Acronis® True Image Online

User's Guide

Table of contents

1 General information

1.1 What is Acronis True Image Online?

Acronis True Image Online is an application that allows you to use Acronis Online service for safeguarding your most important files.

Acronis True Image Online allows you to save important files to a secure remote location and recover them when the need arises. Because files are stored on a remote storage, they are protected even if your computer gets stolen or your house burns down. So the risk of data loss as a result of fire, theft, or other natural disasters is practically eliminated. If something happens to your backup image, PC, or external storage device, you can get your most important files back. If your computer crashes, you can recover your files back to your PC or another system that has Acronis True Image Online or Acronis True Image Home 2011 installed on it.

In addition, you can recover your data from Acronis Online Storage on any computer with a Web browser without the necessity of installing Acronis True Image Online or Acronis True Image Home 2011. Simply go to the Acronis True Image Online Web site using this link https://www.acronis.com/my/online-backup/ and log in to your account. When your subscription information page opens, click Recover my data now. After the Acronis Online Storage page opens, select the computer from which you backed up the files you need to recover and then download the files to your current computer.

You can save documents, photos, music, and more from up to five PCs on one account. If a computer crashes, no problem... Just log in from another computer and retrieve your files.

1.2 System requirements

The hardware requirements of Acronis True Image Online correspond to the minimum requirements for the operating system installed on the computer to be used for running Acronis True Image Online.

Supported operating systems

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

- Windows XP SP3
- Windows XP Professional x64 Edition SP2
- Windows Vista SP2 (all editions)
- Windows 7 (all editions)

1.3 Acronis True Image Online installation and startup

1. Installing Acronis True Image Online

To install Acronis True Image Online:

- Run the setup file. Before starting the setup process, Acronis True Image Online will check for the newer build on the Web site. If there is one, the newer version will be offered for installation.
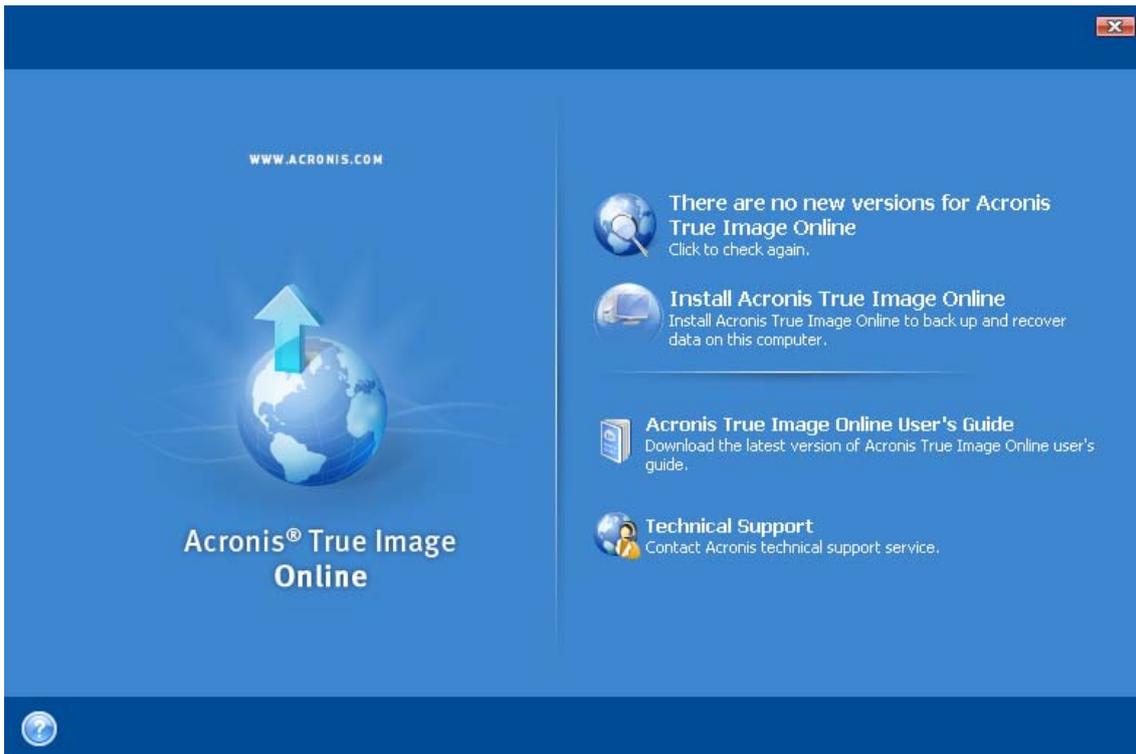
- In the **Install Menu**, click on the **Install Acronis True Image Online** to launch the installation procedure.
- Read and accept the terms of the license agreement in the **License Agreement** window.
- Read the participation terms and decide whether you want to participate in the Acronis Customer Experience Program.
- In the **Custom Setup** window, click the **Browse...** button and specify a folder to install the product to.
- In the **Select Administrators Options** window, choose the program availability: **Install for all users that share this computer** or **Install for the current user only**.
- Click **Proceed** to begin installation. To make changes in the setup, use the **Back** and **Next** buttons.

2. Running Acronis True Image Online

You can run Acronis True Image Online by selecting **Start** -> **Programs** -> **Acronis -> Acronis True Image Online** -> **Acronis True Image Online** or by clicking on the appropriate shortcut on the desktop.

3. Recovering from an Acronis True Image Online error

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

4. Removing Acronis True Image Online

Select **Start** -> **Settings** -> **Control panel** -> **Add or remove programs** -> **Acronis True Image Online** -> **Remove**. Then follow the instructions on the screen.

If you use Windows Vista, select **Start** -> **Control panel** -> **Programs and Features** -> **Acronis True Image Online** -> **Remove**. Then follow the instructions on the screen. You may have to reboot your computer afterwards to complete the task.

5. Extracting Acronis True Image Online

When installing Acronis True Image Online, you can save the setup (.msi) file on a local or network drive. This will help when recovering the existing component installation.

To save the setup file:

- In the **Install Menu**, right click on **Install Acronis True Image Online** and select **Extract**.
- Select the location where you want to save the setup file and click the **Save** button.

The following .msi file will be extracted:

- AcronisOnlineBackup.msi.

6. Installing, recovering and removing Acronis True Image Online using msiexec.exe utility

Recovering or updating the existing Acronis True Image Online installation with use of the .msi file must be done from the command line as follows:

- Choose **Start** -> **Run**.
- Type *cmd*.
- When the command-line interpreter window opens, type the following command:

  msiexec /i path_to_msi_file\msi_file_name.msi REINSTALL=ALL REINSTALLMODE=vomus.

- After the install wizard window opens, you will be able to install, repair or remove the product.

7. Upgrading from old versions of Acronis True Image Online

If you already have Acronis True Image Online installed, the new version will simply update it; there is no need to remove the old version and reinstall the software.

Please keep in mind that the backups created by the later program version may be incompatible with the previous program versions, so if you roll back Acronis True Image Online to an older version, you likely will have to re-create the archives using the older version.

1.4   Subscription information

Performing backups in Acronis Online Storage requires subscription to the Acronis True Image Online service. To subscribe, start Acronis True Image Online and click the **Subscribe to Acronis True Image Online service** link on the login window. This will open your Web browser and take you to the main Acronis Web site to continue registration.

If you already have an Acronis account, type the e-mail address and password for that account under "Log in to Your Account" to the right. You will be taken to your account page where you will be able to subscribe to the Acronis True Image Online service.

If you do not have an Acronis account, fill in the appropriate fields, and the account will be created for you. Provide your first and last names and e-mail address. You will be offered a country selected on the basis of the IP address of your computer, though you can select another country, if you wish.

Then provide a password for your new account and confirm the password by retyping it once more in the appropriate field. When you have performed all actions necessary for account registration, please wait for an e-mail message that will confirm opening of the account.

To keep your personal data secure, choose a strong password for your online backups, guard it from getting into the wrong hands, and change it from time to time.

After opening an Acronis True Image Online account, log in to your account page, subscribe to the Acronis True Image Online service, and then wait for an e-mail message describing the details of your subscription plan and expiration date.

Trial subscription

If you would like first to try the Acronis True Image Online service, Acronis offers a 1-month free trial subscription to Acronis True Image Online service. You will have 2 GB of storage space for the trial period. Be aware that after the trial period is over, you won't be able to use the Acronis True Image Online service and all your data on the Online Storage will be deleted.

If you like Acronis True Image Online service, you can go to https://www.acronis.com/my/online-backup/ and select a suitable subscription plan. To change your tariff, renew the subscription, or unsubscribe, go to the same subscription Web page.

1.5   Technical Support

Maintenance and Support Program

If you need assistance with your Acronis product, please go to http://www.acronis.com/support/

Product Updates

You can download the latest updates for all your registered Acronis software products from our website at any time after logging into your **Account** (https://www.acronis.com/my) and registering the product. See **Registering Acronis Products at the Website** (http://kb.acronis.com/content/4834) and **Acronis Website User Guide** (http://kb.acronis.com/content/8128).

