

Acronis Backup 12.5

Frequently Asked Questions (FAQ)

Acronis

Table of Contents

Acronis Backup 12.5	3
Trial Version	7
Licensing Questions	9
Subscription Licenses	10
Perpetual Licenses	11
Office 365	12
Acronis Cloud Storage	13
Supported Platforms and Applications	14
Upgrades, Downgrades and License Management	16
Acronis Backup 12.5 Advanced Edition	16
Acronis Backup Subscription License	17
Acronis Cloud Storage	19
Acronis Backup Office 365	21
Acronis Backup Advanced 11.7/11.5	22
Acronis Backup 11.7/11.5	24
Acronis Cloud Storage for 11.7	26
Acronis Backup to Cloud	27
Acronis Backup & Recovery 11/10, Acronis vmProtect 8.0	28
Acronis True Image Echo, 9.1, 8.0, Acronis vmProtect 7.0, 6.0	30
Acronis Backup Advanced	30
Downgrades	31
Maintenance and Subscription Renewals	33
Acronis Backup 11.7/11.5	33
Acronis Backup to Cloud	34
Expanding the Data Protection	36

Acronis Backup 12.5

Q: What is Acronis Backup 12.5?

A: Acronis Backup 12.5, available in Standard and Advanced Editions, is an award-winning, proven, complete data protection solution for hybrid IT environments. With an easy-to-use, touch-friendly, web-based management console, you can reliably back up and recover physical, virtual, and cloud workloads at any location.

It includes a multitude of new, groundbreaking technologies, including pro-active protection from ransomware and unique recovery features that reduce recovery time objectives (RTOs) to 15 seconds or less.

For more details, you can view the [Data Sheet](#) and [What's New](#) documents.

Q: What is new in Acronis Backup 12.5 compared to Acronis Backup 12?

A: Acronis Backup 12.5 is based on the same award-winning Acronis Hybrid Cloud Architecture as the previous versions. It is available in two editions, Standard and Advanced, and Acronis Backup 12.5 Standard Edition is a free update to Acronis Backup 12. The Standard Edition introduces several groundbreaking features, including:

- Customizable dashboards for quick insights into the backup infrastructure
- Acronis Active Protection™ to stop ransomware attacks
- SFTP protocol to securely store backups in private cloud storage
- Staging and backup replication to multiple destinations to improve resiliency and reduce risks of failed recovery
- Conversion to a standby virtual machine (VM) after backup for quick disaster recovery
- Acronis Startup Recovery Manager, which lets remote users quickly and easily restore their Windows® PCs from software failures
- Customizable archive names to accommodate process and corporate requirements
- Cleanup by archive size to reduce risks of running out of storage space
- Single sign-on for Windows to improve productivity of backup administrators
- Event-based backup scheduling and scheduling conditions for more agile and customized backup policies
- Backup of select Microsoft Exchange mailboxes to achieve additional protection for critical data

Acronis Backup 12.5 Advanced Edition includes these and additional features and functionality for larger environments. A paid upgrade from the Standard to Advanced Edition is available. For more details, you can view the [Data Sheet](#) and [What's New](#) documents.

Q: What is new in Acronis Backup 12.5 compared to Acronis Backup 11.7?

A: Acronis Backup 12.5 is based on Acronis Hybrid Cloud Architecture and allows you to protect all the data that resides on-premises, in remote locations, in the cloud, and on mobile devices. It includes numerous amazing features, such as a centralized web console; new user interface; protection of a wider array of workloads, including VMware vSphere®, Microsoft Hyper-V®, Mac®, Microsoft Office 365®, Azure®, and other applications; IaaS cloud workloads; and mobile devices. It includes a multitude of new, groundbreaking technologies, including

- Touch-friendly, web-based console accessible from any device, including tablets
- Customizable dashboards for quick insights into the backup infrastructure
- Admin roles and delegations to support distributed infrastructures
- Acronis Active Protection to stop ransomware attacks
- Bare-metal recovery automation and remote, boot media control to reduce Recovery Time Objectives (RTOs) for remote sites
- SAN storage snapshots to reduce hypervisor resource utilization
- Oracle® database server backup and granular recovery
- Advanced tape support for increased granularity and simplified management
- Advanced reporting for detailed insights and to meet corporate compliance requirements
- Backup validation process to ensure recoverability
- Acronis Notary™ to ensure the authenticity of backups
- Acronis Instant Restore™ to achieve 15-second RTOs
- Acronis vmFlashback™ for quick, incremental recovery of virtual machines
- Off-host backup management operations to reduce production system workload

For more details, you can view the [Data Sheet](#) and [What's New](#) documents.

Q: Is Acronis Backup 12.5 Standard Edition an update for Acronis Backup 12?

A: Yes. Acronis Backup 12.5 Standard Edition is a **free update** to Acronis Backup 12, and if you use Acronis Backup 12 on-premises, you can update to Acronis Backup 12.5 Standard Edition by downloading the update from your [Acronis Account](#). The cloud console of Acronis Backup 12 will be updated with new functionality later this year.

Q: Is Acronis Backup 12.5 Advanced Edition a version upgrade for Acronis Backup Advanced 11.7?

A: Yes. Acronis Backup 12.5 Advanced Edition is a **version upgrade** for Acronis Backup Advanced 11.7. If you have an Acronis Backup Advanced 11.7 perpetual license with active maintenance, or a subscription license, you can receive an upgrade to Acronis Backup 12.5 Advanced Edition as part of your maintenance/subscription benefits in your Acronis Account. If your maintenance or subscription has expired, you need to obtain a renewal via your preferred Acronis reseller or the [Acronis website](#).

Q: What is unique about Acronis Backup 12.5?**A:** Only Acronis Backup 12.5:

- Delivers hybrid cloud and on-premises data protection for small and medium-sized businesses and enterprises, offering a touch-friendly, web-based console to back up and recover all individual workloads
- Includes Acronis Instant Restore, which allows you to reduce RTOs to seconds by running any physical or virtual Windows or Linux® system backup as a VMware or Hyper-V VM with a few clicks and without standby hardware
- Eliminates the need to recover from ransomware attacks by proactively defending your systems with Acronis Active Protection
- Supports the protection of 21 types of physical, virtual, cloud, end-user, and mobile devices, delivering easy, complete, and affordable data protection
- Includes Acronis Notary, which improves regulatory compliance, establishes the validity of recovery, and ensures the authenticity and integrity of your backups with blockchain
- Gives you complete control over the location of your data, systems, and backups, improving regulatory compliance and ensuring data sovereignty

For more details, you can view the [Data Sheet](#) and [What's New](#) documents.

