True Image™ Lite 2013
by Acronis®

RTM

User's Guide

Table of contents

1   Getting started

1.1   What is True Image™ Lite 2013 by Acronis®?

True Image Lite 2013 by Acronis is a software product that ensures the security of data on your PC. With this software, you can continuously back up selected files and folders by using two main utilities:

- **Acronis Nonstop Backup**

  This utility continuously saves changes in your files, as often as every five minutes. If needed, you can rollback easily to any point in time.

- **Acronis Online Backup**

  This utility allows you to store your most important files on Acronis Cloud, a special secure remote storage. Your data will be protected even if your computer is lost, stolen or destroyed.

True Image Lite 2013 allows you to recover your photos, videos, documents and other personal data should a disaster occur, such as losing data, accidentally deleting critical files or folders, or suffering a complete hard disk crash.

You can store backups on almost any PC storage device.

Windows-style interface and wizards will make your work easier. Just perform a few simple steps and let True Image Lite 2013 take care of everything else! When a system problem occurs, the software will get you up and running in no time.

1.2   True Image Lite 2013 basic concepts

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

Backup and recovery

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

Backups are useful primarily for two purposes. The first is to restore a state following a disaster (called disaster recovery). The second is to recover small numbers of files after they have been accidentally deleted or corrupted.

Since True Image Lite 2013 protects only your files and folders, and not your disks and partitions, it serves only the second purpose. The full version of True Image 2013 does both by creating disk (or partition) images and file-level backups respectively.

Backup versions

Backup versions are the file or files created during each backup operation. If you do not use consolidation feature, the number of versions created is always equal to the number of times the backup is executed or to the amount of stored points in time. So, a version represents a point in time to which the data can be restored.

The backup versions are similar to file versions. The file versions concept is familiar to those who use a Windows Vista and Windows 7 feature called "Previous versions of files". This feature allows you to restore a file as it existed on a particular date and time. A backup version allows you to recover your data in a similar way.

This could be useful when trying to find damaged or deleted files. Simply browse through the backup versions in the Acronis Backup Explorer until you find the backup version containing the required files. Additionally, you can recover different saved versions of found files.

Backup boxes

All your backups are represented as rectangles on the main window. These rectangles are called backup boxes. A backup box contains all the main information about the corresponding backup and provides you full control over this backup. Every time you want to create a new backup version, recover your data or change backup settings, just find the required backup box and click the appropriate button or link.

Nonstop backup file format

Acronis Nonstop Backup uses a special storage for data and metadata. This storage is a hidden folder named `Time Explorer Storage`. This folder contains auxiliary files (for example, config.xml, cdp.metadata) and your backed up data. The data is compressed and split into files of about 1 GB (for example, cdp.data, cdp2.data, cdp3.data, and so on). These files also have a proprietary format and the data they contain can be recovered only with the help of True Image Lite 2013.

Nonstop backup consolidation

Consolidation allows you to delete unneeded backup versions, without risking backup chain corruption.

Acronis Nonstop Backup performs consolidation automatically. The program consolidates the metadata it uses for managing the backed up data. Because the metadata information volume is significantly less than the backed up data volume, consolidation requires much less time and system resources.

Online backup schedule

For your backups to be really helpful, they must be as "up-to-date" as possible. True Image Lite 2013 automatically creates backup versions every hour. If you want to back up your data more often, you can always run the backup manually. Your data will be backed up as long as there is sufficient storage space.

Understanding these terms and concepts will be helpful when using the program's features.

1.3   System requirements and supported media

True Image Lite 2013 has minimum hardware requirements corresponding to that of the operating system installed on the computer to be used for running True Image Lite 2013. In addition, True Image Lite 2013 requires the following hardware:

- Mouse or other pointing device.
- Using Acronis Nonstop Backup requires at least 1 GB RAM.
- The minimum screen resolution is 1024 x 768.

Operating system

True Image Lite 2013 has been tested on the following operating systems:

- Windows XP SP3
- Windows XP Professional x64 Edition SP2
- Windows 7 SP1 (all editions)
- Windows 8 (all editions)

Correct work on other Windows operating systems is possible, but not guaranteed.

File system

Supported file systems:

- FAT16/32
- NTFS

Storage media

Supported storage media:

- Internal hard disk drives*
- External hard disk drives with any of the following interfaces: USB (including USB 3.0), eSATA, FireWire (IEEE-1394), and SCSI
- Solid State Drives (SSD)
- Networked storage devices

* True Image Lite 2013 does not support the following dynamic volume types: Mirrored and RAID-5.

1.4   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).
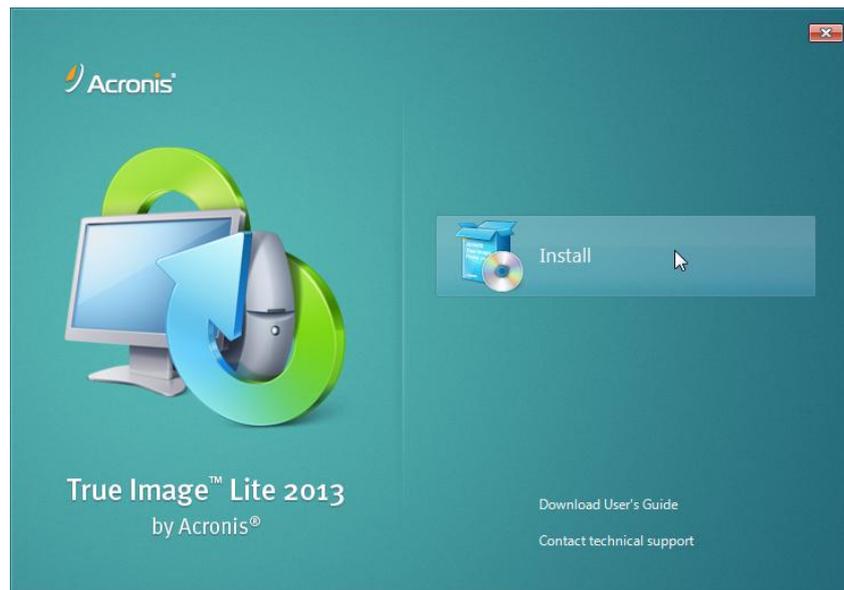
1.5   True Image Lite 2013 installation

Installing True Image Lite 2013

To install True Image Lite 2013:

1. Run the setup file. Before starting the setup process, True Image Lite 2013 will check for a newer build on the Web site. If there is one, the newer version will be offered for installation.

2. In the install menu, click **Install** to start the installation procedure.

3. Read and accept the terms of the license agreement in the **License Agreement** window.
4. Read the participation terms and decide whether you want to participate in the Acronis Customer Experience Program.
5. In the **Setup options** window, change the installation folder, if necessary.
6. Click **Proceed** to begin installation.

Updating True Image Lite 2013

You can update your current version of the product in the following ways:

- Updating before the installation start.

  True Image Lite 2013 checks for a new version automatically in the installation window. If a new version is available at the Acronis website, True Image Lite 2013 will suggest you to download and install the new version.

- Updating the installed program in the Acronis Update window.

  If the **Automatically check for updates at startup** check box is selected, this window will notify you about a new version of the product. To check for updates manually, click the Help menu and then click **Check for updates**.

- Purchasing a serial number directly from the program interface.

  If your use a trial version of the product and you want to update it to the full version, you can purchase a serial number directly from the program interface, without the need to go to the Acronis website. To do this, on the toolbar, click **Acronis Store**, and follow the on-screen instructions.

Recovering from an True Image Lite 2013 error

If True Image Lite 2013 ceased running or produced errors, its files might be corrupted. To repair this problem, you first have to recover the program. To do this, run True Image Lite 2013 installer again. It will detect True Image Lite 2013 on your computer and will ask you if you want to repair or remove it.

Removing True Image Lite 2013

Select **Start** -> **Settings** -> **Control panel** -> **Add or remove programs** -> **True Image Lite 2013** -> **Remove**. Then follow the instructions on the screen.

If you use Windows Vista, select **Start** -> **Control panel** -> **Programs and Features** -> **True Image Lite 2013** -> **Remove**. Then, follow the instructions on the screen. You may have to reboot your computer afterwards to complete the task.

If you use Windows 7, select **Start** -> **Control Panel** -> **Uninstall a program** -> **True Image Lite 2013** -> **Uninstall**. Then follow the instructions on the screen. You may have to reboot your computer afterwards to complete the task.

If you use Windows 8, click the Settings icon, then select **Control Panel** -> **Uninstall a program** -> **True Image Lite 2013** -> **Uninstall**.

*If you used Acronis Nonstop Backup, select in the window that appears what to do with the Nonstop Backup storages. Then, click **Next** to proceed with the uninstallation procedure.*

1.5.1 True Image Lite 2013 activation

True Image Lite 2013 activation is a fully automatic process. You do not need to activate the product manually.

The product requires activation via the Internet. Without activation, the fully functional product works for 30 days. After that, all the program functions become unavailable except recovery.

Note that only True Image Lite 2013 with a full subscription must be activated. The product with a trial subscription does not require activation.

Activation will be performed automatically if the following conditions are met:

- Your computer has an Internet connection.
- You have an Acronis account.
- You purchased a full product license or entered a serial number.
- You installed the product only on 1 computer.

True Image Lite 2013 is activated when you sign in for the first time after purchasing the full subscription.

Moving license between computers

If you have one Acronis account, you can activate True Image Lite 2013 on 1 computer only. If you install the product on a second computer, you will see a corresponding error message at the bottom of the console window. In such an event, you can move the license to your new computer from the one where the product is already activated. If you want to move the license, perform the following steps.
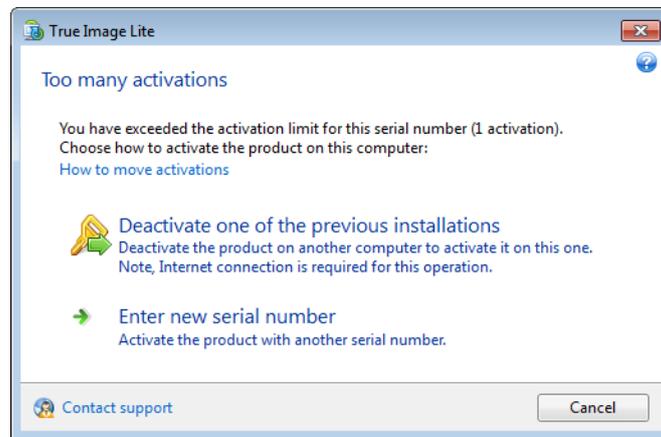
To move the license from a computer that has an installed activated product:

1. Install True Image Lite 2013 on another computer.
2. Sign in using the same Acronis account.

3. Find the error message at the bottom of the window and click **Resolve problem**.

4. In the opened window, click **Deactivate one of the previous installations**.

5. On the opened webpage, follow the on-screen instructions. From the list, choose a computer you want to move the license from. Note that the product will be deactivated on the chosen computer.

1.6 How to get started

After the product installation, you need to sign in using your Acronis account.

If you do not have an Acronis account yet, then perform the following steps:

1. In the registration form, provide your email address.

2. Provide a password for your new account and confirm the password by retyping it once more in the appropriate field.

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

3. Click **Create account**.

4. True Image Lite 2013 will send a message to the email address you specified. Open the message and confirm that you want to create an Acronis account. To do this, click the corresponding link in the message.