1.6   Generating a system report

When you need help from Acronis support team, in most cases information about your system is necessary for resolving your problem. Sometimes getting the information is an inconvenient and time consuming process. Acronis True Image Online has a tool that 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 Acronis support team to simplify and speed up the search for a solution.

To generate a system report:

- On the **Help** menu click **Generate System Report**, or
- On the main program window click the **Help** arrow, and select **Generate System Report**

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. Then you will be able to send the report to Acronis support team.

- To save the generated system report to file and send it to Acronis support team right away, click **Save and Send** and specify a location for the created file. In addition, the program will open your e-mail client and will attach the report file to a message for Acronis support team.

- To exit to the main program window without saving the report, click **Cancel**.

2   Main window

This window shows the current state of your space on the Acronis Online Storage. The online storage space is presented as a stripe. All your registered computers are displayed as tabs that share the stripe. You can see the amount of storage space that every computer has used, as well as the amount of free space left on the Online Storage in accordance with your quota.
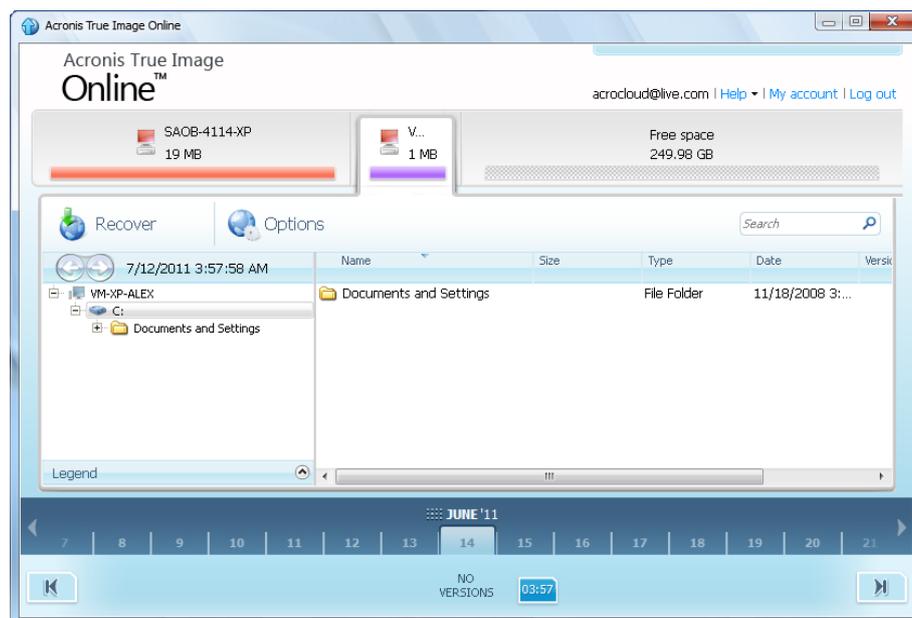
To remove the selected computer from the registered computers list and delete all its online backups from the Online Storage, click **Options** → **Remove from Online Storage** and then click **Yes** in the confirmation window.

Online data management

You can back up data only from the current computer. You can specify what data to back up, what data to exclude from the backup, schedule the online backup task, and recover data from the Online Storage. In addition, you can delete from the Online Storage files and folders you do not need anymore.

Every time you back up the same file, Acronis True Image Online creates versions of the file on the Online Storage. When recovering the file you will be able to select the version that you need.

For all other computers you can only browse and recover the backed up data that is stored on the Online Storage.

Copyright © Acronis, Inc., 2000-2011

Toolbar

The toolbar contains the following buttons:

- **Back Up Now** - click to run the online backup task now (present only for the current computer).
- **Recover** - click to recover desired files and folders from the Online Storage
- **Options** - click to open the **Options** menu where you can specify all Acronis True Image Online options and settings, as well as remove a computer from the Online Storage.

The **Options** menu includes the following items:

- **What to Back Up** - select to open the dialog box where you can specify the data to back up and the data you want to exclude from the backup. Your selection will be stored in the online backup task. So every time you run the task, the selected items will be backed up by default. You can change your selection any time.
- **Schedule** - select to set online backup task scheduling.
- **Settings** - select to change Acronis True Image Online settings.
- **Remove from Online Storage** - select to remove the computer from the Online Storage and delete all data backed up from that computer.

The toolbar also shows when the next online backup will run. Clicking the corresponding link opens the Scheduler where you can change the online backup schedule.

The toolbar has a Search field that allows you to search for the file you want to recover. To perform search, select on the folder tree the partition from which the file was backed up and then enter the file's name (or a partial name) in the search field with the magnifying glass icon to the right of the field. The search is performed only among the files backed up from the currently selected partition. The found files, if any, will be shown in the right pane under the **Search results** item at the bottom of the folder tree.

Legend

Clicking the up arrow (^) at the right side of the **Legend** line shows the icons the program uses for indicating the states of items (files and folders) backed up on the Online Storage. Brief descriptions explain the meaning of those icons. These icons will let you see which items have been modified or deleted locally since the last online backup. They will also let you know which folders have been backed up only partially. If the Legend area interferes with the viewing of the directory tree of the current computer, you can collapse it by clicking the down arrow at the right-side end of the **Legend** line.

Time scale

At the bottom of the window there is a special time scale. To view any prior data state, just find the date you need using the arrows on the time scale, click the date and select a time. To go to the oldest backup date for a selected file or folder, click the "Left arrow" button below the left end of the time scale. To return to the most recent backup date, click the "Right arrow" button below the right end of the time scale.To speed up the searching process you can switch the time scale to days mode or to months mode and scroll days or months respectively. To switch to the months mode, click on a month's name on the time scale. Selecting the required month on the month scale automatically returns you to the days mode.

3 Backing up to Acronis Online Storage

3.1 Log in to the online storage

To use the Acronis Online Storage, you must first subscribe to the Acronis True Image Online service. To do this:

- Click **Subscribe to Acronis True Image Online service**
- When the Web page opens, follow the instructions on the page. For more details see Subscription information (p. 5).
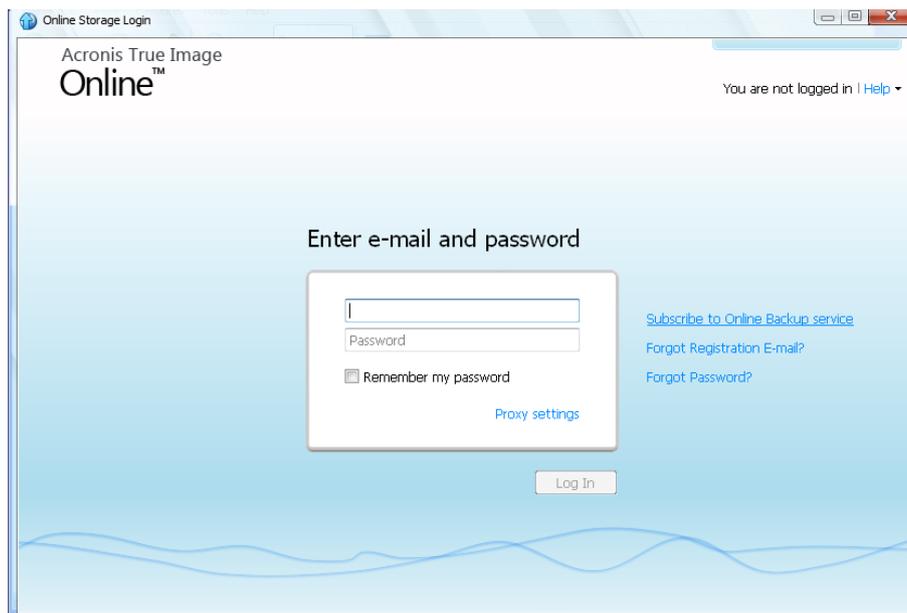
Connecting to the online storage

To access the online storage:

Enter the E-mail address and password of your Acronis account, and then click the **Log In** button.

If you:

- want the program to remember your password, select the **Remember my password** check box. In this case you will not have to enter your password every time you log in to the online storage.
- have forgotten your password, click **Forgot password?** and follow the instructions on the opened Web page. A new password will be sent to you by e-mail.
- have forgotten which e-mail address you used for opening your Acronis account, click **Forgot Registration E-mail?** and follow the instructions on the opened Web page.
- connect to the Internet via a proxy server, click **Proxy settings** and then provide the settings for your proxy server. For more information see Proxy settings (p. 21).

3.2 Computer selection

If this is the first time that you are logging on to the online storage, you will be prompted to register your computer on the online storage.

To register a computer on the online storage:

- Type a name for the computer (for example, *My home PC*) in the appropriate field and then select an icon for the computer. You can type any name, not necessarily the computer's network name.

- If you prefer storing your data on the online storage in encrypted form, click the **Use encryption for enhanced protection** link and then type an encryption key in the appropriate field.

- Click the **Register** button.

