stand-alone editions of Acronis Backup & Recovery 11.5, Bootable Media Builder is installed together with the agent. All add-ons to the agent, if installed, will be available in a rescue environment.

1.2.1 Agent for Windows

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

Disk backup

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

File backup

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

Other operations

Conversion to a virtual machine

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

Disk management

Agent for Windows includes Acronis Disk Director Lite - a handy disk management utility. Disk management operations, such as cloning disks; converting disks; creating, formatting and deleting volumes; changing a disk partitioning style between MBR and GPT or changing a disk label, can be performed either in the operating system or using bootable media.

1.2.1.1 Universal Restore

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

1.2.2 Agent for Microsoft Exchange Server

Acronis Backup & Recovery 11.5 Agent for Microsoft Exchange Server enables you to back up and recover Microsoft Exchange databases or individual mailboxes. The agent uses Microsoft VSS to ensure the consistency of the backed up databases. Recovery of the smaller data items (e-mails, calendar events or notes) is available from both database and mailbox backups.

Acronis Backup & Recovery 11.5 Agent for Microsoft Exchange Server is referred to as Agent for Exchange later in this document.

1.2.3 Agent for Microsoft SQL Server (single-pass)

Acronis Backup & Recovery 11.5 Agent for Microsoft SQL Server (single-pass) enables you to create single-pass disk and application backups and to recover Microsoft SQL databases from them. The databases can be recovered directly to a running SQL Server instance or extracted to a folder on a file system.

The agent uses Microsoft VSS to ensure the consistency of the backed-up databases. After a successful backup, the agent can truncate the SQL Server transaction log.

The agent is installed as an add-on to Agent for Windows (p. 4).

Acronis Backup & Recovery 11.5 Agent for Microsoft SQL Server (single-pass) is also referred to as Agent for SQL (single-pass) in this document.

1.2.4 Management Console

Acronis Backup & Recovery 11.5 Management Console is an administrative tool for local access to Acronis Backup & Recovery 11.5 agent. Remote connection to the agent is not possible.

1.2.5 Bootable Media Builder

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

The Universal Restore (p. 5) add-on enables you to create bootable media with the restore to dissimilar hardware functionality. Universal Restore handles differences in devices that are critical for Windows start-up, such as storage controllers, motherboard or chipset.

1.3 Supported operating systems

Important: See "Support for Windows 8 and Windows Server 2012" for details and limitations of this support.

Acronis Backup & Recovery 11.5 Management Console, Acronis Backup & Recovery 11.5 Agent for Windows

Acronis Backup & Recovery 11.5 Server for Windows

Windows XP Professional SP2+ (x86, x64)

Windows 2000 SP4 – all editions except for the Datacenter edition

Windows Server 2003/2003 R2 – the Standard, Enterprise editions (x86, x64)

Windows Small Business Server 2003/2003 R2

Windows Vista – all editions (x86, x64)

Windows Server 2008 – the Standard, Enterprise, Web editions (x86, x64)

Windows Small Business Server 2008

Windows 7 – all editions (x86, x64)

Windows Server 2008 R2 – the Standard, Enterprise, Datacenter, Foundation, Web editions

Windows MultiPoint Server 2010/2011

Windows Small Business Server 2011

Windows 8 – all editions except for the Windows RT editions (x86, x64)

Windows Server 2012 – all editions

Remote connection to the agent is not possible.

Acronis Backup & Recovery 11.5 Workstation

Windows 2000 Professional SP4

Windows XP Professional SP2+ (x86, x64)

Windows Vista – all editions (x86, x64)

Windows 7 – all editions (x86, x64)

Windows 8 – all editions except for the Windows RT editions (x86, x64)

Remote connection to the agent is not possible.