Attention! If you do not confirm your account within 5 days, the account will be deleted.

If you already have an Acronis account, then perform the following steps:

1. In the registration form, click **I already have an account**.
2. Enter the email address and password of your Acronis account, and then click **Sign in**.
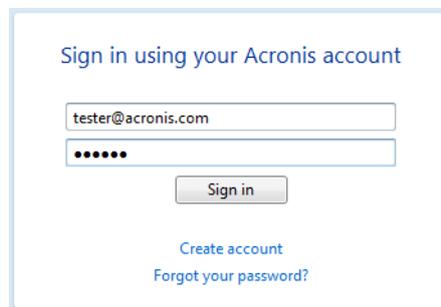
When you sign in, True Image Lite 2013 automatically provides you access to the trial version of the product. See details in Trial version information (p. 10).

1.7   Trial version information

After you install True Image Lite 2013 and sign in to your Acronis account, you can start using a trial version of the product. It is fully functional, but works only during the 30-day trial period. After the trial period expires you will only be able to recover data from Acronis Cloud.

Note that after the trial period you will not be able to back up your data to Acronis Cloud, even if you have a full subscription to the Acronis Cloud service.

For details about purchasing a full version, see How to get a full version (p. 10).

Acronis Cloud trial subscription

When you activate your trial subscription, you get fully functional Online Backup and 250 GB of storage space on Acronis Cloud for 30 days. After that, Online Backup will work for 30 days in recovery-only mode.

After the period of 60 days, all the versions of backed up files will be permanently deleted from Acronis Cloud.

1.8   How to get a full version

When you install True Image Lite 2013 and sign in to your Acronis account, you automatically get access to a 30-day free trial version of the product (see details in Trial version information (p. 10)). After that, you will be able to buy a full version.

To get a full version:

1. Start True Image Lite 2013.
2. On the toolbar, click **Acronis Store**.

3. In the opened window, choose a license you want to buy, click **Proceed** and provide your payment information.

   If you have a serial number, choose the corresponding option, click **Proceed**, enter the serial number in the box and click **Submit**.

1.9   What to do if you bought a box version

If you bought a box version of True Image Lite 2013, you will find a serial number inside the box. Serial number is a unique code that you need to activate your version of the product. Therefore, please keep it in a safe place.

To get a full version of True Image Lite 2013 using a serial number:

1. Install True Image Lite 2013 on your computer. See details in True Image Lite 2013 installation (p. 6).
2. When the installation completes, start True Image Lite 2013 and sign in to your Acronis account. See details in How to get started (p. 9). After that, you automatically get access to a 30-day free trial version of the product (see details in Trial version information (p. 10)).
3. On the toolbar, click **Acronis Store**.

4. In the opened window, choose **I already have my serial number** and click **Proceed**.
5. In the opened window, enter your serial number in the box and click **Submit**.

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2 Program workspace

In this section

2.1 Main window

The main window provides quick access to all of the program functionality.

If you have not created any backups yet, the program will offer to create a new backup or add an existing backup. If you have at least one backup, the screen will display the list of your backups.
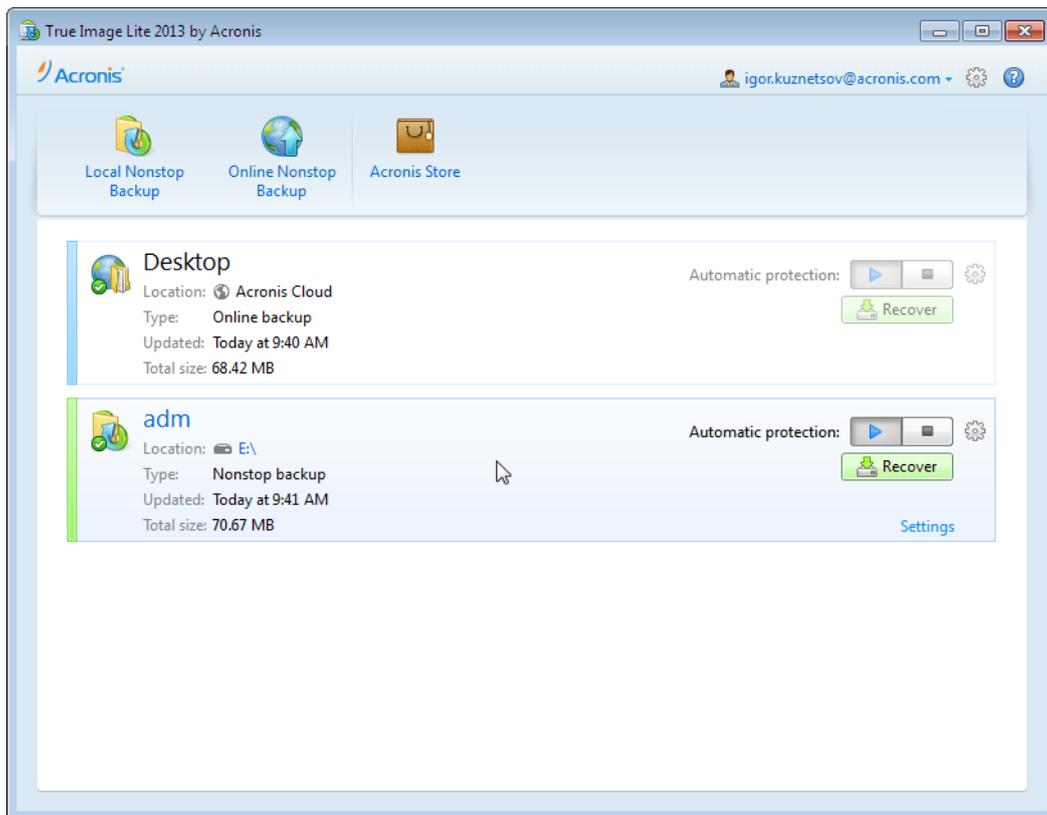
The toolbar

The toolbar contains the following commands:

- **Local Nonstop Backup**

    This feature allows nonstop backup of your files and folders to a local disk. In most cases, True Image Lite 2013 automatically updates your nonstop backup every 5 minutes.

    Note that you can run only one nonstop backup.

- **Online Nonstop Backup**

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This feature allows you to store your data in the secure Acronis Cloud which is accessible via the Internet. In most cases True Image Lite 2013 automatically updates your online backup every hour.

Note that you can run only one online backup at a time.

- **Acronis Store**

    When you click this button, True Image Lite 2013 opens a window where you can upgrade a trial version to a full one, purchase an Acronis Cloud subscription, renew this subscription, etc.

The backups area

This area shows the backups you already have. It provides access to all operations with the existing backups and allows you to start recovery of your data.

- **Start** - starts automatic creation of backup versions.
- **Stop** - suspends automatic creation of backup versions.
- **Recover** - click to recover data.

Operations menu

Clicking the gear icon in the box of a selected backup or right-clicking in the free area of the box opens an Operations menu containing the following items:

- **View log** - click to open the log for the current backup.
- **Edit settings** - allows editing of the current backup settings.
- **Recover** (available for Online Backup only) - opens the Acronis Cloud application.
- **Clean up** (available for Nonstop Backup only) - opens the **Cleanup** dialog box where you can delete the backup versions you no longer need. The backup chain will not be corrupted.
- **Delete** - deletes all backup versions of the current backup at their location. Be careful, deletion cannot be undone.

2.2 Notification area icons

During most of the operations, special indicator icons appear in the Windows taskbar notification area (the right portion of the status bar with the clock). If you mouse over the icon, you will see a tool tip indicating the operation's progress or state. Right-clicking on the icon opens a shortcut menu where you can change the operation's status or cancel the operation if necessary. This icon doesn't depend on the main program window being open. It is present for background execution of scheduled backups as well.
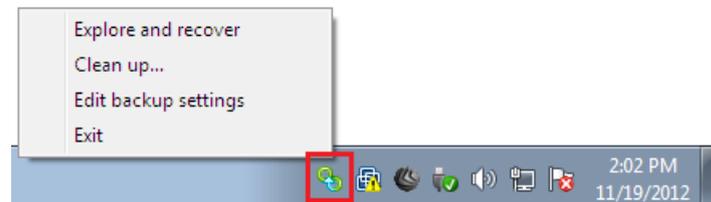
2.3 Settings menu

With the Settings menu you can make or change some settings of True Image Lite 2013. To open the menu, click the gear icon at the upper-right corner of the program screen.
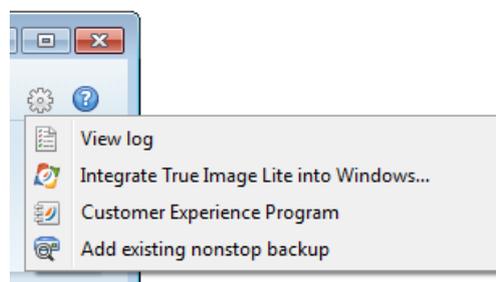
The Settings menu contains the following items:

- **View log** - opens the log of True Image Lite 2013 operations.
- **Integrate True Image Lite into Windows** - allows selecting the Acronis components to be integrated into Windows.
- **Customer Experience Program** - allows joining or leaving Acronis Customer Experience Program. For more information on the program click the **Learn more** link in the opened window.
- **Add existing nonstop backup** - allows you to browse for nonstop backups on your computer and add them to the backup list. This may be useful when you have backups created by Acronis True Image Home which are not shown in the backup list.

2.3.1 Integration settings

You can select the Acronis components that should be integrated into Windows.

- **The Acronis Recovery tab in the Properties window**

  Select this item to add the **Acronis Recovery** tab to the **Properties** window. To open the window, in Windows Explorer, right-click the required file or folder, and then click **Properties**. The **Acronis Recovery** tab allows you to view and recover versions of the selected file or folder.

  If you rename a file or folder protected by Acronis Nonstop Backup, the versions of the renamed item on the Acronis Recovery tab will disappear. They may reappear after certain time.

- **Shortcut menu commands**

    In Windows Explorer, right-clicking on a file, folder, partition or disk opens the shortcut menu. Along with Windows commands, this menu may contain Acronis commands, such as **Back Up**, **Acronis Recovery**, etc.

2.4   Help menu

The Help menu allows you to open the program's Help, perform certain operations, view the product's build number, etc. To open the menu, click the question mark icon at the upper-right corner of the program screen.
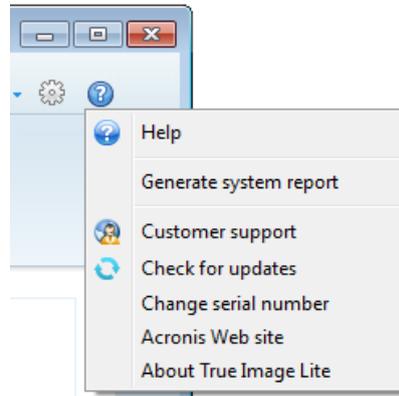
The Help menu contains the following items:

- **Help** - opens the program's Help.
- **Generate system report** - click to generate an Acronis system report for sending to Acronis Customer support.
- **Customer support** - takes you to Acronis Customer support Web page.
- **Check for updates** - click to check for True Image Lite 2013 updates (you can also disable or enable automatic checking for updates by selecting or clearing the **Automatically check for updates at startup** check box).
- **Change serial number** - click to change the serial number of the product.
- **Upgrade to full version** - click to buy the full version of the product if you are using the trial version.
- **Acronis Web site** - takes you to the Acronis Web site.
- **About True Image Lite** - shows information about True Image Lite 2013 including the product's serial number and build number.