- After the computer connects to the Acronis True Image Online Server, set up an online backup task for this computer. For more information see Setting up online backup for a new computer (p. 11).
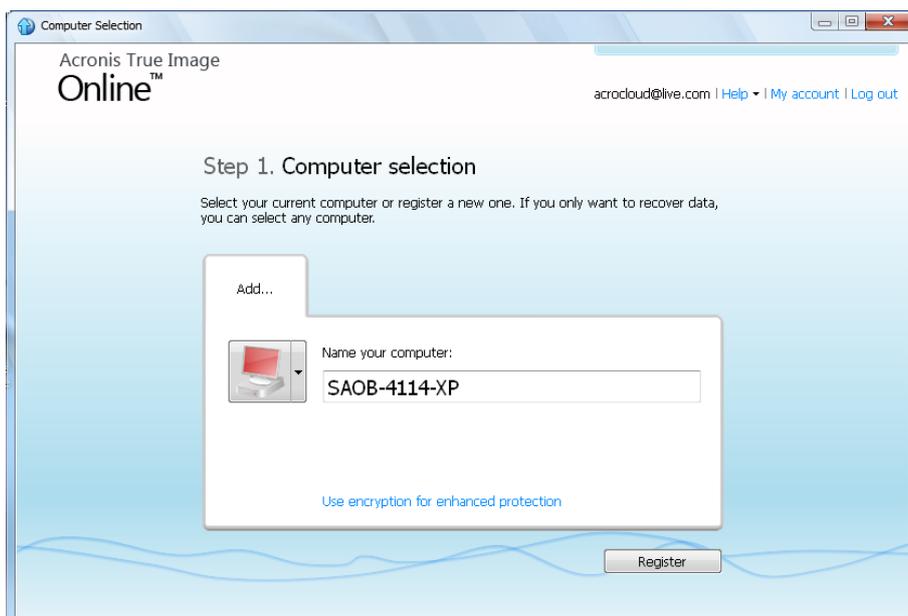
What is an encryption key

To protect your data on the online storage from unauthorized access, you can use encryption. In this case your files will be encrypted before transmission over the Internet and your data will be stored on the online storage in encrypted form. To encrypt and decrypt your data, the program needs the encryption key, that you should specify when you register your computer. An encryption key is a unique alphanumeric code, like a password. You can specify any set of characters you like. Note that the key is case-sensitive.

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

Remember the encryption key. The key is known only to you. Acronis do not know the key and do not have the means for retrieving the forgotten key.

If the desired computer is already registered:

- Select the registered computer icon.

- Type the encryption key, if necessary.

- Click the **Continue** button.

Removing a computer

This screen allows you to remove a computer from the registered computers list. Removing a computer results in deleting all data that was backed up from that computer, so such an operation must be carried out with caution. To remove a computer, select it by its name and click the **Remove** button, then click **Yes** in the confirmation window.

3.2.1   Data encryption in Acronis True Image Online

To protect your data on the online storage from unauthorized access, you can use encryption. In this case your data will be stored on the online storage in encrypted form. To encrypt and decrypt your data, the program needs the encryption key, that you should specify when you register your computer. An encryption key is a unique alphanumeric code, like a password. You can specify any set of characters you like. Note that the key is case-sensitive.

An encryption key cannot be retrieved. Please remember the key that you specify during your computer registration.

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

3.2.2   Why does the program ask for the key

The program will ask you to enter the encryption key when it needs to be used for decrypting the backed up data from the selected computer on the Online Storage. You will not be able to access the data until you provide the correct key. To access the data, type in the encryption key and click OK.

3.3   Setting up Acronis True Image Online for a new computer

After registering a new computer on Acronis Online Storage is complete, you are offered to specify what to back up from this computer and when to do that. Clicking the appropriate link opens the **Items to Back Up Selection** window, where you can specify the files and folders you want to back up on the Online Storage. For more information see Selecting items to back up (p. 12). Having made the selection, click the **Save and Close** button to return to the previous window for setting a schedule for online backup or for starting the backup manually.

To set an online backup schedule, click the link with the default backup schedule settings (Never) and then turn on the scheduler by clicking the **Turn On** button . For more information on scheduling the online backup task see Scheduling (p. 16).

Clicking the **Save** button will save the online backup task you have set and take you to the main program window. The backup will run according to the set schedule.

To start backup immediately, click **Back Up Now**. You can also delay online backup start for up to 6 hours by clicking the down arrow to the right of this button and selecting a delay interval from the dropdown list.
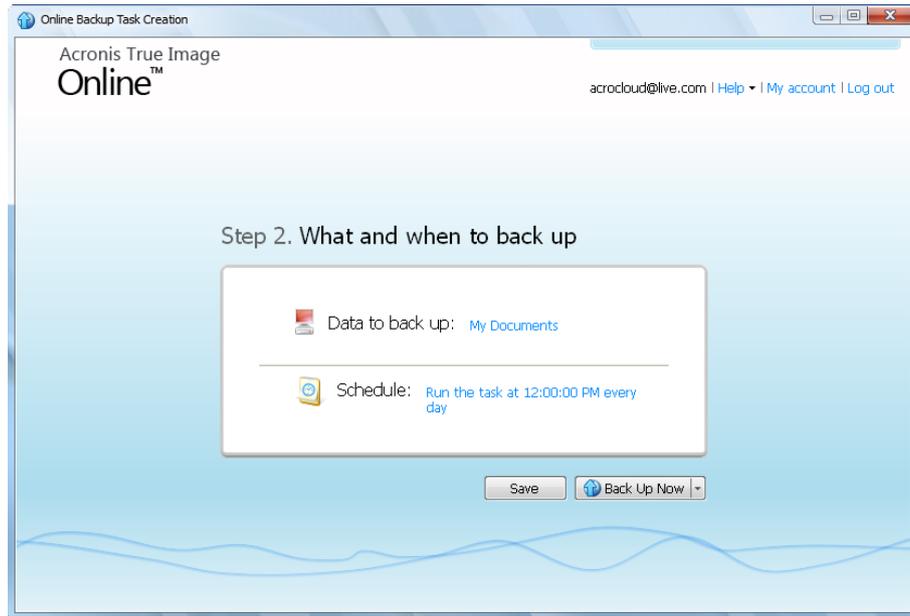
3.4   Online backup task creation

The online backup task allows you to schedule the backup to the online storage. You can create one online backup task only. The task will be run even after you log off the online storage.

To create the Online backup task:

- Click **Options** → **What to back up** in the main window and specify the data categories and/or files and folders to back up and items to exclude from the online backup
- Click **Options** → **Schedule** in the main window and set up scheduling for the online backup task. For more information see Scheduling
- Click the **Back Up Now** button if you want to start the first online backup immediately

The first online 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.

## 3.4.1   Selecting items to back up

In the **Items to Back Up Selection** window you can select the data you want to include in the online backup task and files to exclude from the task. Your selection will be stored, so every subsequent time you run the task, the selected items will be backed up by default. You can change your selection any time.

Including items

Specify items to include by selecting the corresponding check boxes:

You can include both file categories and individual files and folders.

When selecting the file category(ies) to back up, you can include the following default categories: **Documents, Finance, Images, Video**, and **Music**. Each category represents all files of associated types found on the computer's hard drives. Furthermore, you can add any number of custom categories containing files and folders. The new categories will be saved and displayed along with the above. You can change the contents of any custom or default file category (edit the category) or delete it. The default file categories cannot be deleted.
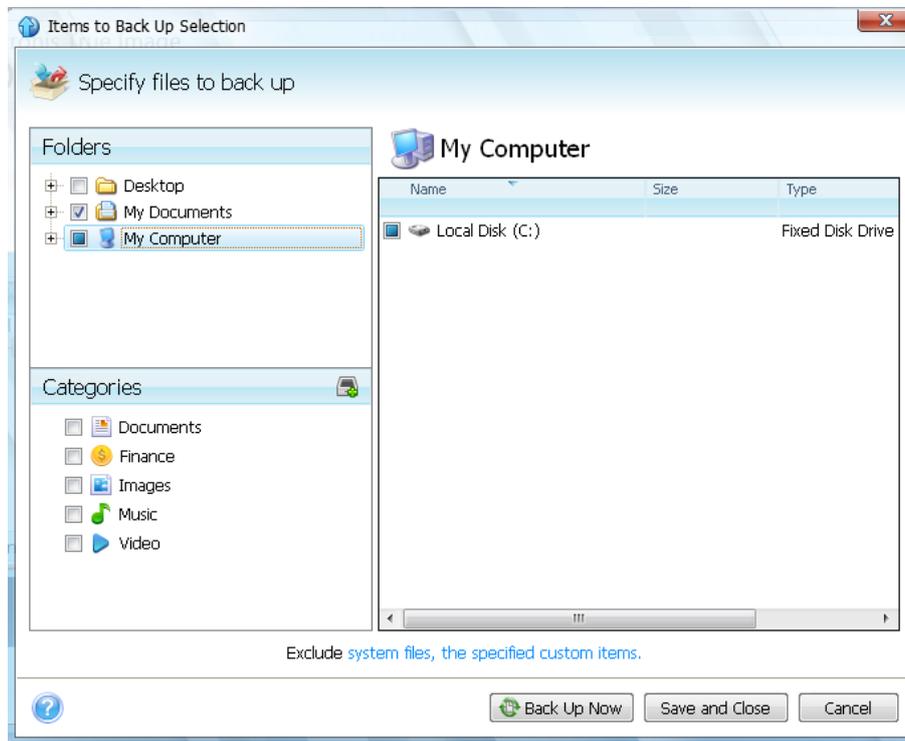
For more information on custom categories see Creating a custom data category (p. 14). If you do not want to keep the custom contents of the current backup by creating a data category, simply select the files/folders from the tree in the **Folders** pane.