Acronis Backup & Recovery 11.5 Agent for Microsoft Exchange Server

Windows Server 2003/2003 R2 – the Standard, Enterprise editions (x86, x64)

Windows Server 2008 – the Standard, Enterprise editions (x86, x64)

Windows Server 2008 R2 – the Standard, Enterprise, Datacenter, Foundation editions

Windows Small Business Server 2003

Windows Small Business Server 2008

Windows Small Business Server 2011

Acronis Backup & Recovery 11.5 Agent for Microsoft SQL Server (single-pass)

Windows Server 2003/2003 R2 – the Standard, Enterprise editions (x86, x64)

Windows Small Business Server 2003/2003 R2

Windows Server 2008 – the Standard, Enterprise editions (x86, x64)

Windows Small Business Server 2008

Windows 7 – all editions except for the Starter and Home editions (x86, x64)

Windows Server 2008 R2 – the Standard, Enterprise, Datacenter, Foundation editions

Windows MultiPoint Server 2010/2011

Windows Small Business Server 2011

Windows 8 – all editions except for the Windows RT editions (x86, x64)

1.4 System requirements

The components installed in Windows

Edition name	Memory (above the OS and running applications)	Disk space required during installation or update	Disk space occupied by the component(s)	Additional
Server for Windows	420 MB	2.6 GB	2.4 GB	Screen resolution 800*600 pixels or higher
Workstation	420 MB	2.9 GB	2.4 GB	
Bootable Media Builder (Windows)	480 MB	1.3 GB	930 MB	

Bootable media

Media type	Memory	ISO image size	Additional
Based on Windows PE	1 GB	410 MB	
Linux-based	370 MB	490 MB	

2 Installing Acronis Backup & Recovery 11.5

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

2.1 Preparation

Network port. Acronis Backup & Recovery 11.5 uses TCP port **9876** for local installation and for communication between components. The setup program automatically opens this port through Windows Firewall. If you use a different firewall, make sure that the port is open for both incoming and outgoing requests through that firewall.

Encryption software. If you are planning to use disk-level encryption software, such as PGP Whole Disk Encryption, make sure to install such software **before** installing Acronis Backup & Recovery 11.5.

2.2 Interactive installation in stand-alone editions

Do the following to install Acronis Backup & Recovery 11.5:

1. Log on as an administrator and start the Acronis Backup & Recovery 11.5 setup program.
2. Click **Install Acronis Backup & Recovery 11.5**.
3. Accept the terms of the license agreement.
4. If the machine has applications that Acronis Backup & Recovery 11.5 can back up, select the applications that you want to protect with the application-specific backup.
Based on your choice, additional components, such as Agent for Exchange or Agent for Hyper-V, will be selected for installation.

5. Do either of the following:
 - To install the product for online backup only, click **Next**, and then click **Yes** in the confirmation window.
 - To install the product with full functionality (including online backup), click **Add licenses**. Type in your license key. You can also add a license key for Acronis Universal Restore (if purchased). Click **Next** to continue.

Details. Agent for Exchange does not support online backup storage as a backup location. So, when installing Agent for Exchange, you must specify a license key.
6. Specify the folder where the product will be installed.
7. Specify credentials for the account under which the agent service will run. By default, the setup program will create a dedicated user account for the service. See information about the **Acronis Agent User** account in "Specifying credentials for the Acronis service" (p. 10).
8. If you selected to protect Microsoft SQL Server data, specify the credentials for Microsoft SQL Server instances installed on the machine (p. 9).
9. Choose whether the machine will participate in the Acronis Customer Experience Program (CEP).

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

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

2.3 Installation of Agent for Exchange

Agent for Exchange enables data protection of Microsoft Exchange servers.

Preparation

Licenses. Make sure that you have a sufficient number of licenses. You need one license per Exchange server. If you have an Exchange cluster, we recommend obtaining licenses for each node of the cluster. Agent for Exchange requires either of the following licenses to work:

- Acronis Backup & Recovery 11.5 for Microsoft Exchange Server.
- Acronis Backup & Recovery 11.5 Advanced Server SBS Edition.