3 Acronis Nonstop Backup

In this section

3.1 What is Acronis Nonstop Backup?

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

You cannot use Acronis Nonstop Backup for protecting data stored on external hard drives.

How it works

Once you start Acronis Nonstop Backup, the program will perform an initial full backup of the data selected for protection. Acronis Nonstop Backup will then save changes in the protected files (including open ones) every five minutes, so that you will be able to recover your data to an exact point in time.

Usually the different states of the protected data will be backed up at 5-minute intervals for 24 hours.

The older backups will be consolidated in such a way that True Image Lite 2013 will keep daily backups for the last 30 days and weekly backups until all Nonstop Backup data destination space is used.

Note, that if no changes have occurred for 5 minutes since the last backup, the next scheduled backup will be skipped. Acronis Nonstop Backup will wait for a significant data change and will create a new backup version only when such change has been detected. In those cases, the actual time interval will exceed 5 minutes. In addition, if for instance, you are working in Word and do not use the "Save" operation for an hour, changes in the Word document will not be backed up every five minutes. This is because True Image Lite 2013 checks file changes on the disk and not in the memory.

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

You may think that at these backup rates the storage will fill in no time. Do not worry as True Image Lite 2013 will back up only the so called "deltas". This means that only differences between old and new versions will be backed up and not whole changed files. For example, if you use Microsoft Outlook or Windows Mail, your pst file may be very large. Furthermore, it changes with each received or sent E-mail message. Backing up the entire pst file after each change would be an

unacceptable waste of your storage space, so True Image Lite 2013 backs up only its changed parts in addition to the initially backed up file.

3.2   How to create nonstop backup

Let's consider how you can use Nonstop Backup for protecting your data.

To protect your data continuously:

1. Start True Image Lite 2013 and click **Local Nonstop Backup**. This opens the **Nonstop Backup** window.
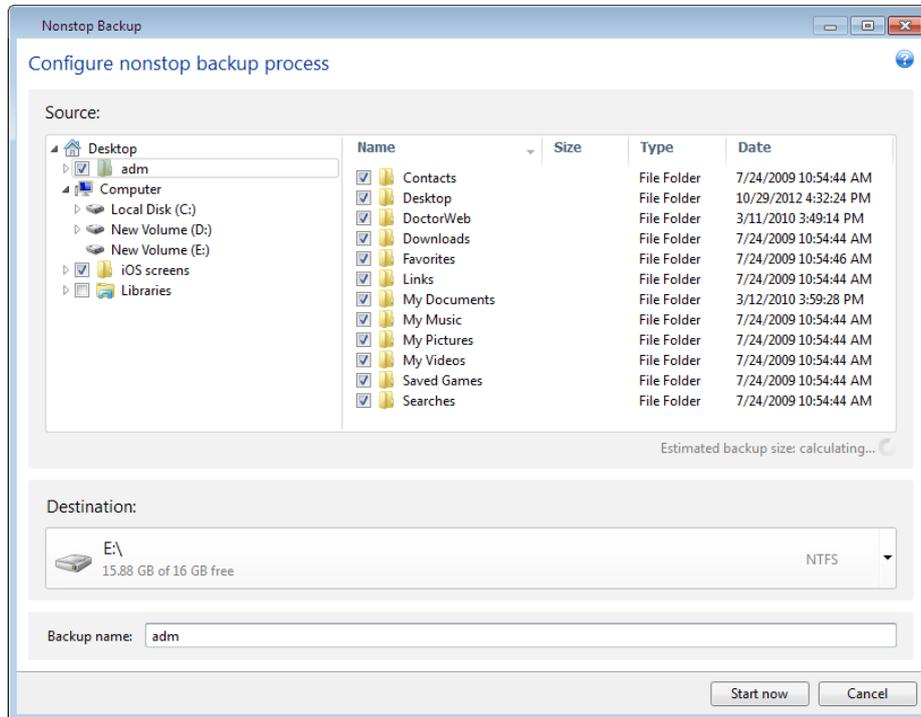
2. Select on the directory tree an item to be protected by Nonstop Backup. The right side shows the item contents with all the files and subfolders selected. There, you can unselect the files you do not need to protect. If you need to protect more items, just continue selecting items on the directory tree in the same way.

3. Select a destination for nonstop backup (you can leave the default destination or browse for a destination after clicking on the current destination. Select a suitable destination from the dropdown list). For more information on selecting and managing Nonstop Backup storage see Acronis Nonstop Backup data storage.

4. The Nonstop Backup will get a default name. However, if you would like to assign another name, type the name in the **Backup name** field.

5. Click the **Start now** button to start protecting the selected data immediately.

You can change the Nonstop Backup settings any time. To do so, click the gear icon in the Nonstop Backup box and then select **Edit settings** in the Operations menu. Save the edited Nonstop Backup settings by clicking the **Save** button. The Nonstop Backup will immediately start working with the new settings. If you have changed the Nonstop Backup destination, the program will create a new full backup of the data to be protected on the new Nonstop Backup storage.

3.2.1 Acronis Nonstop Backup data storage

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

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

You can also use an NAS as the storage, but with one limitation - it must be accessible with the SMB protocol. It does not matter whether an NAS share you want to use for the storage is mapped as a local disk or not. If the share requires login, you will need to provide the correct user name and password. For more information see Authentication settings (p. 19). True Image Lite 2013 remembers the credentials and the subsequent connections to the share do not require login.

When an external hard disk or NAS is unavailable, the Nonstop Backup destination can be an internal disk, including a dynamic one. Please note that you cannot use a partition to be protected as a Nonstop Backup storage.

Before creating Acronis Nonstop Backup data storage, True Image Lite 2013 checks whether the selected destination has enough free space. It multiplies the volume of data to be protected by 1.2 and compares the calculated value with the available space. If the free space on the destination satisfies this minimum storage size criterion, the destination can be used for storing Nonstop Backup data.

When the Acronis Nonstop Backup data storage becomes full, you can clean up your current storage or set another one. See details in What to do when Nonstop Backup storage is full (p. 19).

3.2.1.1 Deciding where to store your backups

True Image Lite 2013 supports quite a few of storage devices. For more information see Supported storage media. Some of the supported storage locations are discussed below.

Hard disk drives

Since hard disk drives are now quite inexpensive, in most cases purchasing an external hard drive for storing your backups will be an optimal solution. An external drive enhances the security of your data because you can keep it off-site (for example, at home if you back up your office computer and vice versa). You can choose various interfaces – USB, FireWire, eSATA depending on the configuration of your computer ports and the required data transfer rate. In many cases the best choice will be an external USB hard drive, especially if your computer supports USB 3.0.

If you plan to use an external USB hard drive with your desktop PC, connecting the drive to a rear connector using a short cable will usually provide the most reliable operation. This reduces the chance of data transfer errors during backup/recovery.

Home file server, NAS or NDAS

If you have a Gigabit Ethernet home network and a dedicated file server or NAS, you can store backups on the file server or NAS practically like on an internal drive.

If you decide to use an external hard drive, NAS, NDAS, etc., you will need to check whether True Image Lite 2013 detects the selected backup storage.

To gain access to an NDAS enabled storage device, in many cases you will need to specify the NDAS device ID (20 characters) and the write key (5 characters). The write key allows you to use an NDAS enabled device in write mode (for example, for saving your backups). Usually the device ID and write key are printed on a sticker attached to the bottom of the NDAS device or on the inside of its enclosure. If there is no sticker, you need to contact your NDAS device vendor to obtain that information.

Authentication settings

If you are connecting to a networked computer, in most cases you will need to provide the necessary credentials for accessing the network share. For example, this is possible when you select a backup storage in the **Browse for destination** window. The **Authentication Settings** window appears automatically when you click a networked computer name. To open it manually, click **Specify credentials for this locations** on the toolbar.

If you need to specify the user name and password:

- **User name** - enter a user name
- **Password** - enter the user's password

When you click the **Test connection** button, the computer will try to connect to the selected network share. If you receive an error message, check if the credentials are correct and provide the correct user name and password for the selected network share. To repeat the connection attempt, click the **Test again** button.

Having provided the required information, click **Connect**.

3.2.1.2 What to do when Nonstop Backup storage is full?

Inevitably, the Acronis Nonstop Backup data storage becomes full after a period of time which depends on the selected Nonstop Backup destination and the volume and composition of the data protected by Acronis Nonstop Backup.

Setting another storage

When the free space on the storage becomes less than 200 MB, the program will alert you. You can choose another destination without losing the previously backed up data. You will be able to recover the data backed up on the old storage. Note that after selecting a new destination, True Image Lite 2013 creates a new full backup of the data selected for protection by Nonstop Backup.
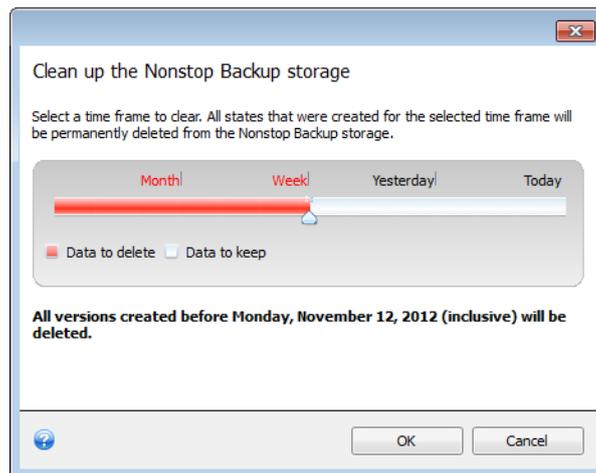
Cleaning up the existing storage

One more way of managing the Acronis Nonstop Backup storage is by deleting the backup versions you no longer need.

To clean up the storage:

1. On the nonstop backup box, click the gear icon and select **Clean up**.

2. In the opened window, select a period of time for deleting the backup versions created during that period, and then click **OK**.

You can clean up only the active Acronis Nonstop Backup storage.

You can also completely clean up the Acronis Nonstop Backup storage by selecting **Delete** in the Operations menu of a nonstop backup box. If you select the active nonstop backup box, the deletion stops operation of Acronis Nonstop Backup.

3.3 Recovering data

The purpose of data backup is to recover backed up data when the original is lost due to hardware failure, fire, theft or accidental deletion of files.

We hope that you backed up your data using the backup features provided by True Image Lite 2013. If so, nothing will have been lost.

The following sections describe how to recover files and folders from a nonstop backup. To do this, you will use Acronis Backup Explorer.