- To include an entire folder, select the folder's check box in the folders pane.
- To include particular items in a folder, click the folder's name in the folders pane, and then select the items' check boxes in the folder contents pane.

Excluding items

File filtering can be applied to manually added folders by specifying which files to exclude from backup. For more information see Excluding items from online backup (p. 14).

Having finished selection of items to include and exclude, click the **Back Up Now** button to start online backup immediately, otherwise click the **Save and Close** button to save the selection for backing up later or on schedule.

You can also cancel the selection by clicking **Cancel**.

3.4.1.1   Creating a custom data category

To add a custom data category, click the **Add category** icon in the **Categories** pane and provide a name for the category. Select the data source (e.g. a folder) for the new category by clicking the link to the right of **Category source:** in the right pane, and then clicking the **Browse** button. By default the new category will contain **All data from the source** in the data source, but you can apply filters to select the specific types of files that you wish or do not wish to back up.
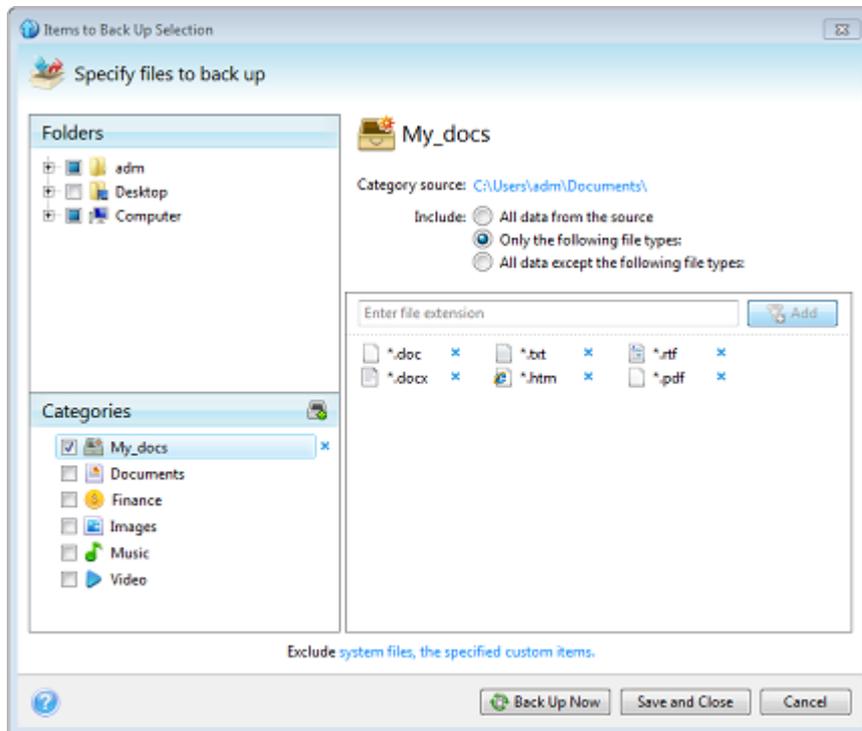
To set a filter, select its type: **Only the following file types** or **All data except the following file types**.

You can add file types for the selected filter by entering their extensions in the appropriate field one at a time and then clicking **Add**.

The added file types appear in the window below.

3.4.2   Excluding items from online backup

Excluding unnecessary files from online backup may be useful as the data transfer rate and available storage space are limited.

To exclude files, click the corresponding link at the bottom of the **What to back up** window.

You can exclude hidden and system files from online backup by selecting the corresponding check boxes.
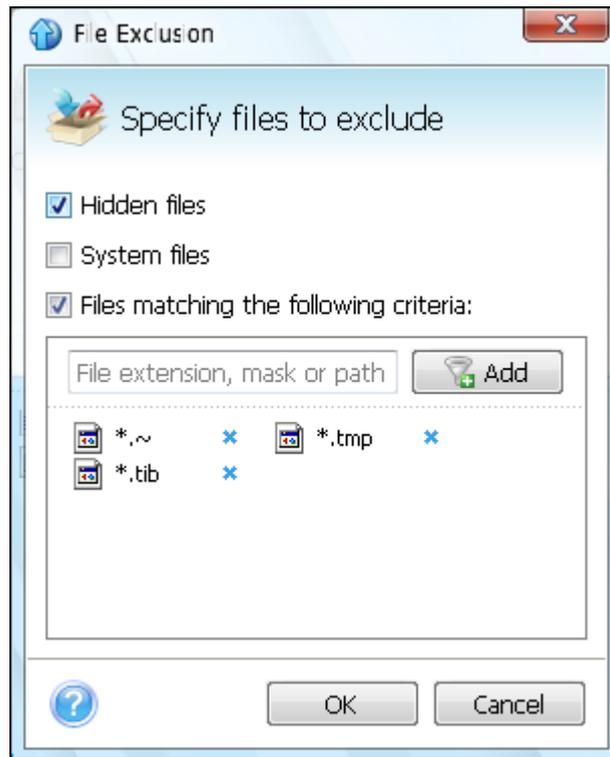
In addition, you can exclude files meeting the criteria you specify. To do this, select the **Files matching the following criteria** check box, enter the exclusion criterion, and then click **Add**.

By default, the program excludes from backups files with the following extensions: **.~**, **.tmp**, and **.tib**.

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 also use wildcards:

*.ext - all files with a .ext extension will be excluded.

C:*.ext - files located in the root of partition C with a .ext extension will be excluded.

f_name.* - files with any extension and named f_name 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 delete a criterion, for example, added by mistake, click the Delete icon to the right of the criterion.

To cancel changes in the items to be excluded, click **Cancel**.

After you make changes in the items to be excluded, click **OK** to confirm the changes and exit from the **What to exclude** window.

3.4.3 Scheduling

The **Scheduler** window allows you to specify the online backup task execution settings.
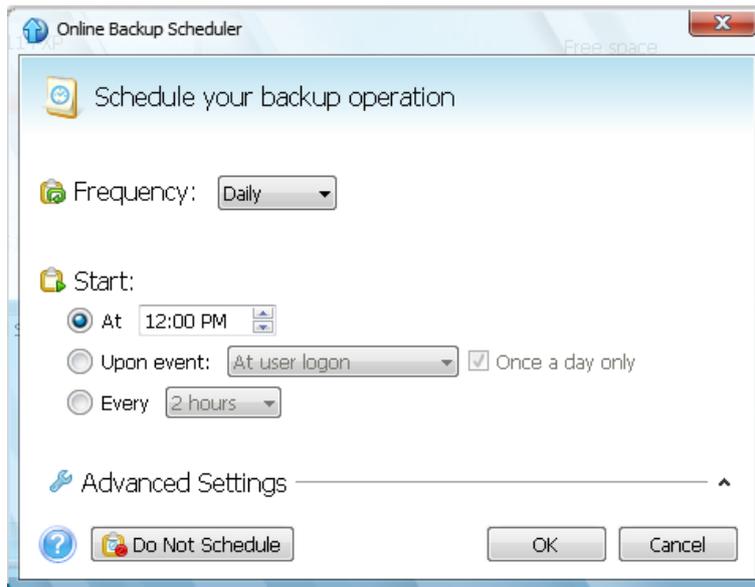
Choose one of the following backup frequencies:

- Daily (p. 17) - the task will be executed once a day or more frequently
- Weekly (p. 17) - the task will be executed once a week or several times a week on the selected days
- Monthly (p. 18) - the task will be executed once a month or several times a month on the selected dates

Next choose when to start online backup:

- At a specified time. Specify the time in the corresponding field.
- Upon event. Choose the event you need: At user logon, At user logoff, At system startup or At system shutdown. To run a backup only at the first occurrence of the event, select the **Once a day only** box.
- Every () hours. Choose backup periodicity from the dropdown list (for, example, every 2 hours). This setting is available only for daily backups.

Clicking the **Do Not Schedule** button turns off the scheduler and online backup will be performed only when you click **Back Up Now** in the main window.

Advanced settings

Clicking **Advanced Settings** allows you to specify the following additional settings for online backup scheduling.

To postpone a scheduled task until the next time the computer is not in use (screen saver is displayed or computer is locked), select the **Run the task only when the computer is idle** check box.

The backup won't be performed if the computer is switched off or there is no Internet connection when the scheduled time comes, but you can force the missed backup to run at the next system startup or when an Internet connection is established. To do so, select the **Run at startup** or **Run when the connection is established** check box (or both).

Some of these options might be disabled depending on the operating system.

Having finished scheduling of online backups, click **OK** to return to the main window.

3.4.3.1   Daily execution parameters

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

- **Frequency:** Daily

- **Start:** at a certain time, upon a certain event or every certain number of hours

  If you select **At**, set the task's start time. Enter hours and minutes manually, or set the desired start time using the up and down buttons.