Q: Have any 11.7 features been discontinued in Acronis Backup 12.5?**A:** The following features are not available in Acronis Backup 12.5:

- Tower of Hanoi backup retention scheme
- Backup to optical media (CD, DVD, BD, ISO)
- Support of PST files as the target for granular recovery of emails
- Support of Microsoft Windows 2000
- Support of Microsoft Exchange 2003
- Support of VMware vSphere ESX(i) 4.0

Q: What is the difference between the Standard Edition and Advanced Edition?**A:** Designed for medium-sized businesses and enterprises, Advanced Edition offers functionality and features that larger organizations need, namely those that require:

- Tape, autoloader, or tape library support
- Centrally managed storage with support for source and target storage deduplication
- Advanced reporting
- Support of Oracle Database, Citrix XenServer®, Red Hat® Enterprise Virtualization, Linux KVM, and Oracle VM Server
- Support of clustered Microsoft Exchange and SQL Server®

- Off-host backup management operations
- Resource groups and dynamic backup policies
- Admin roles and delegations
- Bare-metal recovery automation and remote boot media control
- SAN storage snapshots
- Enhanced validation in a sandbox environment
- Acronis Notary

More details can be found on the [Acronis Backup Edition Comparison Page](#).

Q: Does Acronis Backup 12.5 include centralized and remote management of backups?

A: Yes, Acronis Backup 12.5 includes centralized and remote management of backups to facilitate protection of all data that resides on-premises, in remote locations, in private or public clouds, and on mobile devices.

Q: Is Acronis Backup 12.5 a cloud backup-as-a-service (BaaS) or on-premises backup software?

A: The groundbreaking Acronis Backup 12.5 is a hybrid backup solution and includes both cloud services and on-premises software. You can install Acronis Backup 12.5 on-premises or use directly from the Acronis Cloud. Acronis Backup 12.5 agents are installed on the workloads you are protecting — whether the workloads are on-premises, in remote locations, in private or public clouds, or on mobile devices. Note that the cloud console is only available in the Standard Edition subscription license.

Q: Why was there a product version number changed from the Beta to the Release?

A: We changed the version number at the conclusion of our successful Acronis Backup 12 Advanced Beta Program. Since this release added a multitude of new and powerful features to Acronis Backup 12 (which has been available since Q1 2017), we decided to advance to a new version number.

Trial Version

Q: How can I get a trial version of Acronis Backup 12.5?

A: To try Acronis Backup 12.5, you can:

- Open the [Acronis Backup 12.5 page](#) on the Acronis website.
- Click "Try Now."
- Log in to your Acronis Account, or sign up for one. In the Acronis Account Products list, you will see Acronis Backup 12.5.
- Download and install the trial version of Acronis Backup 12.5 on an on-premises Windows or Linux machine. Alternatively, the Standard Edition trial is available for evaluation from the Acronis Cloud – no download necessary.
- Connect to the Acronis Management Console.
- Proceed with the evaluation.

For further information, refer to the [Online Documentation](#).

Q: What are the limitations of a trial version of Acronis Backup 12.5?

A: The Trial version is fully functional for 30 days from activation. You can install an unlimited number of agents and use most every feature available in the Standard and Advanced Editions. You can evaluate the product on your physical and virtual systems, cloud applications (including Office 365), and mobile devices. The trial version also comes with a 30-day trial of one terabyte (TB) of Acronis Cloud Storage. There are some of the trial limitations:

- The only operation available in the Acronis Bootable Media is recovery.
- You cannot create an Acronis Secure Zone.
- Disk management is only available as a preview; you cannot commit operations to disk.

Q: I have a trial version of Acronis Backup 12.5 and purchased an Acronis Backup Subscription license. How do I convert the trial to the new license?

A: To convert your trial version to a full subscription license, you can:

- Register your new keys in your [Acronis Account](#).
- Open the Acronis Management Console.
- Open Settings->Licenses.
- Click "Sync" and proceed with the license synchronization. Your Acronis Account will synchronize your new keys.
- The licenses will be automatically assigned to the relevant agents.

You do not need to reinstall or reconfigure the agents.

Q: I have a trial version of Acronis Backup 12.5 and purchased an Acronis Backup 12.5 perpetual license. How do I convert the trial to the new license?

A: To convert the trial version to full perpetual license, you can:

- Register your new keys in your [Acronis Account](#).
- Open the Management Console.
- Open Settings->Licenses.
- Click "Add keys" and add your new keys.
- The appropriate licenses will be automatically assigned to the relevant agents.

You do not need to reinstall or reconfigure the agents.

Q: I have a few different licenses and the Acronis Backup agent installed as a trial. How does the agent decide which license to assign when I add my license keys?

A: The license selection depends on the operating system where the agent was installed. The agent will look for the first available license, per the assignment sequence in the table below. If no licenses from the sequence are available, the agent will stop performing backups.

Operating System / Hypervisor / Cloud	Acronis Backup License assignment sequence
Windows Server, Linux	Acronis Backup Advanced Server License Acronis Backup Standard Server License
VMware ESX(i), Microsoft Hyper-V	Acronis Backup Advanced Virtual Host License Acronis Backup Standard Virtual Host License
Citrix XenServer, Red Hat Virtualization, Linux KVM, Oracle VM Server	Acronis Backup Advanced Virtual Host License
Windows Server Essentials®, Foundation, Small Business Server	Acronis Backup Standard Windows Server Essentials License
Windows PC, Mac	Acronis Backup Advanced Workstation License Acronis Backup Standard Workstation License
Office 365 mailboxes	Acronis Backup Advanced Office 365 License Acronis Backup Standard Office 365 License

Licensing Questions

Q: How is Acronis Backup 12.5 licensed?