3.3.1 Acronis Backup Explorer

The Acronis Backup Explorer provides you with a wealth of information on your nonstop backup: backup versions number, dates, contents, backup results, etc. In addition, the Backup Explorer allows you to explore and recover backed up data.
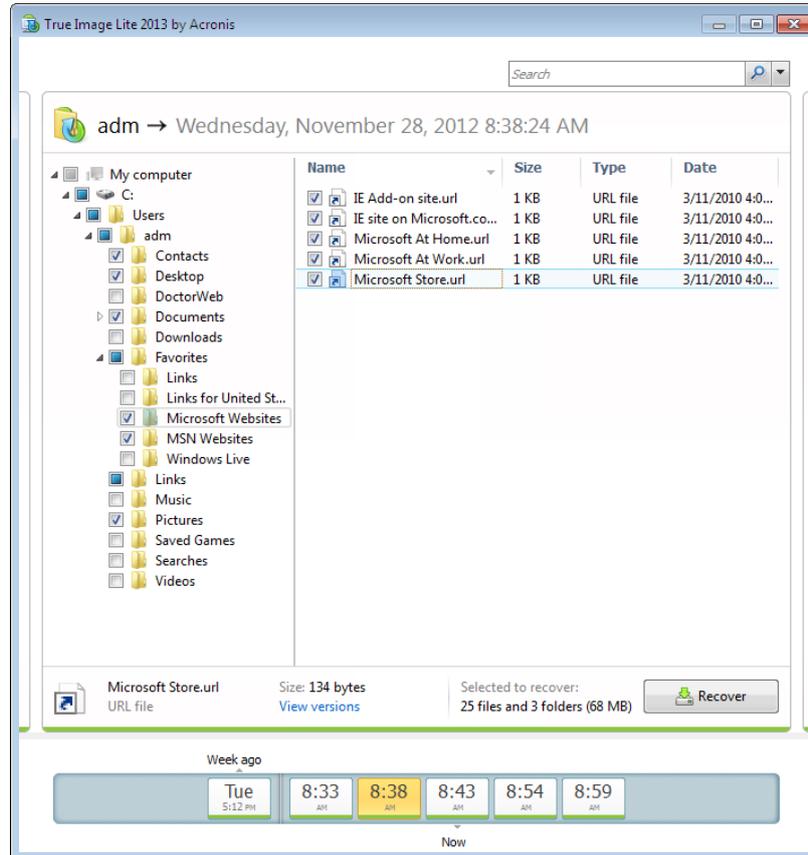
The window shows the files and folders states of when the current backup version was created. You can switch between the backup versions by using the time line at the bottom of the screen. For more information on using the time line see Time line (p. 22).

While switching between versions you see the backed up files and folders contained in the selected backup version. The left-hand area of the tab shows a directory tree and the right-hand area shows the contents of a selected directory tree item.

Data recovery

To recover files and/or folders:

1. On the time line, select the backup version, from which you want to recover your files/folders.

    The version's exact date and time will be displayed near the backup name. Your data will be recovered to the state it was at this point in time.

2. Select the corresponding check boxes of the files and folders you want to recover (see selection rules below). Short information about the selected items (their number and total size) will be displayed near the **Recover** button.

3. Click the **Recover** button.

You can also recover files and folders by dragging them to your Desktop or into a selected folder in Windows Explorer.

You cannot recover files by dragging them to an FTP, recordable CD/DVD or other optical media, as well as mounted ISO files.

File version recovery

When you click an item, short information on this item is displayed under the browser area. The set of displayed parameters depends on the item's type. Clicking the **View versions** link opens the View Versions window containing a list of all versions of the file in the backup. You can recover a desired version by its backup time.

By double-clicking on a file in the right-hand area, you will recover the file to a temporary folder. Then, True Image Lite 2013 will open the file using the associated application.

Selection rules

Check boxes that correspond to the items may be in the following states:

- **Selected** (check mark in square) - this state indicates that the item is selected for recovery. A selected folder means that all items in the folder are selected.

- **Cleared** (clear square) - this state indicates that the item is not selected.

- **Mixed** (filled square) - this state is available for folders only and indicates that some items in the folder are selected and the others are not. Note that you cannot set the state by clicking the check box, but you can change it to a cleared or selected state.

Selecting a file or folder to make it the current item in a list does not mean selecting it for recovery!

Search

To find a file or folder you need to recover, type the file or folder name in the search field. See details in Searching inside nonstop backup (p. 25).

3.3.1.1   Time line

Usually the time line at the bottom of the Acronis Backup Explorer screen shows information on the backup versions stored in the selected backup. The time line provides easy navigation through backup versions and allows you to recover your data to the state it was in at a certain date and time.

The picture below shows various states of a time line. The states vary depending on the number of backups and the time interval through which you are navigating.

The "Now" interval shows backup versions created during the last hour.

The "Today" interval shows backup versions created from the beginning of the current day to the last hour.

The "week" interval can be named either "Week ago" or "This week".

When today is Monday, Tuesday or Wednesday, the "week" interval is named "Week ago". In such cases, the time line shows backup versions created during the previous week and from the beginning of the current week to the beginning of today.

When today is Thursday, Friday, Saturday or Sunday, the "week" interval is named "This week". In such cases the time line shows backup versions created from the beginning of the current week to the beginning of today.

The "month" interval can be named either "Month ago" or "This month".

When today is any date from the 1st to 15th day of the month, the "month" interval is named "Month ago". In that case, the time line shows backup versions created during the previous month and from the beginning of the current month to the "week" interval.

When today is any date from the 16th to 31st day of the month, the "month" interval is named "This month". In that case, the time line shows backup versions created from the beginning of the current month to the "week" interval.

The "This year" interval shows backup versions created from the beginning of the current year to the "month" interval.

The "Older" interval shows backup versions created from earlier than the beginning of the current year.

Working with time intervals and backup versions

Time intervals may be expanded (when the number of backup versions fits onto the time line) or folded into a square "block". When a time interval is expanded, the squares representing backup versions may contain a "warning" or "error" icon. Such an icon indicates that warning(s) or error(s) have been written into the Log during version creation.

If more than one backup version has been created during a day within "week", "month", "year", or "older" time interval, such a date is shown on the time line using a special "version pack" icon.

If you hover over a folded block for more than half a second, a balloon will show the information about the time interval start, its end, and the number of backup versions it contains.

If you hover over a backup version within an expanded time interval, a balloon will show more detailed information about the backup version.

Clicking on a folded block or its name above or below the time line expands the corresponding time interval. If the number of backup versions within the time interval is too big to fit onto the time line, the horizontal scroll line allows you to navigate through the backup versions within the time interval.

If you select another folded block and there is no room for displaying all backup versions of the newly expanded block, then the current expanded block will collapse.

By clicking on a backup version, you select it in the Backup Explorer.

Shortcut menus

Right-clicking on the time line opens the shortcut menu.
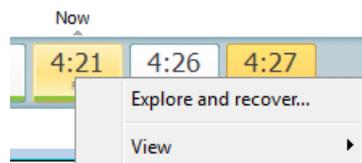
The menu contents will change depending on the selected item:

- **Explore and recover** (available for backup versions).
- **Expand** (available for folded version packs and time blocks).

Viewing additional information on the time line

You can also set up the time line to show additional information. The appropriate commands are available in the **View** submenu. The **View** submenu is opened by right-clicking on a backup version or by right-clicking on time line's free space.
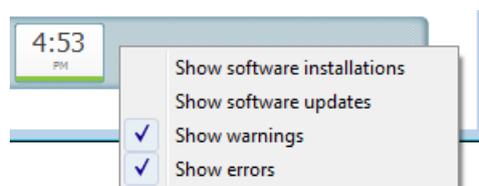
- **Show software installations** - if this item is selected, the time line shows icons that indicate moments when new programs have been installed on your computer.

- **Show software updates** - if this item is selected, the time line shows icons that indicate updates of Windows and programs installed on your computer.

- **Show warnings** - if this item is selected, the time line shows all the backup versions that have been suspended or completed with warning messages (selected by default).

- **Show errors** - if this item is selected, the time line shows failed backup versions and backup versions that have completed with errors.

3.3.1.2 Searching inside nonstop backup

In addition to the ability to explore your nonstop backup, True Image Lite 2013 allows you to search for files inside all versions of the backup.

True Image Lite 2013 cannot perform search on network shares, Acronis Cloud, and devices that are recognized by Windows as **Devices with removable storage***.*

Enter a search string into the Search field at the top right of the Backup Explorer window. The program shows search results.
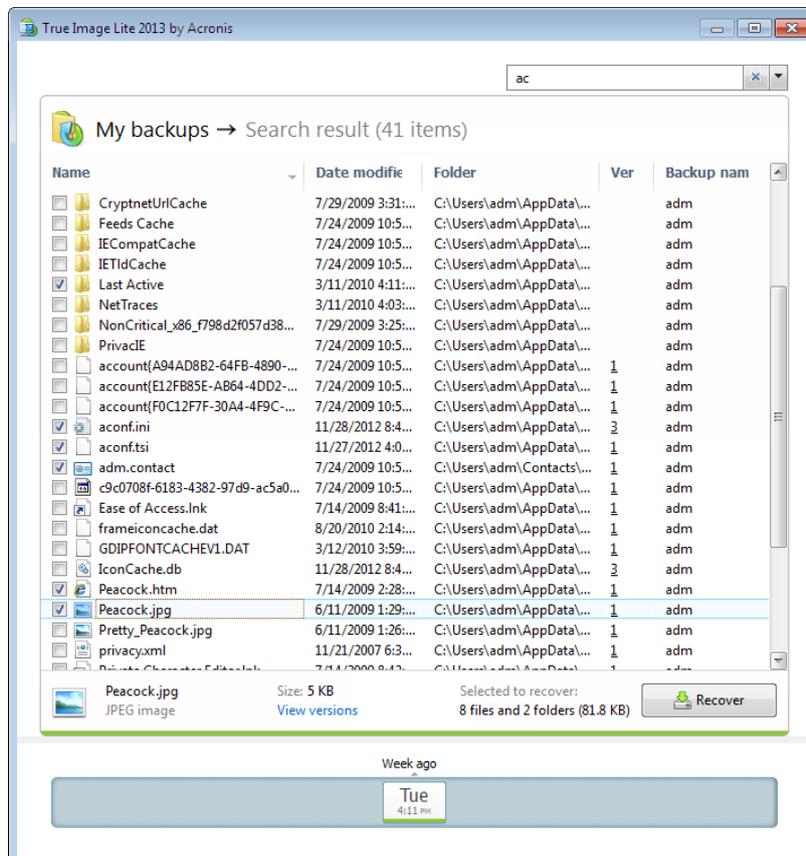
Double-clicking on a filename opens the file. You can recover the file by right-clicking on its filename and choosing **Recover** in a shortcut menu. This shortcut menu also enables you to open the file or view its versions.

When searching files in backups, you can type all or part of the filename and use the common Windows wildcard characters. For example, to find all batch files in the backups, type "*.bat". Typing my???.exe will allow you to find all .exe files with names consisting of five symbols and starting with

"my". It should be noted that search is not case-insensitive, i.e. "Backup" and "backup" are the same search string.

3.3.2   Recovering files and folders

You will usually start recovering files and folders from Acronis Backup Explorer. When recovering a specific file version, you will start recovery from the **View Versions** window. In either case, starting recovery opens the **File Recovery** window.

Let's consider recovery of files and folders from the Backup Explorer.