Requirements. Make sure that the Exchange server meets the following requirements:

- For Microsoft Exchange Server 2003 SP2: Hotfix <http://support.microsoft.com/kb/908072> must be installed.
- For Microsoft Exchange Server 2007/2010: The MAPI Client and Collaboration Data Objects (version 1.2.1) package must be installed. To download and install this package, visit <http://www.microsoft.com/en-us/download/details.aspx?id=36771>.
- The Exchange writer for VSS must be turned on. In Windows Small Business Server 2003, the writer is turned off by default. For instructions on how to turn it on, see the following Microsoft Knowledge Base article <http://support.microsoft.com/kb/838183/>.

Which setup program to choose?

Agent for Exchange is included in the setup programs of both the stand-alone and advanced editions of Acronis Backup & Recovery 11.5. The functionality provided by the agent is the same in both setup programs. However, certain advanced features can be used only in combination with components of

the advanced Acronis Backup & Recovery 11.5 editions. Here are some tips to help you choose between a stand-alone and an advanced configuration.

- **Setup program for stand-alone editions of Acronis Backup & Recovery 11.5**
Recommended for backing up Exchange data in simple Exchange organizations having a stand-alone Exchange server that hosts all Exchange services and data.
- **Setup program for the advanced editions of Acronis Backup & Recovery 11.5**
Recommended for large Exchange organizations where multiple Exchange servers are integrated into a cluster. The following features can be used only in advanced Acronis Backup & Recovery 11.5 configurations:
 - **Comprehensive protection of Exchange clusters**
Requires installation of Acronis Backup & Recovery 11.5 Management Server and installation of Agent for Exchange on each cluster node.
 - **Using the Express full backup method**
Requires installation of Acronis Backup & Recovery 11.5 Management Server and Acronis Backup & Recovery 11.5 Storage Node. Requires installation of the "Deduplication for Microsoft Exchange Server" add-on to Agent for Exchange.

The add-on is purchased separately. You do not need to purchase and install this add-on if Agent for Windows and its deduplication add-on are already installed on your Exchange server.

Installation from the setup program for stand-alone editions

Run the setup program and follow the on-screen instructions (p. 7).

2.4 Installation of Agent for SQL (single pass)

Agent for SQL (single-pass) enables you to create single-pass disk and application backups and to recover Microsoft SQL databases from them.

The agent can only be installed on a machine running Microsoft SQL Server.

Agent for SQL (single-pass) is installed as an add-on to Agent for Windows.

Licenses required

To install Agent for Windows, use any license that enables installation of the agent in a server operating system.

To install Agent for SQL (single-pass), use one of the following licenses:

- Acronis Backup & Recovery 11.5 Microsoft SQL Server Add-On
- Acronis Backup & Recovery 11.5 Microsoft SharePoint Add-On

Each of these licenses enables you to install Agent for SQL (single-pass) onto a physical host and onto four virtual machines running on the same host. Please remember that Agent for Windows must be installed on each virtual machine along with Agent for SQL (single-pass).

Installation

Install the agent in the same way as Agent for Windows. For detailed step-by-step instructions, refer to "Interactive installation in stand-alone editions" (p. 7).

Credentials for Microsoft SQL instances

During the installation, you are asked to specify the **sysadmin** credentials for each Microsoft SQL instance installed on the machine. These credentials are required to grant the **sysadmin** role to the agent service account.

You can skip entering the credentials and grant the agent the **sysadmin** role later by using SQL Server Management Studio or by running a T-SQL script. If you do not want to grant the **sysadmin** role to the agent, you will need to specify the **sysadmin** credentials in every backup plan.

For details, see the "Permissions for SQL Server backup and recovery" section of the User Guide.

2.5 Specifying credentials for the Acronis service

Acronis Backup & Recovery 11.5 uses the Acronis Managed Machine Service, also referred to as the agent service. When installing Acronis Backup & Recovery 11.5, you need to specify the account under which the service will run.

You can either create a dedicated user account or specify an existing account of a local or domain user; for example: **.\LocalUser** or **DomainName\DomainUser**

By default, the setup program will create a new dedicated account for the service.

When to choose an existing account?