A: Acronis Backup 12.5 is licensed per protected system, virtualization host, or Office 365 mailbox. For example, if you have three physical servers, two VMware vSphere ESXi hosts, and five Microsoft Azure VMs with a server operating system installed, you will require eight (3+5) server licenses for physical and cloud workloads and two virtual host licenses for the virtual hosts.

Acronis Backup 12.5 is available in two editions, Standard and Advanced, with the latter designed for larger environments and greater amounts of data. There are no options or application-specific licenses required. The only available add-on is Acronis Cloud Storage, which stores backups in secure, safe, off-site Acronis Data Centers. For more details on licensing, please refer to the [Licensing](#) page on the Acronis website.

Q: What types of Acronis Backup 12.5 licenses are available?

A: Acronis Backup 12.5 is available in two types of licenses:

- **Subscription licenses** – the recommended, flexible, and affordable option, available in one-, two- and three-year options, including technical support and upgrades to new versions for the entire subscription period. This license also includes access to the cloud console.
- **Perpetual licenses** – the traditional option that includes one year of maintenance and technical support and upgrades to new versions. Upon the expiration of the initial maintenance period, the maintenance must be renewed to continue to enjoy technical support and upgrade benefits. The perpetual license includes only the on-premises installation of Acronis Backup 12.5 and does not include the cloud console.

Q: Can I switch from perpetual licenses to subscription and vice-versa?

A: Yes, you can switch from perpetual licenses to a subscription and vice versa. You can simply add the new licenses into the product and assign it to an agent.

Subscription Licenses

Q: What subscription licenses for Acronis Backup Standard Edition are available?

A: The following one-, two- and three-year subscription licenses are available:

- **Acronis Backup Standard Server Subscription License:** Complete protection of your physical servers or cloud workloads, including supported applications. Includes support for Windows and Linux operating systems.
- **Acronis Backup Standard Virtual Host Subscription License:** Complete protection of entire VMware ESX(i) or Hyper-V hosts, including an unlimited number of VMs and supported applications on the licensed hosts.
- **Acronis Backup Standard Windows Server Essentials Subscription License:** Affordable image and file backup and recovery of entire Windows Server Essentials systems including applications. Note that these licenses only support Windows Server Essentials and Windows Small Business Server operating systems.
- **Acronis Backup Standard Workstation Subscription License:** Image and file backup and recovery of entire Windows PCs/tablets and Mac computers for complete protection of user desktops and laptops.
- **Acronis Backup Standard Office 365 Subscription License:** Backup and recovery of Microsoft Office 365 mailboxes for complete protection of your employees' email experience.

All Standard subscription licenses include access to the cloud console. Mobile devices are backed up to the Acronis Cloud and do not require a special per-device license — the Acronis Cloud Storage License is sufficient.

Q: What subscription licenses for Acronis Backup Advanced Edition are available?

A: The following one-, two- and three-year subscription licenses are available:

- **Acronis Backup Advanced Server Subscription License:** Complete protection of your physical servers or cloud workloads, including supported applications. Includes support for Windows and Linux operating systems, as well as advanced functionality designed for larger environments and greater amounts of data.
- **Acronis Backup Advanced Virtual Host Subscription License:** Complete protection of your entire virtual hosts running VMware ESX(i), Microsoft Hyper-V, Citrix XenServer, Red Hat Virtualization, Linux KVM, or Oracle VM Server hypervisor. This includes an unlimited number of VMs and supported applications on the licensed hosts, as well as advanced functionality designed for larger environments and greater amounts of data.
- **Acronis Backup Advanced Workstation Subscription License:** Image and file backup and recovery of your entire Windows PCs/tablets and Mac computers for complete protection of user desktops and laptops, as well as advanced functionality designed for larger environments and greater amounts of data.
- **Acronis Backup Advanced Office 365 Subscription License:** Backup and recovery of Microsoft Office 365 mailboxes for complete protection of your employees' email experience, as well as advanced functionality designed for larger environments and greater amounts of data.

Perpetual Licenses

Q: What perpetual licenses for Acronis Backup 12.5 Standard Edition are available?

A: The following perpetual licenses are available:

- **Acronis Backup 12.5 Standard Server License:** Complete protection of your physical servers or cloud workloads, including supported applications. Includes support for Windows and Linux operating systems.
- **Acronis Backup 12.5 Standard Virtual Host License:** Complete protection of your entire VMware ESX(i) or Hyper-V hosts, including an unlimited number of VMs and supported applications on the licensed hosts.
- **Acronis Backup 12.5 Standard Windows Server Essentials License:** Affordable image and file backup and recovery of entire Windows Server Essentials systems including applications. Note that these licenses only support Windows Server Essentials and Windows Small Business Server operating systems.
- **Acronis Backup 12.5 Standard Workstation License:** Image and file backup and recovery of your entire Windows PCs/ tablets and Mac computers for complete protection of user desktops and laptops.

Note that Standard Edition perpetual licenses do not include access to the cloud console, nor do they support Microsoft Office 365 mailboxes. The Acronis Cloud Storage add-on is available for integrated backup to secure, safe, off-site Acronis Data Centers. Mobile devices are backed up to the Acronis Cloud and do not require a special per-device license — the Acronis Cloud Storage License is sufficient.

Q: What perpetual licenses for Acronis Backup 12.5 Advanced Edition are available?

A: The following perpetual licenses are available:

- **Acronis Backup 12.5 Advanced Server License:** Complete protection of your physical servers or cloud workloads, including supported applications. Includes support for Windows and Linux operating systems, as well as advanced functionality designed for larger environments and greater amounts of data.
- **Acronis Backup 12.5 Advanced Virtual Host License:** Complete protection of your entire VMware ESX(i) or Hyper-V hosts, including an unlimited number of VMs and supported applications on the licensed hosts, as well as advanced functionality designed for larger environments and greater amounts of data.
- **Acronis Backup 12.5 Workstation License:** Image and file backup and recovery of your entire Windows PCs/ tablets and Mac computers for complete protection of user desktops and laptops, as well as advanced functionality designed for larger environments and greater amounts of data.