1. Start True Image Lite 2013.

2. Find the nonstop backup which contains the files and folders you want to recover. On the corresponding box click **Recover**.
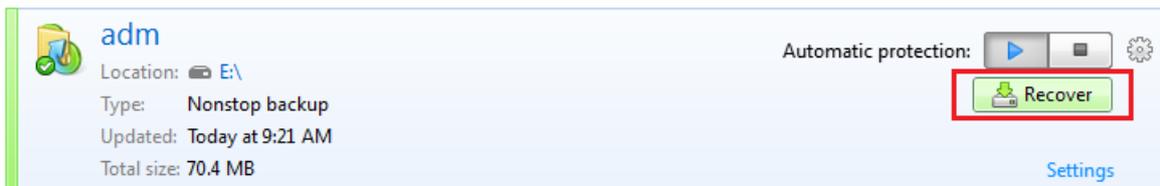
3. In the Backup Explorer, select the files and folders you want to recover. For more information on selection rules see Acronis Backup Explorer (p. 21). Click **Recover** to start recovery. This will open the **File Recovery** window.
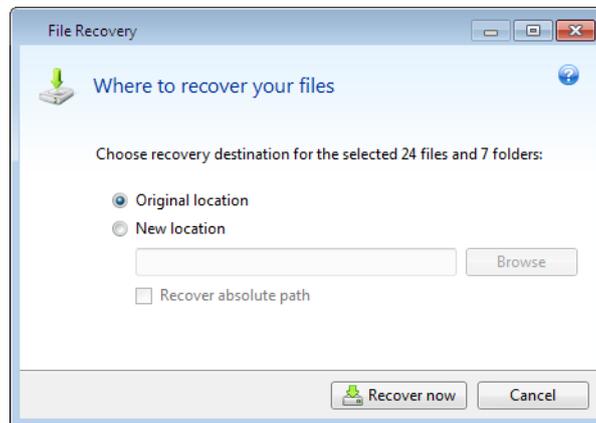

4. Select a destination on your computer where you want to recover selected files/folders. You can recover data to its original location or choose a new one, if necessary. To choose a new location, click the **Browse...** button.

5. When you choose a new location, the selected items will be recovered by default without recovering the original, absolute path. You may also wish to recover the items with their entire folder hierarchy. In this case select the **Recover absolute path** check box.

6. To start the recovery process, click the **Recover now** button.

7. The recovery progress will be shown in a special window. You can stop the recovery by clicking **Cancel**. Please keep in mind that the aborted recovery may still cause changes in the destination folder.

3.3.3 Recovering file versions

If you need to recover a specific version of a file, select the file in the Backup Explorer. When you select the file, the **View versions** link appears below the file size information. Clicking the link opens the **View Versions** window with a list of all versions of the file in the backup.

Until you select a file version, the **Open** and **Recover...** buttons remain disabled. Selecting a file version enables the buttons:
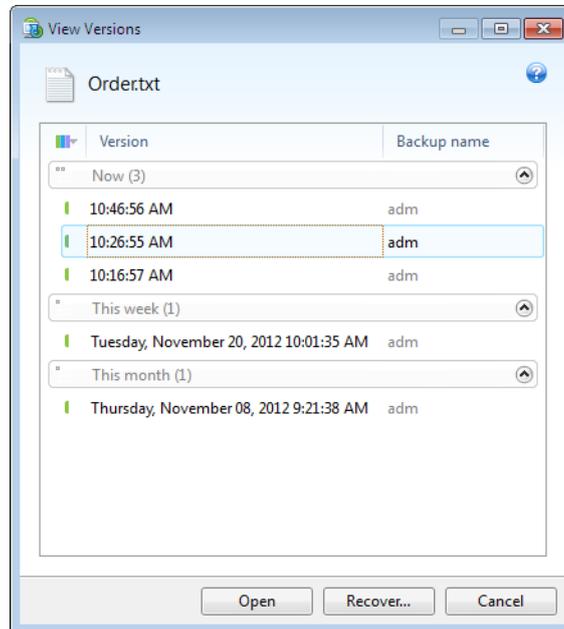
Select the required version by its backup time and click the **Recover...** button. This will open the **File Recovery** window. Select the destination and recover the file version to the folder of your choice. For more information, see Recovering data from file-level backups.

You can also recover the version by dragging it into a selected folder in Windows Explorer.

To choose the correct version, you can open the version in the associated application and view the file contents. Choose the version by its backup time, and then click the **Open** button. True Image Lite 2013 will recover the file version to a temporary folder. Then, it will open the file using the associated application.

3.4 Deleting backups and backup versions

You may want to delete backups and backup versions you no longer need. True Image Lite 2013 stores information on the backups in a metadata information database.

Therefore, deleting unneeded backup files in Windows Explorer will not delete information about these backups from the database, and True Image Lite 2013 will consider that they still exist.

This will result in errors when the program tries to perform operations on the backups that no longer exist. So you must only remove obsolete backups and backup versions by using the tools provided by True Image Lite 2013.

To delete an entire backup:

On the corresponding backup box, click the gear icon to open the Operations menu and then click **Delete**.

When you delete an entire backup, all its versions will be deleted as well.

To delete backup versions:

1. On the nonstop backup box, click the gear icon and select **Clean up**.
2. In the opened window, select a period of time for deleting the backup versions created during that period, and then click **OK**.

See details in What to do when Nonstop Backup storage is full (p. 19).

3.5   Nonstop Backup - Frequently asked questions

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

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

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

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

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

▪   Restarting Acronis Nonstop Backup service;

▪   Rebooting the computer.

Restarting Acronis Nonstop Backup service will only reset the restart count to 0. If the system is still overloaded, Acronis Nonstop Backup will pause again. An Acronis Support Knowledge Base article at http://forum.acronis.com/forum/14958 describes the procedure for restarting the Acronis Nonstop Backup service.

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

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

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

This happens because Acronis Nonstop Backup needs to check the backed up data against the data that have been modified during the pause to ensure protection continuity. If there was a

considerable amount of data modified, the process may load CPU for some time. After the check is done and all the modified data is backed up, Acronis Nonstop Backup goes back to normal.

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

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

How does manual clean up of Acronis Nonstop Backup storage work? - You can clean up Acronis Nonstop Backup storage by deleting the backed up data for a certain period of time. For example, you started Acronis Nonstop Backup of your system partition on August 15, 2011. It has been protecting your partition since that day. Let's suppose that today is December 15, 2011 and your Acronis Nonstop Backup storage is almost full. You decide to clean up unnecessary data to free up some storage space. To clean up the storage, click the gear icon in the Nonstop Backup box to open the Operations menu and then select **Clean up...**. True Image Lite 2013 displays a window allowing you to select a period of time for deleting the backup versions created during that period. Let's suppose that you did not make important changes to the system during a period from September 1 to December 1. Select the period and click **OK**. The program will delete all backup versions created during the selected period and consolidate the remaining backup versions to keep their consistency. Let's consider some cases to explain which data is deleted and which data is kept. First let's consider a system file, for example, notepad.exe. It was backed up during the initial full backup on August 15 and naturally did not change since then. In this case the file will remain in Nonstop Backup after clean up. And now suppose you installed a game on September 15, played for some time, and then uninstalled the game on October 5. In this case all files related to the game will be deleted from Nonstop Backup. One more example: you started to write your master's thesis using Microsoft Word on November 16. In this case, all thesis file versions backed up from November 16 to December 1 will be deleted and only the versions from December 2 to today will remain. To sum up the above, all data modifications made during the selected period will be lost. All files that did not change since the initial full backup made on August 15 and all data modifications made before September 1 and after December 1 will be kept.

How to pause Acronis Nonstop Backup? - You can pause Nonstop Backup by clicking the gear icon on the Nonstop Backup box and selecting **Stop** in the menu. To resume Nonstop Backup, click the gear icon again and select **Start** in the menu. You can also pause and resume Nonstop Backup by clicking the corresponding buttons in the Nonstop Backup box.

How can I turn off and delete Acronis Nonstop Backup? - To turn off and delete Acronis Nonstop Backup, click the gear icon on the Nonstop Backup box and select **Delete** in the menu. This deletes all the Nonstop Backup data.

4   Acronis Online Backup

In this section

4.1   What is Acronis Cloud?

Acronis Cloud might be unavailable in your region. For more information, click here:
http://kb.acronis.com/content/4541

On the one hand, Acronis Cloud is a remote storage which you may use for storing your data. All you need for using this storage is an Acronis account.

You can 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 True Image Lite 2013 installed on it.

On the other hand, Acronis Cloud is a Web application that allows you to recover and manage the data you store on Acronis Cloud. You can use any computer with a Web browser without the necessity of installing True Image Lite 2013 or other Acronis application that operates with Acronis Cloud.

Simply go to the Acronis 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 Cloud page opens, select the backup or sync that contains 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.

4.2   What is True Image for mobile devices?

Acronis Cloud might be unavailable in your region. For more information, click here:
http://kb.acronis.com/content/4541

True Image for mobile devices allows you to access data you stored on Acronis Cloud, and sync this data with your other mobile devices and computers. Note that True Image for mobile devices is useless without Acronis Cloud, so you need to subscribe to the service first.

True Image for mobile devices allows you to:

- Get access to your Acronis Cloud
- Sync Gallery (in Android) and Camera Roll (in iOS) across devices
- Add files to Favorites (in Android) or Pinned (in iOS) to keep them up-to-date and get offline access
- Share files with your friends by using public links
- Upload both newly created photos, videos, etc. and existing files from your SD card to Acronis Cloud

Which devices does the mobile app support?

You can install True Image on any mobile devices that have iOS (iPhone, iPad, iPod) and Android (mobile phones and tablets) operating systems.

Where can I get these apps?

You can view additional information and download True Image for mobile devices from App Store or Google Play:

- True Image for iOS devices: https://itunes.apple.com/us/app/true-image/id486764267?mt=8
- True Image for Android devices: https://play.google.com/store/apps/details?id=com.acronis.acronis&feature=search_result#?t= W251bGwsMSwyLDEsImNvbS5hY3JvbmlzLmFjcm9uaXQXMiXQ..

How much does the mobile app cost?

True Image for mobile devices is available for free.

4.3   How to get a subscription

Performing backups to Acronis Cloud requires subscription to the Acronis Cloud service.

First of all, to get started you need an Acronis account. When you run True Image Lite 2013 for the first time, it provides you a registration form. If you do not have an Acronis account yet, please fill out the form and click **Create account**. See details in How to get started (p. 9).

After you install True Image Lite 2013 and sign in to your Acronis account, you will automatically get a trial subscription to Acronis Cloud. See details in Trial version information (p. 10).

To get a full subscription, click **Acronis Store**, choose a subscription and provide your payment information. See details in How to get a full version (p. 10).

4.4   Sign-in menu

Clicking **Sign in** opens a window for signing in to your Acronis account. After you sign in, the **Sign in** item is replaced by the e-mail address of your account.
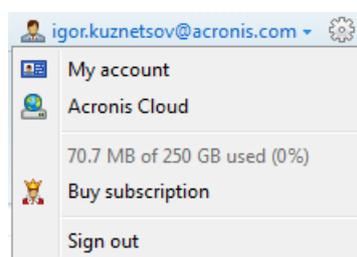
Clicking the e-mail address of your account opens a menu with the following items:

- **My account** – click to go to the screen where you can view and change your account information.
- **Acronis Cloud** – click to go to your account page on the Acronis website.
  The line below shows the percentage of your used space on Acronis Cloud.
- **Buy subscription** – click to start the procedure of purchasing a subscription.
- **Sign out** – click to sign out from the current account. This may be useful if you have more than one account.

4.5   Backing up to Acronis Cloud

True Image Lite 2013 allows you to have only one active online backup on the current computer. New versions of the backup will be created every hour even after you sign out of Acronis Cloud. If you need to create a new version manually, just rerun the automatic protection. To do this, on the online backup box, click **Stop** and then click **Start**.

Let's consider how to configure an online backup if you have not used Acronis Cloud yet.