  If you select **Upon event**, choose the event you need: At user logon, At user logoff, At system startup or At system shutdown. To run a backup only at the first occurrence of the event, select the **Once a day only** box.

  If you select **Every**, choose daily backup periodicity from the dropdown list (for, example, every 2 hours).

Advanced settings

- To postpone a scheduled task until the next time the computer is not in use (screen saver is displayed or computer is locked), select the **Run the task only when the computer is idle** check box.

- If the computer is switched off when the scheduled time comes, the backup won't be performed, but you can force the missed task to run at the next system start-up. To do so, select the **If missed, run the task at startup** check box.

- If there is no Internet connection when the scheduled time comes, you can force the missed backup to run when an Internet connection is established. To do so, select the **Run when the connection is established** check box.

3.4.3.2   Weekly execution parameters

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

- **Frequency:** Weekly

  Select the days on which to execute the task by clicking on their names.

- **Start:** either at a certain time or upon a certain event

  If you select **At**, set the task's start time. Enter hours and minutes manually, or set the desired start time, by using the up and down buttons.

  If you select **Upon event**, choose the event you need: At user logon, At user logoff, At system startup or At system shutdown. To run a backup only at the first occurrence of the event, select the **Once a day only** box.

Advanced settings

- To postpone a scheduled task until the next time the computer is not in use (screen saver is displayed or computer is locked), select the **Run the task only when the computer is idle** check box.

- If the computer is switched off when the scheduled time comes, the backup won't be performed, but you can force the missed task to run at the next system start-up. To do so, select the **If missed, run the task at startup** check box.

- If there is no Internet connection when the scheduled time comes, you can force the missed backup to run when an Internet connection is established. To do so, select the **Run when the connection is established** check box.

3.4.3.3 Monthly execution parameters

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

- **Frequency:** Monthly

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

  If you select **On**, choose the date(s) for backup execution (example: you may want the task to be run on the 10th, 20th, and Last day of the month)

- **Start:** either at a certain time or upon a certain event

  If you select **At**, set the task's start time. Enter hours and minutes manually, or set the desired start time, by using the up and down buttons.

  If you select **Upon event**, choose the event you need: At user logon, At user logoff, At system startup or At system shutdown. To run a backup only at the first occurrence of the event, select the **Once a day only** box.

Advanced settings

- To postpone a scheduled task until the next time the computer is not in use (screen saver is displayed or computer is locked), select the **Run the task only when the computer is idle** check box.

- If the computer is switched off when the scheduled time comes, the backup won't be performed, but you can force the missed task to run at the next system start-up. To do so, select the **If missed, run the task at startup** check box.

- If there is no Internet connection when the scheduled time comes, you can force the missed backup to run when an Internet connection is established. To do so, select the **Run when the connection is established** check box.

3.4.4 Credentials

In some cases when you plan an operation to be performed in the future, you have to specify the credentials (Windows account name and password of the user). For example, this is required when you schedule a backup or specify Pre/Post commands for backup operation. If you do not enter the credentials, scheduled execution will be impossible.

To specify the credentials:

- Enter the user name in the appropriate field. By default this field displays the current user name.
- Enter the password in the appropriate field. If you do not enter the password or enter an incorrect password, the program will notify you that the credentials are not valid.

3.4.5 Backup operation progress

Once an online backup is started (either manually or on schedule) the backup progress window appears.

In this window Acronis True Image Online shows the approximate backup time and data transfer speed.

The progress bar indicates the level of completion of the online backup.

In some cases, the online backup operation may take a long time to be completed. If this is the case, select the **Shut down the computer after the backup is complete** check box. When the backup finishes, Acronis True Image Online will turn the computer off.

You can also close the progress window by clicking **Hide**. The backup will continue, but you will be able to close the main program window. The program will continue working in the background and will automatically close once the backup is finished.

If you need to stop the backup for any reason, click the **Stop** button. You will be able to resume the stopped operation by clicking **Back Up Now** in the main program window.

4 Acronis True Image Online settings

The following settings are available for online backup:

- Connection attempts (p. 19)
- Storage connection speed (p. 20)
- Storage cleanup (p. 21)
- Proxy settings (p. 21)
- Backup priority (p. 23)
- E-mail notification (p. 23)
- Pre/Post commands (p. 25)
- Acronis Customer Experience Program (p. 26)

You can always revert the changed settings to their default values.

- To reset all the customized options to the default values click **Reset all to default**.
- To reset the current option settings to the default values click **Reset the current to default**.

4.1 Connection attempts

On this page you can specify the number of connection attempts and the time interval between the attempts.

In case of any network problems, if the first connection attempt fails, the program will repeat the attempts till a connection is successfully established. You can set the number of connection attempts and the time interval between the attempts in seconds. To do so, type or select the values in the appropriate boxes.
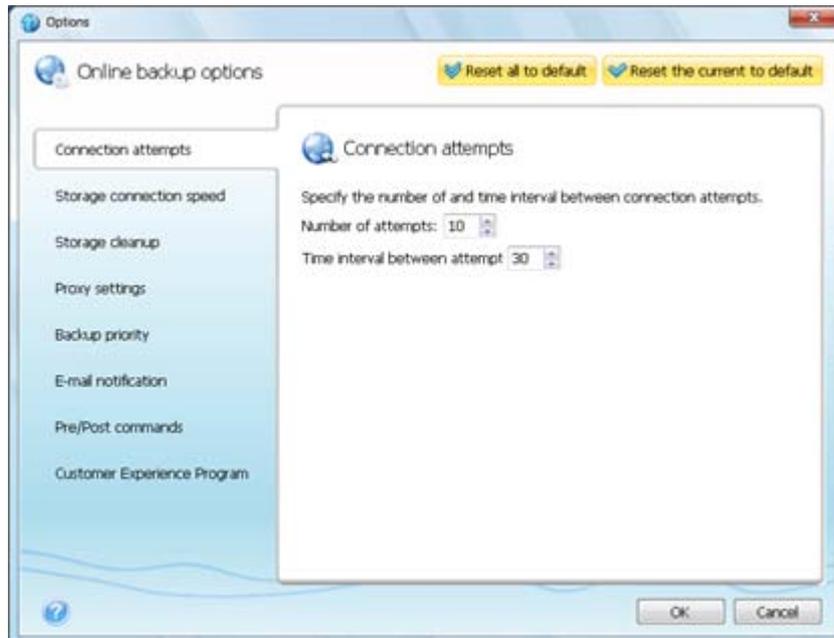
4.2   Storage connection speed

You can reduce the influence of the online storage connection on other network connections of your computer. Set the connection speed that will allow you to send e-mail or surf the Web without annoying slowdowns while online backup is running. To do so:

- Select the **Limit transfer rate to** check box and specify an optimal value and an appropriate measure (kilobits or megabits per second)
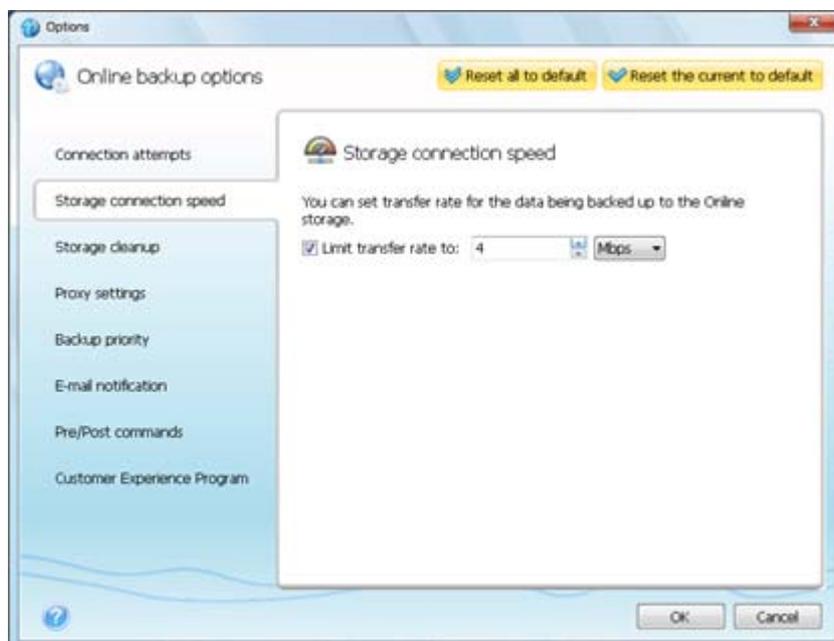
4.3   Storage cleanup

You can configure the cleanup settings for the Online storage to optimize usage of its space.

To set the limits for the amount of versions in the Online storage:

- Select the **Delete versions that are older than** check box and enter a value that limits the maximum age of the older versions. All other versions will be automatically deleted except the most recent versions.