Note that Advanced Edition perpetual licenses do not include access to the cloud console, nor do they support Microsoft Office 365 mailboxes. The Acronis Cloud Storage add-on is available for integrated backup to secure, safe, off-site Acronis Data Centers. Mobile devices are backed up to the Acronis Cloud and do not require a special per-device license — the Acronis Cloud Storage License is sufficient.

Office 365

Q: How is Acronis Backup Standard Office 365 licensed?

A: For Microsoft Office 365, Acronis Backup 12.5 Standard Edition is licensed per protected mailbox. The following one-, two- and three-year subscription packages are available:

- **Acronis Backup Standard Office 365 Subscription License** 5 mailboxes
- **Acronis Backup Standard Office 365 Subscription License** 25 mailboxes
- **Acronis Backup Standard Office 365 Subscription License** 100 mailboxes

You can combine these licenses to protect any number of mailboxes – for example, you can get one 100-mailbox license, three 25-mailbox licenses, and two 5-mailbox licenses, and protect 185 mailboxes (100x1+25x3+5x2).

Q: How is Acronis Backup Advanced Office 365 licensed?

A: For Microsoft Office 365, Acronis Backup 12.5 Advanced Edition is licensed per protected mailbox. The following one-, two- and three-year subscription packages are available:

- **Acronis Backup Advanced Office 365 Subscription License** 5 mailboxes
- **Acronis Backup Advanced Office 365 Subscription License** 25 mailboxes
- **Acronis Backup Advanced Office 365 Subscription License** 100 mailboxes

You can combine these licenses for protection of any number of mailboxes – for example, you can get one 100-mailbox license, three 25-mailbox licenses, and two 5-mailbox licenses, and protect 185 mailboxes (100x1+25x3+5x2).

In comparison with the Standard Edition, these licenses deliver advanced functionality designed for larger environments and greater amounts of data, including advanced reporting, deduplicated centralized disk storage, tape storage support, admin roles and delegations, and more.

Q: Is there a perpetual option available for Acronis Backup Standard Office 365 or Acronis Backup Advanced Office 365 licenses?

A: No, an Acronis Backup license for protecting Microsoft Office 365 is available only as a subscription.

Q: Is Office 365 backup functionality of Acronis Backup Standard Edition available in cloud and on-premises consoles?

A: Yes, Acronis Backup Standard Office 365 backup is available in both cloud and on-premises consoles.

Q: Is Office 365 backup functionality of Acronis Backup Advanced Edition available in cloud and on-premises consoles?

A: Currently, Acronis Backup Advanced Edition is only available as an on-premises installation. The cloud console for the Advanced Edition will be available later in the year and it will include support for Office 365.

Acronis Cloud Storage

Q: What is Acronis Cloud Storage?

A: Acronis Cloud Storage is an easily accessed, integrated, off-site, backup storage option that saves backups to safe and secure [Acronis Data Centers](#). Acronis Data Centers are located in highly secured facilities around the globe. You can also back up your mobile devices to the Acronis Cloud.

Q: How is Acronis Cloud Storage licensed?

A: Acronis Cloud Storage is licensed based on the storage capacity levels you require. You can save backups from an unlimited number of machines and any type of platform to cloud storage, including mobile device backups.

Q: What licenses are available for Acronis Cloud Storage?

A: The following one-, two- and three-year licenses are available:

- Acronis Cloud Storage Subscription License 250 GB
- Acronis Cloud Storage Subscription License 500 GB
- Acronis Cloud Storage Subscription License 1 TB
- Acronis Cloud Storage Subscription License 2 TB
- Acronis Cloud Storage Subscription License 3 TB
- Acronis Cloud Storage Subscription License 4 TB
- Acronis Cloud Storage Subscription License 5 TB

Contact your preferred Acronis reseller if larger capacity is required.

Q: Can I purchase Acronis Cloud Storage to use with Acronis Backup Advanced 11.7 or Acronis Backup 11.7?

A: Yes, you can purchase and use Acronis Cloud Storage with Acronis Backup Advanced 11.7 and Acronis Backup 11.7. However, when placing an order for Acronis Cloud Storage, be sure to specify that you are using one of these older versions. This is important because the cloud technologies used in Acronis Backup 12.5 are different from the technologies used in the previous versions of Acronis Backup Advanced and Acronis Backup.

Your order should reflect that you are purchasing Acronis Cloud Storage for use with version 11.7. Your invoice will also specify that you have purchased Acronis Cloud Storage for use with version 11.7.

You can upgrade Acronis Cloud Storage and your backups in cloud storage when you upgrade to Acronis Backup 12.5.

If you have any question or concerns, contact your preferred Acronis reseller or Acronis Customer Service.

Supported Platforms and Applications

Q: What platforms does Acronis Backup 12.5 support?

A: The following platforms are supported:

Platform Type	OS / Hypervisor	Recommended License	Advanced Edition	Licensing
Physical Servers	Microsoft Windows Server	Acronis Backup Standard Server License	Acronis Backup Advanced Server License	Per physical server
	Microsoft Windows Server Essentials or Small Business Server	Acronis Backup Standard Windows Server Essentials License	N/A	Per physical server
	Linux	Acronis Backup Standard Server License	Acronis Backup Advanced Server License	Per physical server
Virtual Hosts	VMware vSphere ESX(i)	Acronis Backup Standard Virtual Host License	Acronis Backup Advanced Virtual Host License	Per virtual host
	Microsoft Hyper-V	Acronis Backup Standard Virtual Host License	Acronis Backup Advanced Virtual Host License	Per virtual host
	Citrix XenServer	N/A	Acronis Backup Advanced Virtual Host License	Per virtual host
	Red Hat Virtualization	N/A	Acronis Backup Advanced Virtual Host License	Per virtual host
	Linux KVM	N/A	Acronis Backup Advanced Virtual Host License	Per virtual host
	Oracle VM Server	N/A	Acronis Backup Advanced Virtual Host License	Per virtual host
Cloud	Microsoft Office 365 mailboxes	Acronis Backup Standard Office 365 License	Acronis Backup Advanced Office 365 License	Per mailbox
	Microsoft Azure VMs	Acronis Backup Standard Server License	Acronis Backup Advanced Server License	Per cloud VM
	Amazon EC2® Instances	Acronis Backup Standard Server License	Acronis Backup Advanced Server License	Per cloud instance
Workstations	Microsoft Windows PCs	Acronis Backup Standard Workstation License	Acronis Backup Advanced Workstation License	Per PC
	Mac	Acronis Backup Standard Workstation License	Acronis Backup Advanced Workstation License	Per Mac
Mobile Devices	Apple iPhone®, iPad®	Included with Acronis Cloud Storage		
	Android®	Included with Acronis Cloud Storage		

Q: What applications does Acronis Backup 12.5 support?