To create an online backup:

1. Enter the email address and password of your Acronis account, and then click **Sign in**. If you have already signed in to your account, this window will be skipped. See details about the registration process in How to get started (p. 9).
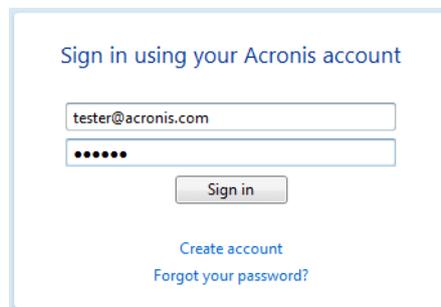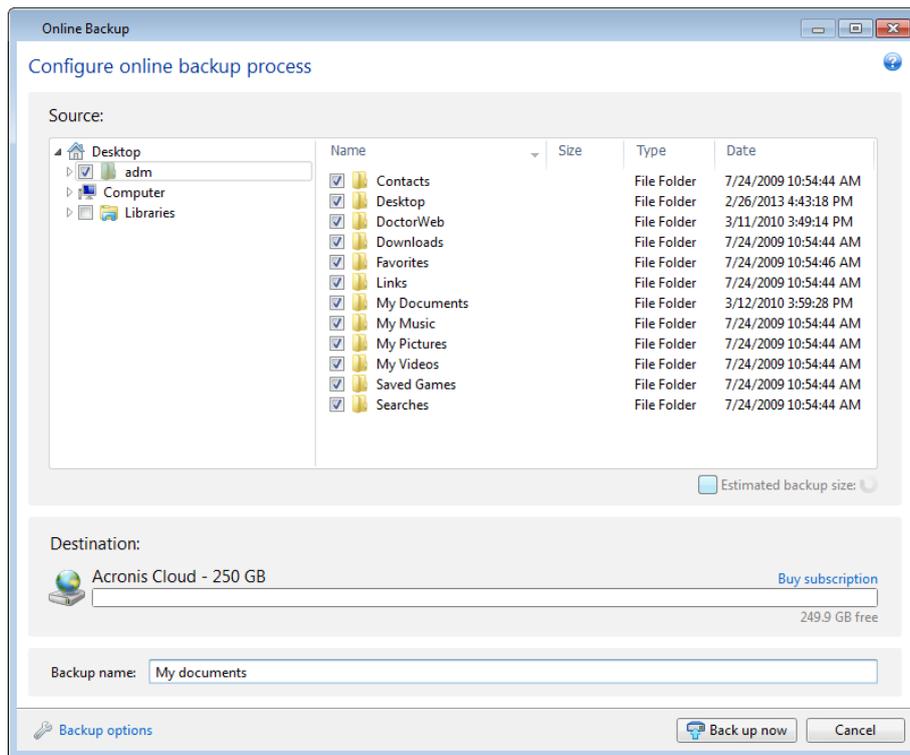

2. Start True Image Lite 2013 and click **Online Nonstop Backup**.

3. In the opened window, specify items to include in the backup by selecting the corresponding check boxes.

4. [optional step] You can exclude from online backups hidden files, system files, folders and files that mach the criteria you specify. For more information, see Exclusions (p. 37).

5. [optional step] The destination for the backup will be Acronis Cloud. The destination field shows your quota of the storage space on Acronis Cloud and the approximate amount of data to be backed up.

6. Click the **Back up now** button.

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.

4.5.1   Online backup options

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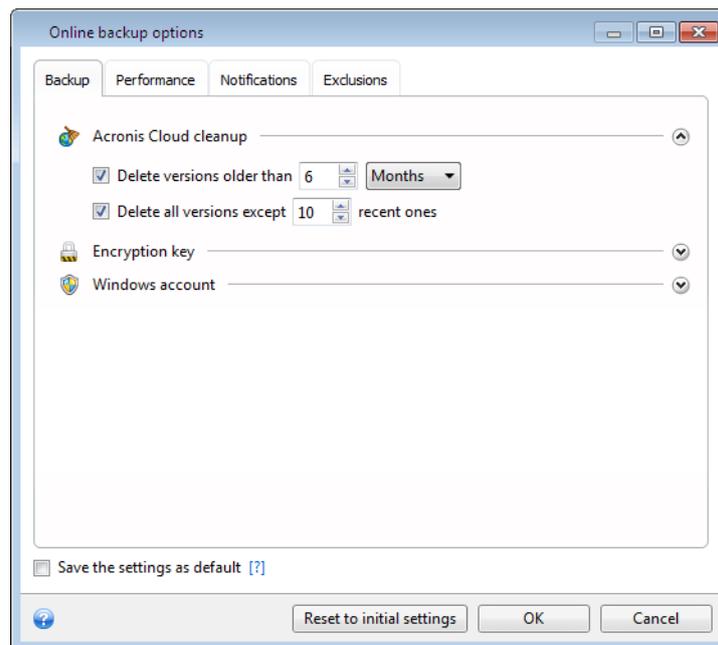
4.5.1.1   Acronis Cloud cleanup

You can configure the cleanup settings for Acronis Cloud to optimize usage of its space.

To set the limits for the amount of versions on Acronis Cloud:

- Select the **Delete versions 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 **Delete all versions except … recent ones** check box and enter a value that limits the maximum number of all versions in the storage.

These settings are permanent. Therefore, file versions will be deleted as soon as any of the specified cleanup conditions are met. If you want to perform one-time cleanup of your Acronis Cloud or if you want to delete specific files and folders, please use the Acronis Cloud web application. See details in Removing data from Acronis Cloud (p. 41).

4.5.1.2   Encryption key

To protect your data on Acronis Cloud from unauthorized access, you can use encryption. In this case your data will be stored on Acronis Cloud 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 memorize 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.

Note that you cannot set or change the encryption key for an already existing online backup.

4.5.1.3   Windows account for Online backup

When you create a backup, you can specify a Windows account under which this backup should be performed. This may be useful if your computer is used not only by you, but also by your relatives. In such a case each user often has personal documents, e-mail accounts, settings, and other personal data. By default True Image Lite 2013 backs up data of the current user. We recommend that you change this setting if the Windows account under which you are currently working is not yours. The program will back up only the data related to the specified account. Data of all other accounts will not be backed up.

To change the current Windows account:

1. Select the **Run backup as different Windows user** check box.
2. Type the account name and password in the appropriate fields.

4.5.1.4   Operation priority

Changing the priority of an operation process can make it run faster or slower (depending on whether you raise or lower the priority), but it can also adversely affect the performance of other running programs. The priority of any process running in a system determines the amount of CPU usage and system resources allocated to that process. Decreasing the operation priority will free up more resources for other CPU tasks. Increasing operation 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.
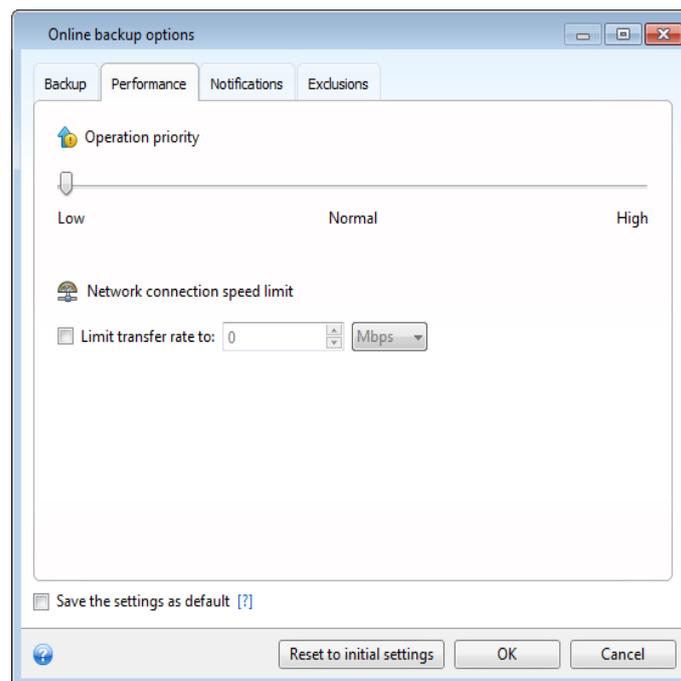

You can set up the backup process priority:

- **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 True Image Lite 2013

4.5.1.5   Network connection speed limit

You can reduce the influence of Acronis Cloud 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 measurement unit (kilobits or megabits per second)
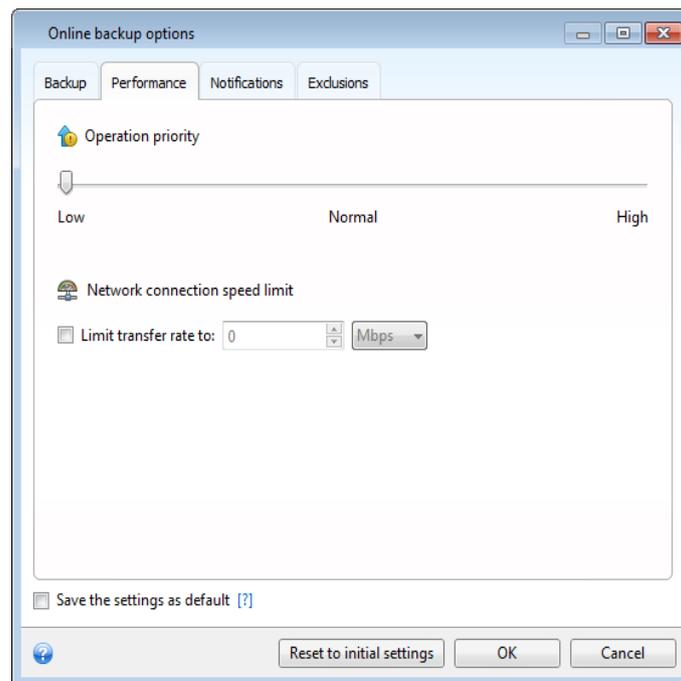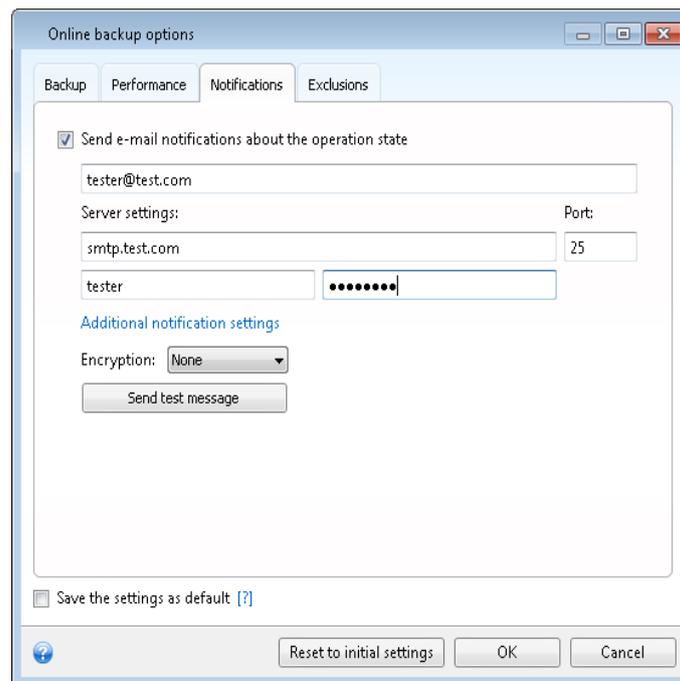

4.5.1.6　Notifications

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 notification settings** link.