The new account fits most cases. You must specify an existing account when installing the product on a domain controller in an Active Directory domain (provided that the edition supports Windows Server operating systems). This restriction does not apply to ordinary members of a domain.

Privileges for the account

The account (whether existing or newly created) is given the following privileges:

- The account is included in the **Backup Operators** group.
The *new* account for the service is also included in the **Administrators** group. For security reasons, the setup program does not automatically include the *existing* account in this group.
- The account is granted the **Full Control** permission on the folder **%PROGRAMDATA%\Acronis** (in Windows XP and Server 2003, **%ALLUSERSPROFILE%\Application Data\Acronis**) and on its subfolders.
- The account is granted the **Full Control** permission on registry keys in the following key: **HKEY_LOCAL_MACHINE\SOFTWARE\Acronis**.
- The account is assigned the **Log on as a service**, **Adjust memory quotas for a process**, **Replace a process level token**, and **Modify firmware environment values** user rights.

Tips for further usage

- The new account has the name **Acronis Agent User**.
- If the machine is part of an Active Directory domain, make sure that the domain's security policies do not prevent the account (whether existing or newly created) from having the above listed user rights.
- After the installation, avoid specifying a different account for the service. Otherwise, the product may stop working. If you must specify a different account, make sure that the new account is granted the above listed privileges.

2.6 Unattended installation

Components of Acronis Backup & Recovery 11.5 can be installed in the unattended mode, as opposed to the interactive mode.

Some components require a file known as a **transform** (an .mst file). Use of a transform for other components is optional.

The following table summarizes components and features that can be installed or updated in the unattended mode.

	Component name	msi file name	Requires a transform?
Agent Core (required by any agent)	Agent Core	AcronisAgentCore.msi	+
Agents	Agent for Windows (p. 4)	AcronisAgentWindows.msi	+
	Agent for Microsoft Exchange Server (p. 5)	AcronisAgentExchange.msi	+
Agent features	Universal Restore (p. 5)	AcronisUniversalRestore.msi	+
	Agent for SQL (p. 5)	AcronisAgentMsSqlSinglePass.msi	+
Media builder	Bootable media builder (p. 5)	AcronisBootableComponentsMediaBuilder.msi	-
Management console	Management Console for stand-alone editions (p. 5)	AcronisStandaloneManagementConsole.msi	-

Preparation

To create a transform for a component, you need the configuration script **mst_gen.vbs**.

This script is located in the folder where Acronis Backup & Recovery 11.5 Management Console is installed. The default folder path is:

- **%ProgramFiles%\Acronis\BackupAndRecoveryConsole** in 32-bit Windows
- **%ProgramFiles(x86)%\Acronis\BackupAndRecoveryConsole** in 64-bit Windows

Order of installation

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

Installation procedure

To install or update a component in the unattended mode

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

For example:

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

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

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

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

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

The complete syntax of the configuration script is described in "Configuration script parameters (p. 12)".

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

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

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

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

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

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

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

When updating a component that uses a transform (in this example, Agent for Windows):

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

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

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

2.7 Configuration script parameters

The configuration script **mst_gen.vbs** creates an .mst file (known as a transform, a modification, or a modification file) for the installation package of an Acronis component such as Acronis Backup & Recovery 11.5 Agent for Windows.

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

The following is the complete syntax of the configuration script:

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

Brackets ([]) denote parameters that are optional or that apply only to some components. Braces ({}) denote mutually exclusive sets of parameters; each set is separated by a pipe (|).

The following is the description of each parameter and the list of components it applies to.

Parameters that apply to any component

/msi_path <Full path>

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

/target_dir <Installation folder>

Specifies the folder where to install the component.

Without this parameter, the component will be installed to the default folder: %ProgramFiles%\Acronis (in a 32-bit version of Windows) or %ProgramFiles(x86)%\Acronis (in a 64-bit version of Windows).

Parameters that apply only to the Agent Core component

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

/account <User name> <Password>

Specifies the user name and password of the user account under which Acronis Managed Machine Service will run on the machine. The user account must have appropriate privileges as described in "Specifying credentials for the Acronis service" (p. 10). Separate the name of the domain and the account by a backslash, as in: **mydomain\User**.