A: Acronis Backup 12.5 supports application-aware backup and recovery features for Oracle database, Microsoft Office 365, Microsoft Exchange, Microsoft SQL Server, Microsoft SharePoint®, and Microsoft Active Directory®:

Application	Standard Edition	Advanced Edition	Licensing
Microsoft Office 365	Acronis Backup Standard Office 365 License	Acronis Backup Advanced Office 365 License	Per mailbox
Microsoft Exchange (non-clustered)	Acronis Backup Standard Server License	Acronis Backup Advanced Server License	Per physical server, VM, cloud VM or instance
	Acronis Backup Standard Virtual Host License	Acronis Backup Advanced Virtual Host License	Per virtual host, including unlimited VMs on a licensed host
	Acronis Backup Standard Windows Server Essentials License	N/A	Per physical server, VM, cloud VM or instance
Microsoft Exchange (clustered)	N/A	Acronis Backup Advanced Server License	Per physical server, VM, cloud VM or instance
	N/A	Acronis Backup Advanced Virtual Host License	Per virtual host, including unlimited VMs on a licensed host
Microsoft SQL Server (non-clustered)	Acronis Backup Standard Server License	Acronis Backup Advanced Server License	Per physical server, VM, cloud VM or instance
	Acronis Backup Standard Virtual Host License	Acronis Backup Advanced Virtual Host License	Per virtual host, including unlimited VMs on a licensed host
	Acronis Backup Standard Windows Server Essentials License	N/A	Per physical server, VM, cloud VM or instance
Microsoft SQL Server (clustered)	N/A	Acronis Backup Advanced Server License	Per physical server, VM, cloud VM or instance
	N/A	Acronis Backup Advanced Virtual Host License	Per virtual host, including unlimited VMs on a licensed host
Microsoft SharePoint (non-clustered database)	Acronis Backup Standard Server License	Acronis Backup Advanced Server License	Per physical server, VM, cloud VM or instance
	Acronis Backup Standard Virtual Host License	Acronis Backup Advanced Virtual Host License	Per virtual host, including unlimited VMs on a licensed host
	Acronis Backup Standard Windows Server Essentials License	N/A	Per physical server, VM, cloud VM or instance
Microsoft SharePoint (clustered database)	N/A	Acronis Backup Advanced Server License	Per physical server, VM, cloud VM or instance
	N/A	Acronis Backup Advanced Virtual Host License	Per virtual host, including unlimited VMs on a licensed host

Application	Standard Edition	Advanced Edition	Licensing
Microsoft Active Directory	Acronis Backup Standard Server License	Acronis Backup Advanced Server License	Per physical server, VM, cloud VM or instance
	Acronis Backup Standard Virtual Host License	Acronis Backup Advanced Virtual Host License	Per virtual host, including unlimited VMs on licensed host
	Acronis Backup Standard Windows Server Essentials License	N/A	Per physical server, VM, cloud VM or instance
Oracle Database	N/A	Acronis Backup Advanced Server License	Per physical server, VM, cloud VM or instance
		Acronis Backup Advanced Virtual Host License	Per virtual host, including unlimited VMs on a licensed host

Q: What key features does each license include?

A: You can find details about license-specific features in the [Acronis Backup 12.5 License Comparison](#).

Upgrades, Downgrades and License Management

Acronis Backup 12.5 Advanced Edition

Q: I have a perpetual license of Acronis Backup 12.5 Standard Edition and want to upgrade to the Advanced Edition. What should I do?

A: To enable the functionality of the Advanced Edition, you need to purchase edition upgrade licenses for Acronis Backup:

Acronis Backup 12.5 Standard Edition License	Acronis Backup 12.5 Edition Upgrade License
Acronis Backup 12.5 Standard Server License	Acronis Backup 12.5 Advanced Server License, Upgrade from Acronis Backup 12.5
Acronis Backup 12.5 Standard Virtual Host License	Acronis Backup 12.5 Advanced Virtual Host License, Upgrade from Acronis Backup 12.5
Acronis Backup 12.5 Standard Windows Server Essentials License	Not available
Acronis Backup 12.5 Standard Workstation License	Acronis Backup 12.5 Advanced Workstation License, Upgrade from Acronis Backup 12.5

We strongly recommend that you upgrade all your licenses to the Advanced Edition. You can use a mix of Standard and Advanced Edition licenses in the same environment, but Advanced features will not be available on the systems with Standard Edition licenses.

When upgrading to the Advanced Edition, you will receive new Advanced edition keys at a discounted price. This price takes into account the value of the Standard edition keys that you upgraded. For this reason, you cannot use the old, upgraded Standard Edition keys — only the new, Advanced Edition keys are allowed.

Q: I have a subscription license for Acronis Backup Standard Edition and want to use features of the Advanced Edition. What should I do?

A: The subscription license of Acronis Backup Standard Edition cannot be upgraded to Advanced Edition. You can still upgrade at the end of your subscription period by purchasing Advanced Edition license instead of the Standard license. You can also use a mix of both editions in the same environment, but Advanced features will not be available on the systems with Standard Edition licenses.

Q: I have a perpetual license for Acronis Backup 11.7 and want to upgrade to Acronis Backup 12.5 Advanced Edition. What should I do?

A: If you have an Acronis Backup 11.7 perpetual license with [active maintenance](#), you will receive a version upgrade to Acronis Backup 12.5 Standard Edition in your [Acronis Account](#) as part of your maintenance/subscription benefits. After the version upgrade, you can proceed with a feature upgrade to the Advanced Edition, as described in the table above.