- 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.

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

To check whether your settings are correct, click the **Send test message** button.

4.5.1.7 Exclusions

If you want to exclude unnecessary files from an online backup, specify the appropriate file types on the **Exclusions** tab of the backup options.

How to use the default exclusion settings

After you have installed the application, all the exclusion settings are set to the initial values. You can change them for your current backup operation only or for all backups that will be created in future. Select the **Save the settings as default** check box to apply the modified settings to all further backup operations by default. If you want to reset all the modified settings to the values that they were originally set to when the product was installed, click the **Reset to initial settings** button.
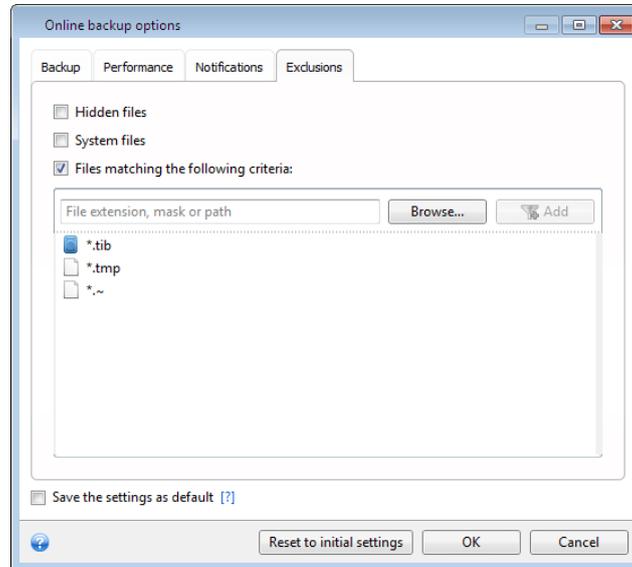
What you can exclude and how

1. You can exclude hidden and system files from a backup by selecting the corresponding check boxes.

2. 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**.

How to add an exclusion criterion:

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

To delete a criterion, for example, added by mistake, click the Delete icon to the right of the criterion.

4.6 Recovery from Acronis Cloud

## 4.6.1 Recovering data from online backups

With True Image Lite 2013 you can browse and recover data that was backed up on Acronis Cloud.

1. Start True Image Lite 2013 and click the **Recover** button on the box of the online backup from which you want to recover data. You will be taken to Acronis Cloud web application.


If the data from the selected computer is stored on the Cloud 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.

2. On the **Files** tab, select the files and folders you want to recover. Click the **Download** button to start recovery.
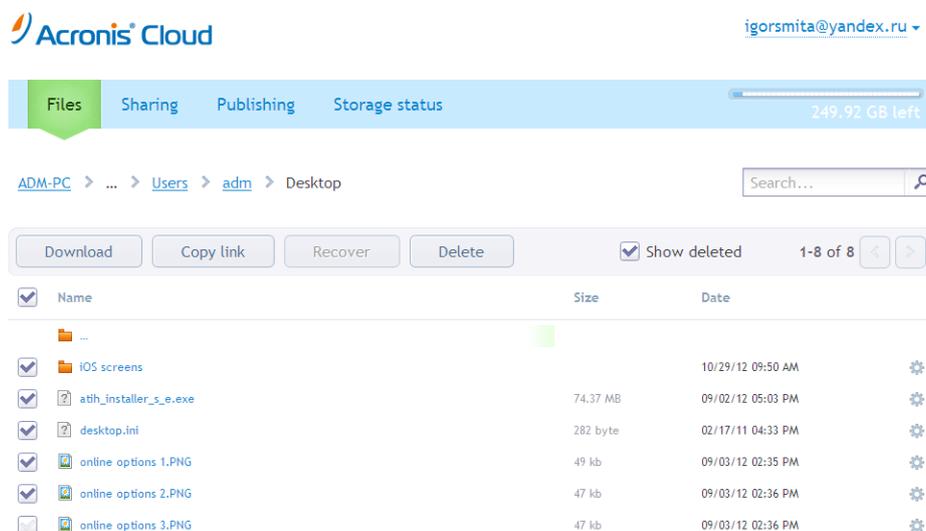
If you selected several files and folders, they will be placed into a zip archive.

3. After the **File Download** window opens, click **Save** to start download.

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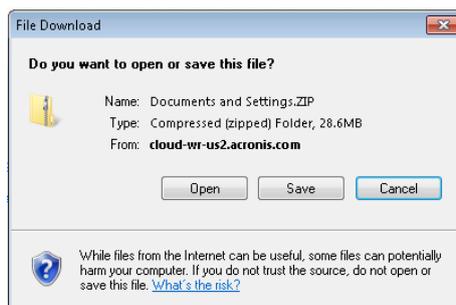
4. By default the data will be downloaded to the **Downloads** folder. You may change the download path.

5. After the download finishes, you may click **Open folder** to open the **Downloads** folder.

4.6.2   Selecting a version to recover

By default True Image Lite 2013 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:

1. In the backup contents, select the file which version you want to recover, then click the gear icon at the right-hand side. Select **View versions** in the opened menu.
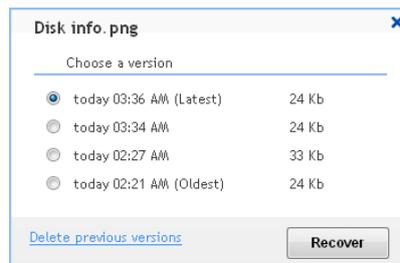
2. Select the version to which you want to rollback. The version's exact date and time will be displayed. Your current version will be reverted to the state it was at that point in time.

3. Click **Recover** to proceed. The selected version will become the latest version on Acronis Cloud.

4. After the process finishes, refresh the **Files** page in your Web browser.

5. Select the file once more and then click **Download** to download the selected version to your Downloads folder.

4.7   Managing online backups

You can have up to five online backups from up to five different computers, but only one online backup can be active at the same time.

When you log in to your Acronis account, True Image Lite 2013 tries to find out whether you already have online backups.

If you already have online backups created under your account, for example, performed on another computer, the program operates as follows. It adds the existing online backups to the console and displays at the bottom of the screen a notification about the online backups it has found.

You can select any one of the existing online backups and then make it active by clicking the **Continue backup here** button. It does not matter from which computer you backed up data using this backup earlier. The backed up data remains available for recovery and you can back up more data from the current computer.

If you want to create a new online backup, click **Online Nonstop Backup**.

Note that you can have only one active online backup at a time. Online backups from other computers will only provide recovery of the backed up data. Such online backups may also be deleted.

If you have five online backups, True Image Lite 2013 will display a dialog stating that you already have the maximum allowable number of online backups. You can either activate one of them and edit its settings for your new computer or delete an existing online backup and create a new one.

4.8   Removing data from Acronis Cloud

Because the available space on Acronis Cloud is limited, you need to manage your Cloud space by cleaning up the obsolete data or the data you do not need anymore. Cleanup can be done in a variety of ways.

Deleting entire backup

The most "drastic" one is deleting the entire backup from a computer on Acronis Cloud. To remove the backup, click the gear icon in the box of the online backup to open the Operations menu and select **Delete**; then, click **Yes** in the confirmation window.

Cleanup settings

The Online backup options provide for automatic cleanup of Acronis Cloud. You can specify deletion of files that have been kept longer than the specified number of months or days. In addition, you can set the maximum number of file versions to be kept on Acronis Cloud. You can accept the default settings for those options or set the values you need. For more information see Acronis Cloud cleanup (p. 33).

One-time cleanup

When your Acronis Cloud is full or is running out of space, we recommend that you use the cleanup tool in Acronis Cloud web application. This tool allows you to free up considerable amount of space on the cloud fast and easy.

To clean up Acronis Cloud:

1. Start True Image Lite 2013 and click **Recover** on an online backup box. You will be taken to the Acronis Cloud web application.
2. On the **Storage status** tab, click the **Clean up space** link in the center of the screen.
3. In the opened window, configure the cleanup settings and click **Clean up now.**

Deleting specific files and folders

You can also manage Acronis Cloud by deleting individual files and folders.

1. Start True Image Lite 2013 and click **Recover** on an online backup box. You will be taken to the Acronis Cloud web application.
2. Select files and folders you want to delete by selecting their check boxes. Having finished selection, click the **Delete** button.

5 Troubleshooting

In this section

5.1 Acronis System Report

When you contact the Acronis support team, they will usually need information about your system in order to resolve your problem. Sometimes getting the information is an inconvenient process and may take a long time. The Generate system report tool simplifies the procedure. It generates a system report containing all the necessary technical information and allows you to save the information to file. When it's necessary, you can attach the created file to your problem description and send it to Acronis support team. This will simplify and speed up the search for a solution.

To generate a system report:

- On the main program window click the question mark symbol, and select **Generate system report**, or

- Press **CTRL+F7**. Note that you can use the key combination even when True Image Lite 2013 is performing another operation.

After the report is generated:

- To save the generated system report to file, click **Save** and in the opened window specify a location for the created file.

- To save the report to file and send it to Acronis support team by e-mail, click **Save and send**.

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

5.2 Acronis Smart Error Reporting

To help users with troubleshooting, the new releases of Acronis products employ the so called Acronis Smart Error Reporting. When an issue is caused by an error in the program's operation, True Image Lite 2013 displays an appropriate error message.

An ordinary error

The error message contains an event code and a short description of the error (sometimes with a possible solution), for instance:

"Check the disk and file system for errors and try to repeat the operation. Event Code: 0x000101F6"

The error message may also include the program module where the error has occurred and the error message from the module.

You can view more detailed information about the error by clicking the **More details** link in the message box. The detailed information may look like as is shown on the following screen shot:
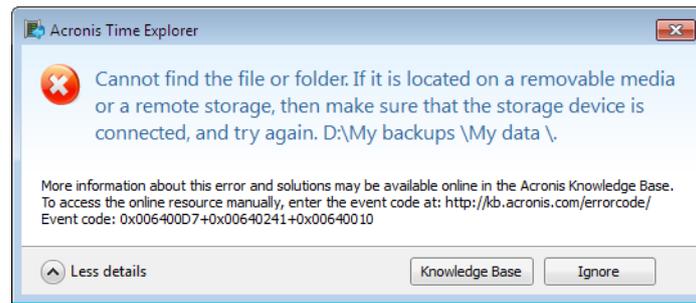
To view the Acronis Knowledge Base article suggesting a solution(s) for correcting the error, click the **Knowledge Base** button.

This will open a confirmation window that lists the information to be sent via Internet to the Acronis Knowledge Base. Click **OK** to permit sending the information.
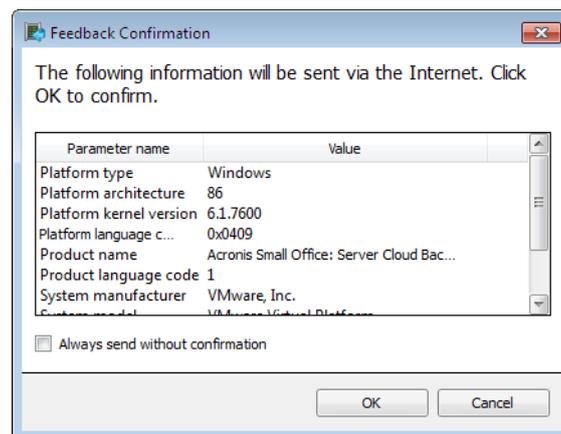
If in future you would like to send such information without confirmation, select the **Always send without confirmation** check box.