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

/cep_enabled

Specifies whether the machine will participate in the Acronis Customer Experience Program (CEP).

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

Without this parameter, the information will not be sent.

Parameters that apply only to a component that requires a license

*The following parameters apply only to the installation packages AcronisAgentWindows.msi and AcronisUniversalRestore.msi (except the **/online_backup** parameter).*

/serial <License key>

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

/old_serial <old license key>

When upgrading from Acronis Backup & Recovery 10 or 11, specifies the license key for that product. Use this parameter with the **/serial** parameter.

/online_backup

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

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

Parameter that applies only to the management console

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

/current_user

Specifies that the component will be installed for the current user only and not for all users on a machine.

2.8 Update

To update one or more Acronis Backup & Recovery 11.5 components:

1. Run the setup program of the updated version of Acronis Backup & Recovery 11.5.
2. Click **Install Acronis Backup & Recovery 11.5**.
3. Click **Update**.
4. If prompted, type the product license key.
5. Follow the on-screen instructions.

Updating components in the unattended mode

For information about updating a component in the unattended mode, see "Unattended installation (p. 11)".

3 Checking for software updates

Each time you start the management console, Acronis Backup & Recovery 11.5 checks whether a new version of the software is available on the Acronis Web site. If so, the software provides a link for downloading a setup program of the new version.

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

For information about updating Acronis Backup & Recovery 11.5, see the "Update" section (p. 14).

4 Uninstalling Acronis Backup & Recovery 11.5

This section describes uninstallation of Acronis Backup & Recovery 11.5.

4.1 Interactive uninstallation

To uninstall Acronis Backup & Recovery 11.5, we recommend using the following procedure instead of the **Add or Remove Programs** or **Programs and Features** tool of Windows.

To uninstall Acronis Backup & Recovery 11.5

1. Click **Start -> All Programs -> Acronis -> Uninstall Acronis Backup & Recovery 11.5**.
2. To remove the log and tasks of Acronis Backup & Recovery 11.5, select the **Remove the product's log, tasks, vaults and configuration settings** check box. Leave this check box cleared if you are planning to reinstall the product later.
3. Click **Remove**.

4.2 Unattended uninstallation

To uninstall Acronis Backup & Recovery 11.5 in the unattended mode, you need to run the **msiexec** utility. This utility uses the product's installation packages (.msi files).

When you uninstall Acronis Backup & Recovery 11.5 Agent for Windows, we recommend first uninstalling its features, then the agent itself and then the Acronis Backup & Recovery 11.5 Agent Core component.

To uninstall Acronis Backup & Recovery 11.5

1. Extract the installation packages to a folder or a network share. You need not extract the **AcronisUniversalRestore.msi** package if the Universal Restore add-on (p. 5) is not installed.
2. If the Universal Restore add-on is installed, run the following command (here and in the next step, the location of the installation packages is assumed to be \\myserver\share):

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

3. Run the following commands:

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

4.3 Deleting Acronis Secure Zone

Uninstallation of Acronis Backup & Recovery 11.5 does not affect Acronis Secure Zone and its contents. You will still be able to recover data from Acronis Secure Zone on booting from bootable media.

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

To delete Acronis Secure Zone

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

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

After you click **OK**, Acronis Backup & Recovery 11.5 will start deleting the zone.

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Acronis patented technologies

Technologies used in this product are covered by the following patents: U.S. Patent # 7,047,380; U.S. Patent # 7,246,211; U.S. Patent # 7,318,135; U.S. Patent # 7,366,859; U.S. Patent # 7,636,824; U.S. Patent # 7,831,789; U.S. Patent # 7,886,120; U.S. Patent # 7,934,064; U.S. Patent # 7,949,635; U.S. Patent # 7,979,690; U.S. Patent # 8,069,320; U.S. Patent # 8,073,815; U.S. Patent # 8,074,035.