- Select the **Store no more than ... recent versions** check box and enter a value that limits the maximum number of all versions in the storage.
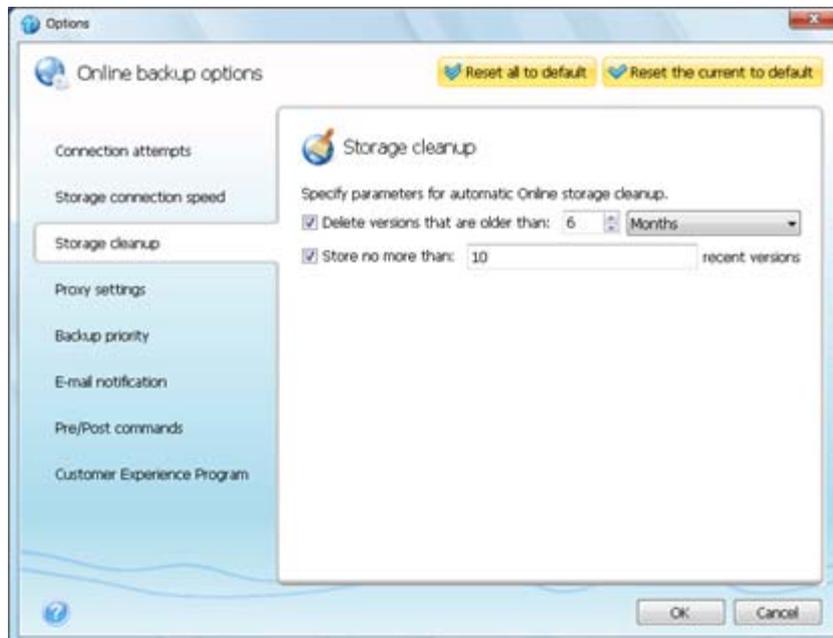
4.4   Proxy settings

If your computer is connected to the Internet using a proxy server, you can adjust the proxy server settings. To use the proxy server, select the **Use proxy** check box.

*Acronis True Image Online supports only http and https proxy servers.*

To set up proxy server settings:

In the **Host name** box, type the name or IP address of the proxy server, such as proxy.example.com or 192.168.0.1

In the **Port** box, type the proxy server's port, such as 8080

In the **User name** and **Password** boxes, type your credentials to connect to the proxy server.

To test the proxy server settings, click the **Test Connection** button.
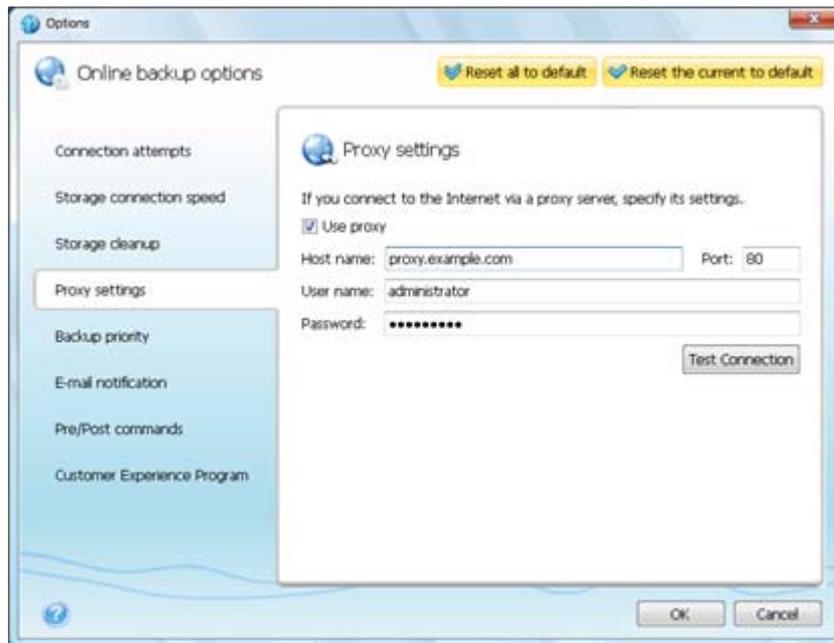
If you do not know your proxy server settings, contact your network administrator or Internet service provider for assistance. Alternatively, you can try to take these settings from your browser's configuration.

4.5   Backup priority

Changing the priority of a backup 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 backup priority will free up more resources for other CPU tasks. Increasing backup priority may speed up the backup process by taking resources from the other currently running processes. The effect will depend on total CPU usage and other factors.
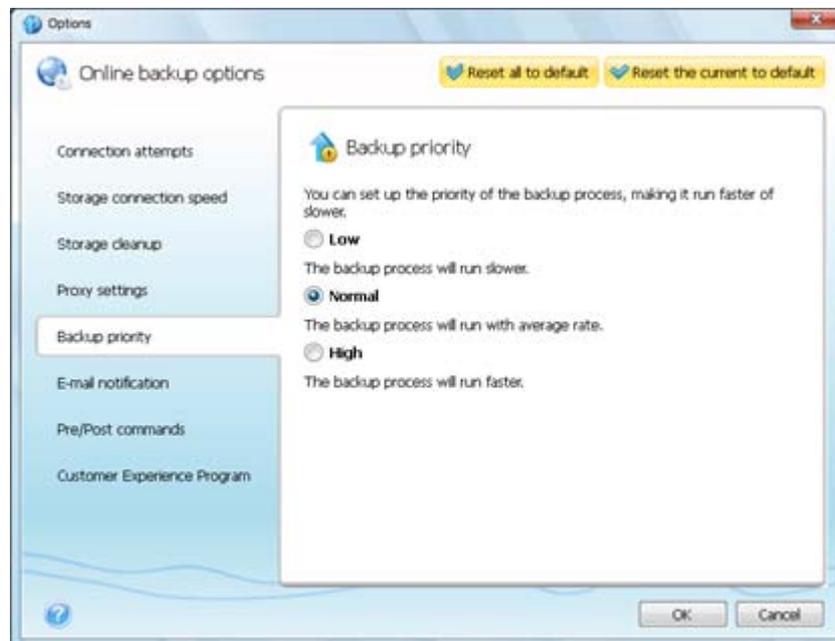
You can set up the backup process priority:

- **Low** (enabled by default) - the backup process will run slower, but the performance of other programs will be increased
- **Normal** - the backup process will have equal priority with other processes
- **High** - the backup 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 Online
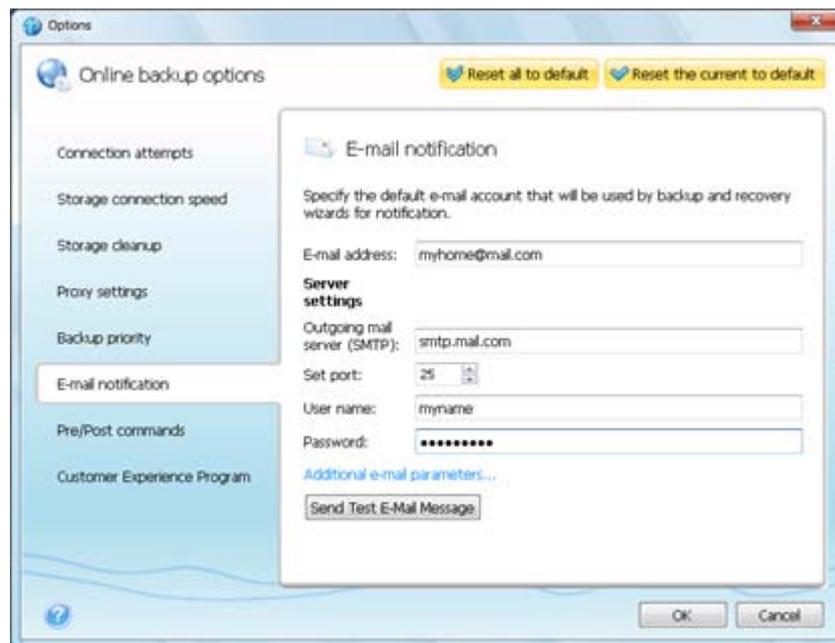
4.6   E-mail notification

You can specify an e-mail account that will be used for notification of the backup process.