An error in a low-level module

Sometimes, an error may occur in a low-level program module and then propagate to higher-level modules resulting in errors in those modules as well. This is a so called composite error, where every higher level module generates its own error (event) code. The following event code is an example: 0x00970007+0x00970016+0x00970002

The event codes from different modules are combined with "+" symbols. When manually entering such event codes into the appropriate field to search in the Knowledge Base, enter the event code components without spaces around the "+" symbols.

If you do not have Internet

If you do not have Internet access when such an error message is shown (this may happen, for example, when booted from the rescue media), please write down the event code. When you establish Internet connection or if you can use another computer where Internet connection is available, use the following URL to go to the Acronis Web site error reporting form: http://kb.acronis.com/errorcode/.

Select the Acronis product version you use and manually enter the event code into the appropriate field. Then, click the Search button to search for an article that may contain the solution to your issue.

If the event code(s) is not recognized in the Knowledge Base, the base does not yet contain an article to resolve the issue. In such cases, please open a trouble ticket with Acronis Customer Central.

5.3 How to collect crash dumps

Because a crash of True Image Lite 2013 or Windows can be caused by different reasons, each crash case must be investigated separately. Acronis Customer Central would appreciate if you could provide the following information:

If True Image Lite 2013 crashes, please provide the following information:

1. A description of the exact sequence of steps performed before you encountered the issue.
2. Dr. Watson crash dump. For information on how to collect such a dump, see the Acronis Support Knowledge Base (KB) article at http://kb.acronis.com/content/2192

If True Image Lite 2013 causes a Windows crash:

1. A description of the exact sequence of steps performed before you encountered the issue.
2. A Windows dump file. For information on how to collect such a dump see the Acronis Support KB article at http://kb.acronis.com/content/17639

If True Image Lite 2013 hangs:

1. A description of the exact sequence of steps performed before you encountered the issue.
2. A userdump of the process. See the Acronis Support KB article at http://kb.acronis.com/content/6265
3. The Procmon log. See the Acronis Support KB article at http://kb.acronis.com/content/2295

If you cannot   access the information, contact Acronis Customer Central for an FTP link for uploading files.

This information will speed up the process of finding a solution.

5.4 General recommendations

The below information may help you in troubleshooting issues encountered during installation and use of True Image Lite 2013.

Quite often the cause of an issue may be trivial; for example, a loose connection of an external hard drive. Before trying other solutions described in this chapter, it is advisable to check if the issue is caused by one of the following:

- loose connections to the external drive;
- poor quality connecting cable;

When using an external USB hard drive, try the following additional suggestions:

- if the drive is connected through a hub, connect it directly to a rear connector of your PC;

- to prevent conflict with other USB devices attached to your PC, try disconnecting all the USB devices (except the mouse and keyboard).

You can try to find the solution to your problem in the Acronis Support Knowledge Base (KB). To access the Support KB, click on the following link: http://kb.acronis.com/. Then use the Search function. Enter the key words related to your problem into the appropriate field and click Search. The KB may have recommendations on solving your specific problem. Acronis Support team continuously adds new articles to the KB. If you are not able to find the solution to your problem in the KB or the suggested solution(s) does not help, feel free to contact Acronis Customer Central at http://www.acronis.com/support/.

When you encounter an error during True Image Lite 2013 operation, the error message box will contain the **Knowledge Base** button. Clicking the button will take you to a Support KB article offering solution(s) for the issue that caused the error. The error message box will also have a link to the Acronis Support KB. This link may be useful when the KB does not have the appropriate article yet. Clicking the link will take you to a Web form. There, you can enter the event code displayed in the error box to search for a solution in the entire KB. For more information, see .

System report

Acronis Support personnel may request you to provide the system report. To create the report, select **Generate system report** in the **Help** menu, then save the report and send it to Acronis Customer Central. For more information see .

5.5   Viewing log

Most True Image Lite 2013 operations write their own entries in the logs. When issues with the operations occur, the log entries may provide information on their causes.

The log can provide information, for example, about scheduled backup results, including causes for any failures.

If you want to view the log of True Image Lite 2013 operations, click the gear wheel icon on the toolbar to open the Settings menu and then select **View log**.

*You can also open the log for viewing by selecting **View log** in the Operations menu of a backup box. In this case you will see only the log items for the last run of the selected backup.*
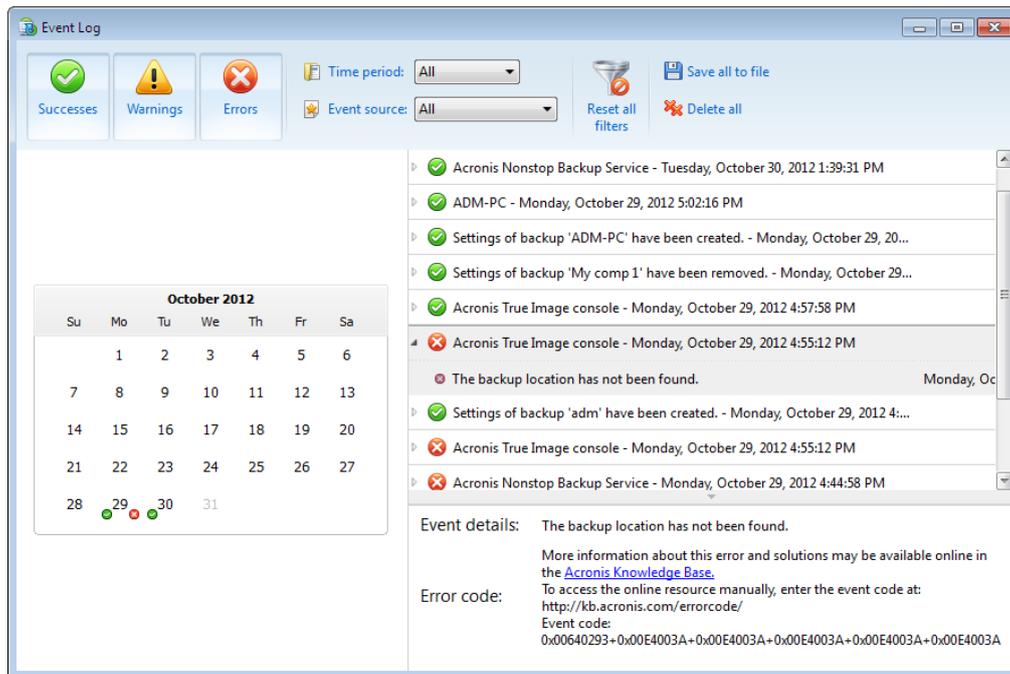
Viewing log entries

By default all logs are selected for viewing. The right pane shows all major log entries in the collapsed state. To expand a log entry for viewing individual log items, double-click it. To collapse the expanded log entry, double-click it again. You can scroll the log entries using the scroll bar on the right side of the window.

For some error events the log may have the **How to solve the problem** link. Clicking the link takes you to an article of the Acronis Knowledge Base, which may help you to solve the problem.

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 toolbar

To view the logs for a desired period, select the period from the drop-down list. You can select **Today**, **Last week**, **Last month,** and **Custom.** To view all logs, select **All**.

To view the logs for a specific time interval, select **Custom** and specify the desired interval. You can enter the desired period start and end dates directly into the fields. You can also select a time interval on the calendar. To select, click the start date and then the end date while keeping the **Shift** key pressed.

To view the logs for a specific event source, select the desired event source in the dropdown list below **Event source:**. You can select the following event sources:

- All - shows all logged events.
- All backups - shows logs for all your backups.

- <Backup name> - shows logs for a specific backup you select by its name.
- Etc.

The three buttons to the left filter the following events: successful completion states, warning messages and error messages.

To reset all the filters to their default values, click **Reset all filters**.

The **Save all to file** and **Delete all** buttons are in the upper right hand corner. They do the same operations as the corresponding shortcut menu items.

The calendar section

The buttons with up and down arrows at the top and bottom of the calendar allow you to browse the months being shown in the calendar.

The color marks in the calendar provide information about the days when operations completed with errors (red marks), warnings (yellow marks), and success (green marks). The current day is highlighted. Clicking a marked day shows the logs for that date.

5.6   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 and/or virtual machines, 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, but the end results 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 participation terms.

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

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Acronis patented technologies

Technologies, used in this product, are covered by the following U.S. Patents: U.S. U.S. Patent #7,047,380, U.S. U.S. Patent #7,275,139, U.S. Patent #7318135, U.S. Patent #7,366,859, U.S. Patent #7,462,11, U.S. Patent #7,603,533, U.S. Patent #7,650,473, U.S. Patent #7,831,789, U.S. Patent #7,895,403, U.S. Patent #7,934,064, U.S. Patent #7,953,948, U.S. Patent #8,005,797, U.S. Patent #8,069,320, U.S. Patent #8,074,035.

6   Glossary of Terms

B

Backup

1. The same as Backup operation (p. 49).
2. A set of backup versions created and managed by using backup settings. A backup can contain multiple backup versions created using full and incremental backup methods. Backup versions belonging to the same backup are usually stored in the same location.

Backup operation

An operation that creates a copy of the data that exists on a machine's hard disk for the purpose of recovering or reverting the data to a specified date and time.

Backup settings

A set of rules configured by a user when creating a new backup. The rules control the backup process. Later you can edit the backup settings to change or optimize the backup process.

Backup version

The result of a single backup operation (p. 49). Physically, it is a file or a set of files that contains a copy of the backed up data as of a specific date and time. Backup version files created by Acronis True Image Lite 2013 have a TIB extension. The TIB files resulting from consolidation (p. 49) of backup versions are also called backup versions.

Backup version chain

Sequence of minimum 2 backup versions (p. 49) that consist of the first full backup version and the subsequent one or more incremental or differential backup versions. Backup version chain continues till the next full backup version (if any).

C

Consolidation

Combining two or more subsequent backup versions (p. 49) belonging to the same backup (p. 49) into a single backup version.

The consolidation procedure allows you to delete the backup versions you no longer need from any backup chain while maintaining the consistency of chain's backups. A chain to be consolidated consists of a full backup and one or more incremental backups. Consolidation keeps whichever backups you choose and deletes any backups that are not selected. Note that consolidation may take a lot of time and system resources (including disk space).

Acronis Nonstop Backup uses a different consolidation mechanism. In such cases, the program consolidates the metadata information it uses for managing the backed up data. This is because the metadata information volume is much less than the backed up data volume. Accordingly, consolidation requires much less time and system resources.

N

Nonstop backup

Nonstop backup actually is a disk/partition or file backup that is created using the Acronis Nonstop Backup feature. This is a set of one full backup version and a sequence of incremental backup versions that are created at short intervals. It gives almost continuous protection of data, that is, it allows recovery of previous data state at any recovery point you need.

Nonstop protection

Nonstop protection - the process that the Nonstop Backup feature performs when it is turned on.

O

Online backup

Online backup - a backup that is created using Acronis Online Backup. Online backups are stored in a special storage named Acronis Cloud, accessible over the Internet. The main advantage of an online backup is that all backups are stored on the remote location. It gives a guarantee that all backed up data will be safe independently of a user local storages. To begin to use Acronis Cloud a user should subscribe to the service.

R

Recovery

Recovery is a process of returning of a corrupted data to a previous normal state from a backup (p. 49).