If your maintenance for Acronis Backup 11.7 has expired, you can purchase a maintenance renewal. After the renewal, your maintenance becomes active and you can follow the procedure described in the previous paragraph.

Acronis Backup Subscription License

Q: I have a subscription license for Acronis Backup and want to protect more systems. What should I do?

A: You need to do the following to increase the number of systems you want to protect:

- Purchase additional Acronis Backup subscription licenses
- Log in to your [Acronis Account](#) with your email and password
- Register the purchased license keys
- When registering, select the option to increase the number of protected systems

The expiration date for the expanded subscription takes into account the number of days remaining and the number of systems of the current subscription of the same type. More specifically, if you have 100 days remaining on the original subscription for ten systems and you add a subscription license for five systems valid for one year (365 days), the following option is offered:

- Systems: **15** (10+5)
- Expiration: **188 days** $((10*100) + (5*365))/15$ or $(1000+1825)/15$

This method of calculation applies to the following licenses:

- Acronis Backup Standard Server Subscription
- Acronis Backup Standard Virtual Host Subscription
- Acronis Backup Standard Windows Server Essentials Subscription
- Acronis Backup Standard Workstation Subscription licenses
- Acronis Backup Advanced Server Subscription
- Acronis Backup Advanced Virtual Host Subscription
- Acronis Backup Advanced Workstation Subscription

Q: I have a subscription license for Acronis Backup and want to extend the subscription period. What should I do?

A: You need to do the following to extend your subscription period:

- Purchase new Acronis Backup subscription licenses
- Log in to your [Acronis Account](#) with your email and password
- Register the purchased license keys
- When registering, select the option to extend your subscription period

The new subscription period is calculated by adding the remaining number of days of the current subscription of the same type and the number of days of the subscription you added. For example, if you have 100 days remaining on the original subscription for ten systems, and you add a subscription for ten systems valid for one year (365 days), the following option is offered:

- Systems: **10** (unchanged)
- Expiration: **465 days** (100+365)

This method of calculation applies to the following licenses:

- Acronis Backup Standard Server Subscription
- Acronis Backup Standard Virtual Host Subscription
- Acronis Backup Standard Windows Server Essentials Subscription
- Acronis Backup Standard Workstation Subscription licenses
- Acronis Backup Advanced Server Subscription
- Acronis Backup Advanced Virtual Host Subscription
- Acronis Backup Advanced Workstation Subscription

Q: I have a subscription license for Acronis Backup and want to increase the number of systems and extend the subscription period. What should I do?

A: You need to do the following to increase the number of systems and extend your subscription period:

- Purchase new Acronis Backup subscription licenses for all your systems, including the ones you add
- Log in to your Acronis Account with your email and password
- Register the purchased license keys
- When registering, select the option to extend your subscription period

The expiration date for the new subscription takes into account the number of days remaining and the number of systems of the current subscription of the same type. More specifically, if you have 100 days remaining on the original subscription for ten systems, and you add a subscription license for 20 systems valid for one year (365 days), the following option is offered:

- Systems: **20** (maximum of 10 and 20)
- Expiration: **415 days** $((10*100+20*365)/20)$ or $(1000+7300)/20$

This method of calculation applies to the following licenses:

- Acronis Backup Standard Server Subscription
- Acronis Backup Standard Virtual Host Subscription
- Acronis Backup Standard Windows Server Essentials Subscription
- Acronis Backup Standard Workstation Subscription licenses
- Acronis Backup Advanced Server Subscription
- Acronis Backup Advanced Virtual Host Subscription
- Acronis Backup Advanced Workstation Subscription

Acronis Cloud Storage

Q: I have Acronis Backup 12.5 and an Acronis Cloud Storage subscription and want to increase capacity. What should I do?

A: You need to do the following to increase your existing capacity:

- Purchase an additional Acronis Cloud Storage license
- Log in to your [Acronis Account](#) with your email and password
- Register the purchased license key
- When registering, select the option to increase your storage capacity

The expiration date for the expanded subscription takes into account the number of days remaining and the capacity of the current subscription. More specifically, if you have 100 days remaining on the original 1TB subscription, and you add a 2TB subscription license valid for one year (365 days), the following option is offered:

- Capacity: **3TB** (1TB+2TB)
- Expiration: **277 days** $((1TB*100) + (2TB*365))/3TB$ or $(100+730)/3$

Q: I have Acronis Backup 12.5 and an Acronis Cloud Storage subscription and want to extend the subscription period. What should I do?

A: You need to do the following to extend your subscription period:

- Purchase a new Acronis Cloud Storage license
- Log in to your Acronis Account with your email and password
- Register the purchased license key
- When registering, select the option to extend your subscription period

The new subscription period is calculated by adding the remaining number of days of the current subscription and the number of days of the subscription you added. For example, if you have 100 days remaining on the original 1TB subscription, and adds a 1TB subscription valid for one year (365 days), the following option is offered:

- Capacity: **1TB** (unchanged)
- Expiration: **465 days** $(100+365)$

Q: I have Acronis Backup 12.5 and an Acronis Cloud Storage subscription and want to increase both capacity and extend the subscription period. What should I do?

A: You can expand your storage capacity and extend your subscription period at the same time:

- Purchase a new Acronis Cloud Storage license for the total required capacity
- Log in to your [Acronis Account](#) with your email and password
- Register the purchased license key
- When registering, select the option to extend your subscription period

The expiration date for the new subscription takes into account the number of days remaining and the capacity of your current subscription. More specifically, if you have 100 days remaining on the original 1TB subscription, and you add a 2TB subscription license valid for one year (365 days), the following option is offered:

- Capacity: **2TB** (maximum of 1TB and 2TB)
- Expiration: **415 days** $((1TB*100+2TB*365)/2TB)$ or $(100+730)/2$

Acronis Backup Office 365

Q: I have an Acronis Backup Office 365 subscription and want to protect more mailboxes. What should I do?

