

# Acronis® Backup & Recovery™ 11

## Frequently Asked Questions

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### *What is Acronis® Backup & Recovery™ 11?*

Acronis® Backup & Recovery™ 11 helps organisations of all sizes address their disaster recovery and data protection needs across physical, virtual and cloud environments using just one solution. Based on Acronis' patented disk imaging and bare-metal restore technologies, Acronis Backup & Recovery 11 can simplify and automate backups, and also recover a file, folder or an entire system within minutes. Easy to install, use and manage, the software provides a user-friendly interface allowing you to manage all backup and recovery operations wherever your data is located. Whether you need an affordable standalone solution to protect local servers or workstations, or advanced capabilities for centralised management, Acronis Backup & Recovery 11 is the right choice.

### *Which problems does Acronis Backup & Recovery 11 address?*

Acronis Backup & Recovery 11 helps address both disaster recovery (system-centric approach) and data protection (data-centric approach) needs.

**Disaster Recovery:** Enables fast recovery of entire systems (physical or virtual) in the event of a disaster. Leveraging disk imaging technology, it captures the entire system image, including the operating system, applications and data and enable full restore from scratch.

**Data Protection:** Allows search and recovery of individual files from a backup no matter where they're located. It gives you a data-centric view.

### *What's new in Acronis Backup & Recovery 11?*

In addition to improving its core disaster recovery functionality, Acronis Backup & Recovery 11 adds data protection capabilities, making it a unique affordable solution combining data protection and disaster recovery in one product. The top new features include:

- Data catalog and search
- Acronis Universal Restore for Linux
- Guided Disaster Recovery Plan
- Automated backups replication and staging to another location or off-site
- Windows agent for ESX(i) allowing for LAN-free backups

### *Is Acronis Backup & Recovery 11 backward compatible with previous versions?*

Yes, Acronis Backup & Recovery 11 automatically converts Acronis Backup & Recovery 10 configurations such as backup plans and policies. In addition, Acronis Backup & Recovery 11 can manage Acronis Backup & Recovery 10 agents giving customers the flexibility to upgrade their environments in steps. Acronis Backup & Recovery 11 can also recover backups created by Acronis Backup & Recovery 10, Acronis True Image Echo and older versions.

### *I'm a current user of Acronis Backup & Recovery 10 or Acronis True Image Echo. How do I upgrade to Acronis Backup & Recovery 11?*

Users with valid maintenance contracts are eligible for a free upgrade. The upgrade key will be available in your Acronis online account as long as you have created an account and registered your product with Acronis. Users without a current maintenance contract can either renew their maintenance contract or purchase an upgrade licence per machine.

### *Which product versions/editions are offered?*

**Standalone versions** are for small businesses that do not require centralised management of their backup and recovery operations. They protect individual machines.

- [Acronis® Backup & Recovery™ 11 Server for Windows®](#): Backup and recovery of a Windows server
- [Acronis® Backup & Recovery™ 11 Server for Linux](#): Backup and recovery of a Linux server
- [Acronis® Backup & Recovery™ 11 Workstation](#): Backup and recovery of a Windows workstation

**Advanced versions** provide centralised management for users who manage multiple servers or workstations across their organisation, often in more than one location.

- [Acronis® Backup & Recovery™ 11 Advanced Workstation](#): Backup & recovery of Windows workstations with centralised management
- [Acronis® Backup & Recovery™ 11 Advanced Server](#): Backup & recovery of Windows or Linux servers with centralised management
- [Acronis® Backup & Recovery™ 11 Advanced Server SBS Edition](#): A special edition for Microsoft® Windows® Small Business Server
- [Acronis® Backup & Recovery™ 11 Virtual Edition](#): Backup and recovery of unlimited number of VMs on a host with centralised management. Supports VMware®, Microsoft® Hyper-V™, Citrix® XenServer, Red Hat® and Parallels®.

**Backup to the Cloud:** It can work independently or together - fully integrated - with the editions above.

- [Acronis® Backup & Recovery™ Online for Server](#): Cloud-based backup and recovery of Windows servers
- [Acronis® Backup & Recovery™ Online for Workstation](#): Cloud-based backup and recovery of Windows workstations
- [Acronis® Backup & Recovery™ Online for Virtual Machines](#): Cloud-based backup and recovery of agent-less Virtual Machines

### **Acronis Backup & Recovery 11 Options (add-ons):**

- [Acronis® Backup & Recovery™ 11 Universal Restore™](#): Restore to dissimilar hardware
- [Acronis® Backup & Recovery™ 11 Deduplication](#): Elimination of redundant data to save storage space.