To specify the e-mail settings:

- Enter the e-mail address in the **E-mail Address** field. You can enter several e-mail 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
- Enter the user name in the **User Name** field

- Enter the password in the **Password** field

To specify additional notification settings, click the **Additional e-mail parameters...** link.
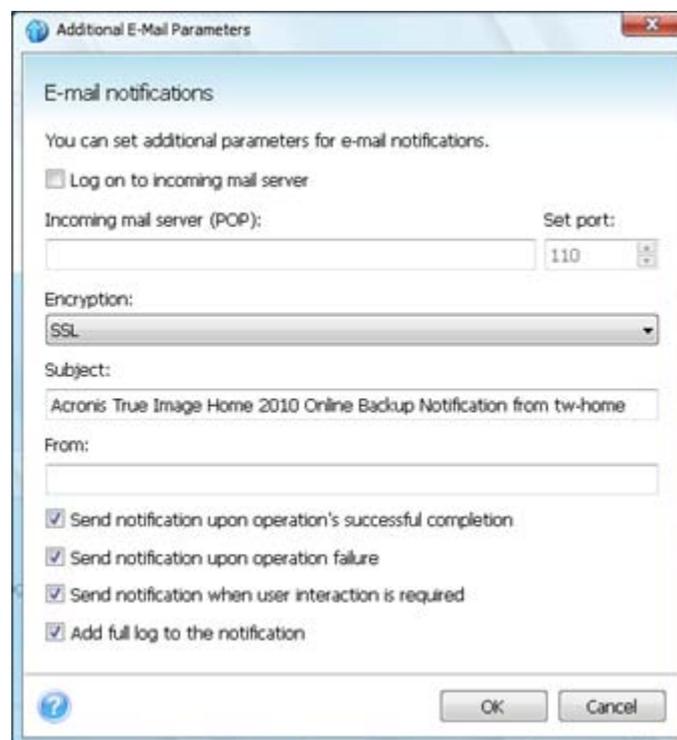
- If your Internet service provider requires authorization on the incoming mail server before sending e-mails, check the **Log on to incoming mail server** box

- If you would like to use encryption, select the required encryption protocol from the dropdown list in the **Encryption** field

- If you want the client e-mail program to handle messages according to the set policy, for example, put messages into a specified folder, specify the name of the sender in the **From** field,

and/or the subject in the **Subject** field. If you leave the **From** field empty, the e-mail will be composed using the name from the outgoing account.

- To send notification concerning process completion, select the **Send notification upon operation's successful completion** check box.

- To send notification concerning process failure, select the **Send notification upon operation failure** check box.

- To send notification with operation messages, select the **Send notification when user interaction is required** check box

- To send notification with full log of operations, select the **Add full log to the notification** check box

After making the additional settings, click **OK** to return to the previous window.

To check whether your settings are correct, click the **Send Test E-mail Message** button.

4.7   Pre/Post commands

You can specify commands or batch files to be executed automatically before and/or after the backup procedure. For example, you may want to configure a third-party antivirus product to be used each time for scanning the files to be backed up before the backup starts. Click **Edit** to open the **Edit Command** window where you can easily input the command, its arguments and working directory or browse folders to find a batch file.
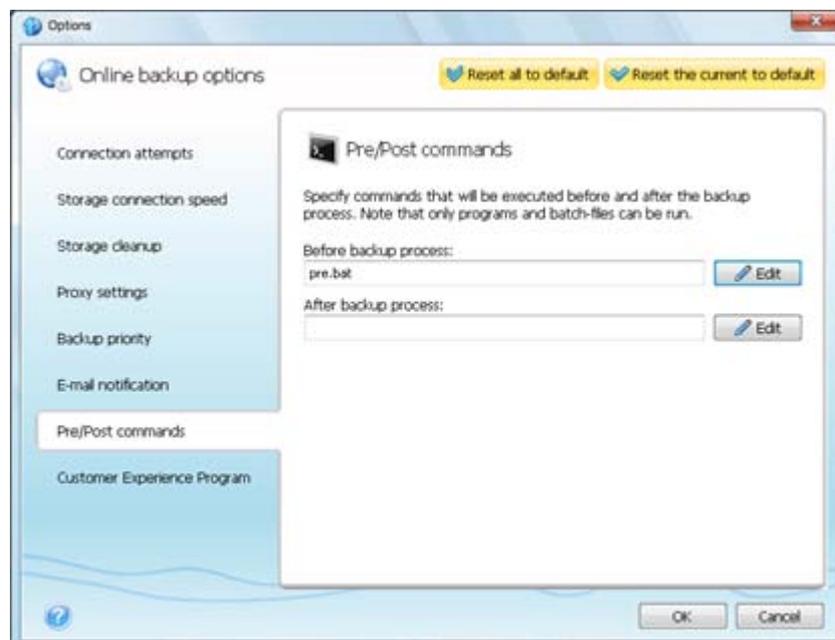
- In the **Command** field, type-in a command or select it from the list. Click **...** to select a batch file.
- In the **Working directory** field, type-in a path for command execution or select it from the list of previously entered paths.
- In the **Arguments** field enter or select command execution arguments from the list.

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

Unselecting the **Do not perform operations until the command's execution is complete** box, selected by default, will permit the backup process to run concurrently with your command execution.

If you want the backup to be performed even if your command fails, unselect the **Abort the operation if the user command fails** box (selected by default).

You can test execution of the command you created by clicking **Test command**.

4.8 Acronis Customer Experience Program

Acronis Customer Experience Program (CEP) is a new way to allow Acronis customers to contribute to the features, design and development of Acronis products. This program enables our customers to provide us with various information, including information about the hardware configuration of your host computer, the features you use most (and least), and the nature of the problems you face. Based on this information, we will be able to improve the Acronis products and the features you use most often.

If you choose to participate, the technical information will be automatically collected every 90 days. We will not collect any personal data, like your name, address, phone number, or keyboard input. Participation in the CEP is voluntary; however, the end results are intended to provide software improvements and enhanced functionality to better meet the needs of our customers.
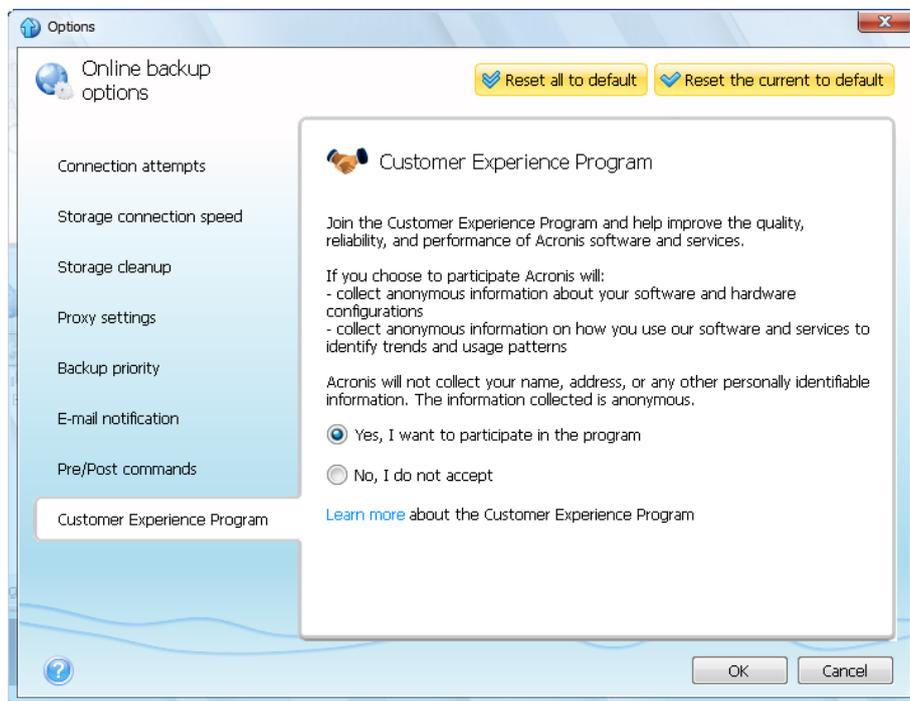
Note that you will be able to leave the program any time.

Click the **Learn more** link to read the terms of participation.

To make a decision:

- Choose **Yes, I want to participate in the program** if you want to join the program
- Choose **No, I do not accept** if you do not want to join the program

5 Recovery from Online Storage

5.1 Recovering data from Online Storage

Acronis True Image Online allows you to browse and recover data that was backed up on Online Storage. If you have backed up data from several computers, select the computer from which you backed up the data you want to recover. If the data from the selected computer is stored on the Online Storage in encrypted form, you will be asked to enter the encryption key which has been used for encryption. You will not be able to access the data until you enter the correct encryption key.
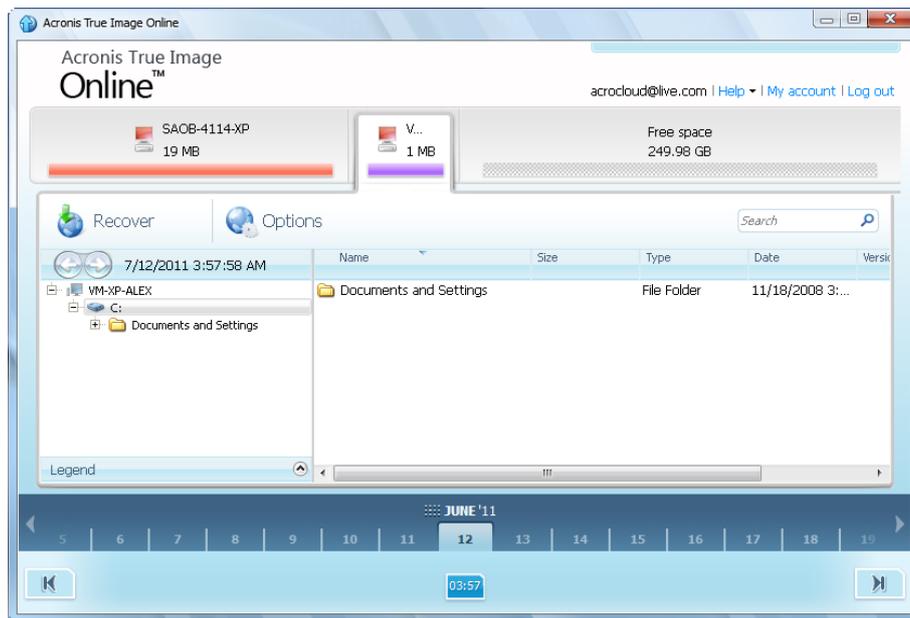
Using time scale

Having selected the computer, you can search the data you need to recover. All your backups have creation dates. These dates determine the states that data had during the backup operation. Acronis True Image Online provides for viewing the data states using a special time scale at the bottom of the window. To view any prior data state, just find the date you need using the arrows on the time scale, click the date and select a time. To go to the oldest backup date for a selected file or folder, click the "Left arrow" button below the left end of the time scale. To return to the most recent backup date, click the "Right arrow" button below the right end of the time scale. To speed up the searching process you can switch the time scale to days mode or to months mode and scroll days or months respectively. To switch to the months mode, click on a month name on the time scale. Selecting the required month on the month scale automatically returns you to the days mode.