A: You need to do the following to increase the number of mailboxes you want to protect:

- Purchase additional Acronis Backup Office 365 subscription license(s)
- Log in to your [Acronis Account](#) with your email and password
- Register the purchased license keys
- When registering, select the option to increase the number of protected systems

The expiration date for the expanded subscription takes into account the number of days remaining and the capacity of the current subscription. More specifically, if you have 100 days remaining on the original subscription for 25 mailboxes, and you add a subscription license for five mailboxes valid for one year (365 days), the following option is offered:

- Mailboxes: **30** (25+5)
- Expiration: **144 days** $((25*100) + (5*365))/30$ or $(2500+1825)/30$

This method of calculation applies to both Acronis Backup Standard Office 365 and Acronis Backup Advanced Office 365 subscription licenses.

Q: I have Acronis Backup Office 365 subscription and want to extend the subscription period. What should I do?

A: You need to do the following to extend your subscription period:

- Purchase new Acronis Backup Office 365 subscription license(s) for all your mailboxes
- Log in to your Acronis Account with your email and password
- Register the purchased license keys
- When registering, select the option to extend your subscription period

The new subscription period is calculated by adding the remaining number of days of the current subscription and the number of days of the subscription you added. For example, if you have 100 days remaining on the original subscription for 25 mailboxes, and you add a subscription for 25 mailboxes valid for one year (365 days), the following option is offered:

- Number of mailboxes: **25** (unchanged)
- Expiration: **465 days** (100+365)

This method of calculation applies to both Acronis Backup Standard Office 365 and Acronis Backup Advanced Office 365 subscription licenses.

Q: I have Acronis Backup Office 365 subscription and want to increase the number of mailboxes and extend the subscription period. What should I do?

A: You need to do the following to increase the number of mailboxes and extend your subscription period:

- Purchase new Acronis Backup 12 subscription license(s) for all your mailboxes, including the ones you are adding
- Log in to your [Acronis Account](#) with your email and password
- Register the purchased license keys
- When registering, select the option to extend your subscription period

If the number of mailboxes in the newly purchased license(s) differs from the number of mailboxes in the existing subscription, and you select the option to extend the subscription period, the maximum of the two is applied to the Account. The expiration date for the new subscription takes into account the number of days remaining and the number of mailboxes in the current subscription. More specifically, if you have 100 days remaining on the original subscription for 25 mailboxes, and you add a subscription license for 100 mailboxes valid for one year (365 days), the following option is offered:

- Number of mailboxes: **100** (maximum of 25 and 100)
- Expiration: **390 days** $((25*100+100*365)/100)$ or $(2500+36500)/100$

This method of calculation applies to both Acronis Backup Standard Office 365 and Acronis Backup Advanced Office 365 subscription licenses.

Acronis Backup Advanced 11.7/11.5

Q: I have Acronis Backup 11.7/11.5. How do I get upgrade licenses?

A: If you have an Acronis Backup 11.7 perpetual license with [active maintenance](#), or a subscription license, you can receive an upgrade to Acronis Backup 12.5 as part of your maintenance/subscription benefits in your [Acronis Account](#). If your maintenance or subscription has expired, you need to obtain a renewal via your preferred Acronis reseller or the [Acronis website](#).

Q: How do I upgrade my systems from Acronis Backup Advanced 11.7/11.5 to Acronis Backup 12.5 Advanced Edition?

A: Follow these simple steps:

- Obtain Acronis Backup 12.5 Advanced upgrade license keys in the [Acronis Account](#)
- Install Acronis Backup 12.5 on one of the Windows or Linux machines in your on-premises environment and import the licenses
- Add all your existing machines into Acronis Backup 12.5 – this step will upgrade your systems, install new agents, and preserve your configuration and backup schedules; all the backups created with version 11.7/11.5 are fully supported, including the creation of incremental and differential backups

You can find more details in the [Online Documentation](#) and [Acronis Knowledge Base](#).

Q: Perpetual licenses of Acronis Backup 12.5 Advanced Edition are different from Acronis Backup Advanced 11.7 licenses. What are the upgrade paths?

A: The Acronis Backup 12.5 licensing scheme is streamlined to serve a broader set of use cases. Here are the upgrade paths (these are applicable to version 11.5 as well):

Acronis Backup Advanced 11.7 Perpetual License	Acronis Backup 12.5 Advanced Edition license
Acronis Backup Advanced 11.7 for Exchange	Acronis Backup 12.5 Advanced Server License
Acronis Backup Advanced 11.7 for SQL	Acronis Backup 12.5 Advanced Server License
Acronis Backup Advanced 11.7 for SharePoint	Acronis Backup 12.5 Advanced Server License
Acronis Backup Advanced 11.7 for Active Directory	Acronis Backup 12.5 Advanced Server License
Acronis Backup Advanced 11.7 for Linux Server	Acronis Backup 12.5 Advanced Server License
Acronis Backup Advanced 11.7 for Windows Server	Acronis Backup 12.5 Advanced Server License
Acronis Backup Advanced 11.7 for Exchange Add-on	Not required - application support included with the base license
Acronis Backup Advanced 11.7 for SQL Add-on	Not required - application support included with the base license
Acronis Backup Advanced 11.7 for SharePoint Add-on	Not required - application support included with the base license
Acronis Backup Advanced 11.7 for Active Directory Add-on	Not required - application support included with the base license
Acronis Backup Advanced 11.7 for PC	Acronis Backup 12.5 Advanced Workstation License
Acronis Backup Advanced 11.7 Virtual for VMware	Acronis Backup 12.5 Advanced Virtual Host License
Acronis Backup Advanced 11.7 Virtual for Hyper-V	Acronis Backup 12.5 Advanced Virtual Host License
Acronis Backup Advanced 11.7 Virtual for Citrix XenServer	Acronis Backup 12.5 Advanced Virtual Host License
Acronis Backup Advanced 11.7 Virtual for RHEV	Acronis Backup 12.5 Advanced Virtual Host License
Acronis Backup Advanced 11.7 Virtual for Oracle VM	Acronis Backup 12.5 Advanced Virtual Host License

Q: Is the Universal License still available?

Acronis Backup 12.5 Advanced Universal License is being phased out and is available only for upgrade purposes. Instead, we recommend Acronis Backup 12.5 Advanced Virtual Host License, which allows access to all the features and functionality of Acronis Backup 12.5.