### *Where can I find a family comparison table for the different editions?*

Comparison tables of all our product editions are available on our web site at <http://www.acronis.eu>.

### ***How is Acronis Backup & Recovery 11 licensed?***

Generally one licence is required for every protected machine, server or workstation.

For Acronis Backup & Recovery 11 Virtual Edition, you need one licence per physical host. It includes an unlimited number of virtual machines on the same host, plus unlimited P2V, V2P and V2V migration to or from the host.

Centralised and remote management is included at no additional cost in all advanced and virtual editions.

Refer to the comparison table for details on our web site at [www.acronis.eu](http://www.acronis.eu) .

For information about Acronis Backup & Recovery 11 Online licensing, please visit:

<http://www.acronis.eu/backup-recovery/online/>.

### ***What languages is Acronis Backup & Recovery 11 available in?***

On the worldwide launch date on 21<sup>st</sup> June 2011, the product will be available in English, French and German. Additional languages such as Spanish, Italian, Russian, Japanese, Korean, Simplified Chinese and Traditional Chinese will be made available shortly thereafter.

### ***How many machines can I manage with Acronis Backup & Recovery 11?***

Acronis Backup & Recovery 11 can scale to centrally manage backup and recovery of up to 3,000 physical or virtual machines. One installation supports up to 50 storage nodes with up to 20 vaults on each of them.

### ***What operating systems does Acronis Backup & Recovery 11 support?***

Operating system support varies depending on which components and product editions you purchase.

Please visit our web site at [www.acronis.eu](http://www.acronis.eu) to see the specifications of all products.

### ***Which virtual environments does Acronis Backup & Recovery 11 support?***

Acronis Backup & Recovery 11 virtual environment support includes the following environments:

- VMware ESX(i), vSphere, and vCloud (tested)
- Microsoft Hyper-V
- Citrix XenServer
- Red Hat Enterprise Virtualisation
- Parallels Server 4 Bare Metal

Check the Acronis Backup & Recovery 11 comparison table at [www.acronis.eu](http://www.acronis.eu) to see the virtual environments supported by our different product editions.

### ***What are the supported file systems?***

Acronis Backup & Recovery 11 can back up and recover the following file systems:

- FAT16/32
- NTFS
- Ext2/Ext3/Ext4
- ReiserFS3
- ReiserFS4
- XFS
- JFS

For additional information, please refer to the requirements of the different editions at [www.acronis.eu](http://www.acronis.eu).

### ***What are the supported storage media?***

Acronis Backup & Recovery 11 can store backup on following media:

- Hard disk drives (both 512 KB and 4096 KB sector)
- Networked storage devices
- Acronis Online Storage

- CD-R(W)
- DVD-RW, DVD+R(W)
- Blue-ray Discs
- ZIP®, Rev® and other removable media
- P-ATA (IDE), S-ATA, SCSI, iSCSI, SAS, IEEE1394 (Firewire) and USB 1.1/2.0/3.0 drives, PC card storage devices.
- Tape drives and tape autoloaders, including virtual tape drives.

For additional information, please refer to the requirements of the different editions at [www.acronis.eu](http://www.acronis.eu).

### ***Can I try Acronis Backup & Recovery 11 before I purchase it?***

Yes, Acronis Backup & Recovery 11 trial download versions will be available starting June 21<sup>st</sup> 2011. You can download our 15-day trial version at that time from <http://www.acronis.eu/enterprise/download/>.

### ***What type of maintenance and support program is available?***

The Acronis® Advantage™ maintenance and support program provides a variety of support options including self-service, pay-per incident or annual subscription plan. Acronis Advantage Standard includes office hour support by chat, phone and email, while Acronis Advantage Premium annual subscription service provides 24x7x365 priority support by chat, phone and email. Both programs include free version upgrades within the maintenance period.

### ***Will earlier versions be supported after Acronis Backup & Recovery 11 is released?***

Acronis Backup & Recovery 10 will be supported for customers with a valid maintenance contract. All older versions and customers without valid maintenance and support contracts are supported through the knowledge base and forums.

### ***Why should I register my new Acronis Backup & Recovery 11 licence?***

The purchase of your product includes one year of the Acronis Advantage® Premier maintenance and support service. Registering your Acronis Backup & Recovery 11 licence is fast and simple. Once your copy is registered you can take advantage of the following benefits:

- A direct line to our support team with 24x7x365 priority support
- Support services available via web, chat, phone, and email
- Free updates with active Acronis Advantage support agreement
- An overview of all your licences

### ***The question I need answered is not listed here. What should I do?***

Please visit our [Knowledge Base](#) where you can enter your keywords and search our articles and [Forums](#) where you can also find answers and, if not posted, you can ask your question.