Selecting data

The main area displays the data backed up on the Online Storage. The area contains the folder tree (on the left) and the folder contents pane (on the right). You can select the items using both panes. To select multiple files/folders, you can use the **Ctrl** and **Shift** keys like in Windows Explorer. After you finish selection, right-click and select the required action in the shortcut menu.

Shortcut menu items:

- **Open** - opens a folder or recovers the file to a temporary folder and then opens the file using the associated application
- **Recover** - recovers the selected file or folder
- **View Versions** - opens the window that contains the list of the selected file's versions. In the window you can select the version you want to recover or delete unneeded versions (not available for folders)
- **Delete** - deletes the selected file or folder from the Online Storage

Recovery

When you choose **Recover** either in the shortcut menu or on the toolbar, Acronis True Image Online opens the Browse for folder dialog. By default the original location from which the files were backed up will be selected. If necessary, you can select another folder or create a new folder for the files to be recovered to by clicking the **Make New Folder** button. After selecting the folder click **OK**.

If you recover the files to the original folder and Acronis True Image Online finds a file with the same name, it will open a dialog window where you can choose what to do with the file: **Recover and replace** the file on the disk, **Do not recover** (to keep the file on the disk), and **Recover, but keep both files** (the recovered file will be renamed). If you want to use the choice for all files with identical names, select the **Apply to all files** check box.

*It is impossible to **Recover and replace** files on the disk which are being used or locked by the operating system at the moment of recovery.*

Search

You can search for a file you want to recover. To perform search, select on the folder tree the partition from which the file was backed up and then enter the file's name (or a partial name) in the search field with the magnifying glass icon to the right of the field. The search is performed only among the files backed up from the currently selected partition. The found files, if any, will be shown in the right pane under the **Search results** item at the bottom of the folder tree.

5.2   Selecting a version to recover

By default Acronis True Image Online selects the latest versions with respect to the date you specified. However, for any file you can select a specific version of the file to recover.

To recover a specific file version:

- In the folder contents pane, select the file whose version you want to recover, then right-click and choose **View Versions** in the shortcut menu

- In the **File Versions** dialog window that appears, select a version, and then click **Recover**, or simply drag the version to a destination in Windows Explorer
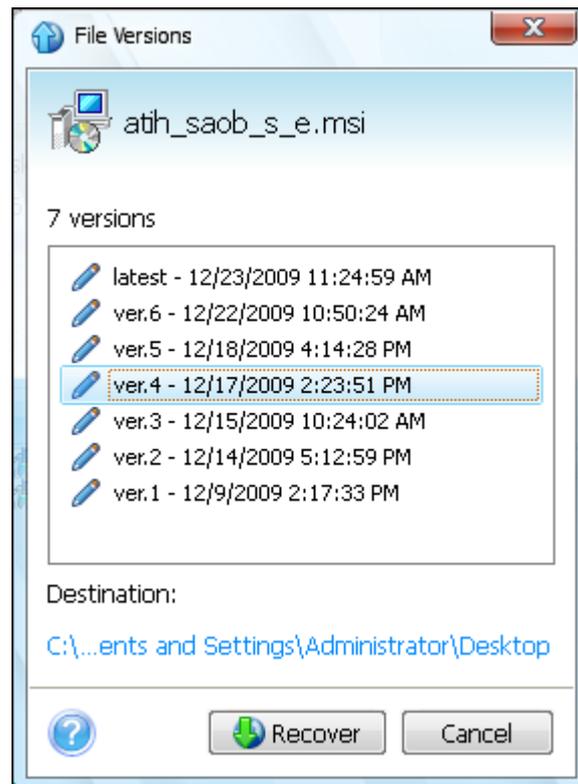
To remove a file version from the storage, select the version and click the **Remove** icon (cross) to the right of the version number.

To exit the window without recovering, click **Cancel**.

5.3   Recovery operation progress

Once you start recovery of the selected files, the recovery progress window appears.

In this window Acronis True Image Online shows the approximate recovery time and data transfer speed.

The progress bar indicates the level of recovery completion.

If you want to see the recovered files and/or folders, select the **Show the folder content after the recovery is complete** check box. When the recovery finishes, Acronis True Image Online will open the folder with the recovered items.

You can stop the recovery operation by clicking **Cancel**. The recovery operation will be canceled, but if you have started recovery of several files, the already recovered files will remain in the destination folder.

You can also close the progress window by clicking **Hide**. The recovery will continue, but you will be able to close the main program window. The program will continue working in the background and will automatically close once the recovery is finished.

6 Removing data from Online Storage

Because the available space on Acronis Online Storage is limited, you need to manage your Online Storage space by cleaning up the obsolete data or the data you do not need anymore. Cleanup can be done in a variety of ways. The most "drastic" one is removing a computer registered on the Online Storage. Removing a computer results in deleting all data that was backed up from that computer. Therefore, such an operation must be carried out with caution. To remove a computer, right-click on its tab on the main screen and select **Remove from Online Storage**, then click **Yes** in the confirmation window.

The Acronis True Image Online options provide for automatic cleanup of the Online Storage. You can specify deletion of files that have been kept on the storage longer than the specified number of months or days. In addition, you can set the maximum number of file versions to be kept on the Online Storage. You can accept the default settings for those options or set the values you need. To change the above options, click **Options → Settings** on the toolbar, and then select the **Storage cleanup** item. For more information see Storage cleanup (p. 21).

You can also manage Acronis Online Storage by deleting individual files or even some of their versions. Such deletions can be done only for the current computer.

1. Select the folder containing the files you want to manage on the directory tree in the left pane. The right pane lists the files in that folder.
2. If you want to delete a file, select it in the right pane. When selecting multiple files for deletion you can use the **Ctrl** and **Shift** keys like in Windows Explorer. Having finished selection, right-click on the selection and choose **Delete** in the shortcut menu, then click **Yes** in the confirmation window.
3. If you want to delete some versions of a specific file, right-click on the file and select **View Versions** in the shortcut menu. This opens the **File Versions** window. Select the version you want to delete, click the Delete icon (×) to the right of the version number, then click **Yes** in the confirmation window. Repeat this for all file versions you want to delete. Having finished deleting the versions, click **Cancel** to close the window.

7 Viewing Log

If you want to view the log of Acronis True Image Online operations, click **Help** → **Event Log** in the upper right corner of the main window.
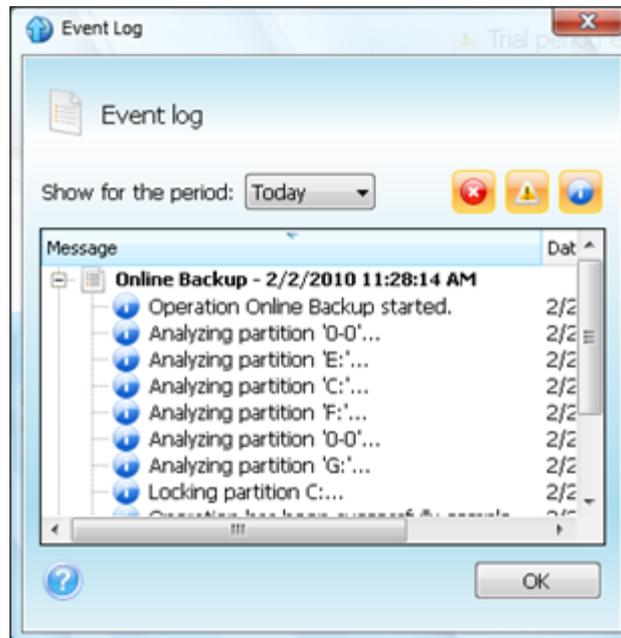
To view the logs for a specific period, select the period from the drop-down list. You can select **Today**, **Week**, and **Month.** To view all logs, select **Show all**.

To delete a log entry, select it, right-click and select **Delete** in the shortcut menu. To delete all log entries, select **Delete all**. You can also save a log entry to file by selecting **Save**. To save all logs to file, select **Save all**.

The three buttons to the right control event filters: the white cross in the red circle filters error events, the exclamation mark in a yellow triangle filters warnings, and the "i" in the blue circle filters information message events.