Q: If I originally planned to buy a Universal License, what should I purchase?

You should purchase the Advanced Virtual Host License as it allows access to all the features and functionality of Acronis Backup 12.5. The Advanced Virtual Host license is also more cost effective than the Universal License.

Q: How can I renew my Universal License(s)

Maintenance and renewal options for Universal Licenses are available for purchase. Contact your preferred Acronis reseller for more details.

Q: Acronis Backup Advanced Subscription licenses are very similar to Acronis Backup Advanced 11.7 subscription licenses. Is there anything in the upgrade paths that I should know?

A: Acronis Backup Advanced 11.7 subscription licenses are designed to support future upgrades to Acronis Backup 12.5 Advanced Edition. Here are the paths:

Previous name	New name
Acronis Backup Advanced for Server Subscription, 1 Year *	Acronis Backup Advanced Server Subscription License, 1 Year
Acronis Backup Advanced for Server Subscription, 2 Year *	Acronis Backup Advanced Server Subscription License, 2 Year
Acronis Backup Advanced for Server Subscription, 3 Year *	Acronis Backup Advanced Server Subscription License, 3 Year
Acronis Backup Advanced for workstation Subscription, 1 Year	Acronis Backup Advanced Workstation Subscription License, 1 Year
Acronis Backup Advanced for workstation Subscription, 2 Year	Acronis Backup Advanced Workstation Subscription License, 2 Year
Acronis Backup Advanced for workstation Subscription, 3 Year	Acronis Backup Advanced Workstation Subscription License, 3 Year

* Acronis Backup Advanced for Server Subscription includes virtual host support. However, an Advanced Virtual Host License is required for Acronis Backup 12.5. If you have previously protected virtual hosts with the Acronis Backup Advanced for Server Subscription, contact your preferred Acronis reseller or [Acronis Customer Service](#) to receive Acronis Backup Advanced Virtual Host Subscription Licenses.

Acronis Backup 11.7/11.5

Q: I have Acronis Backup 11.7/11.5. How do I get upgrade licenses?

A: If you have an Acronis Backup 11.7 perpetual license with [active maintenance](#), or a subscription license, you can receive an upgrade to Acronis Backup 12.5 Standard Edition in your [Acronis Account](#) as part of your maintenance/subscription benefits. If your maintenance or subscription has expired, you need to obtain a renewal via your preferred Acronis reseller or the [Acronis website](#).

Q: How do I upgrade my systems from Acronis Backup 11.7/11.5 to Acronis Backup 12.5 Standard Edition?

A: Follow these simple steps:

- Obtain Acronis Backup 12.5 Standard license keys in your [Acronis Account](#).
- Install Acronis Backup 12.5 on one of the Windows or Linux machines in your on-premises environment and import the licenses. (Note that currently, you cannot upgrade Acronis Backup 11.7 to the Acronis Backup 12.5 cloud web console.)
- Add all your existing machines into Acronis Backup 12.5. This step will upgrade your systems, install new agents, and preserve your configuration and backup schedules. All the backups created with version 11.7/11.5 are fully supported, including the creation of incremental and differential backups

You can find more details in the [Online Documentation](#) and [Acronis Knowledge Base](#).

Q: Perpetual licenses for the Acronis Backup 12.5 Standard Edition are different from Acronis Backup 11.7 licenses. What are the upgrade paths?

A: The Acronis Backup 12.5 licensing scheme is streamlined to serve a broader set of use cases. Here are the upgrade paths from version 11.7, applicable to version 11.5 as well:

Acronis Backup 11.7 Perpetual License	Acronis Backup 12.5 License
Acronis Backup for Windows Server (v11.7)	Acronis Backup 12.5 Standard Server License
Acronis Backup for Linux Server (v11.7)	Acronis Backup 12.5 Standard Server License
Acronis Backup for VMware (v9)	Acronis Backup 12.5 Standard Virtual Host License*
Acronis Backup for Windows Server Essentials (v11.7)	Acronis Backup 12.5 Standard Windows Server Essentials License**
Acronis Backup for PC (v11.7)	Acronis Backup 12.5 Standard Workstation License

* Acronis Backup for VMware is licensed per CPU socket, while Acronis Backup 12.5 Standard Virtual Host is licensed per physical host. As part of the maintenance benefit, you will automatically receive one Acronis Backup 12.5 Standard Virtual Host License for every two licenses of Acronis Backup for VMware. If you use single-CPU hosts and the number of new licenses is not sufficient to protect the previously licensed environment, contact your preferred Acronis reseller, or [Acronis Customer Service](#).

** Acronis Backup 12.5 Standard Windows Server Essentials License includes the majority of features required to protect Windows Server Essentials, Foundation, and Small Business Server. If you have Acronis Backup for Windows Server Essentials and active maintenance, you will receive an upgrade to Acronis Backup 12.5 Standard Windows Server Essentials in your [My Account](#) as part of the maintenance benefits. Note that some advanced features, such as tape support and storage deduplication, which were previously available in the Windows Server Essentials license, are not included with Acronis Backup 12.5 Standard Windows Server Essentials license. If you need to use advanced features such as tape or deduplication, you can contact your preferred Acronis reseller, or [Acronis Customer Service](#) for assistance.

Q: Subscription licenses of Acronis Backup 12.5 Standard Edition are very similar to Acronis Backup 11.7 subscription licenses. Is there anything in the upgrade paths that I should know?

A: Acronis Backup 11.7 subscription licenses were designed to support future upgrades to Acronis Backup 12.5 Standard Edition. Here are the paths:

Previous name	New name
Acronis Backup for Server Subscription, 1 Year *	Acronis Backup Standard Server Subscription License, 1 Year
Acronis Backup for Server Subscription, 2 Year *	Acronis Backup Standard Server Subscription License, 2 Year
Acronis Backup for Server Subscription, 3 Year *	Acronis Backup Standard Server Subscription License, 3 Year
Acronis Backup for workstation Subscription, 1 Year	Acronis Backup Standard Workstation Subscription License, 1 Year
Acronis Backup for workstation Subscription, 2 Year	Acronis Backup Standard Workstation Subscription License, 2 Year
Acronis Backup for workstation Subscription, 3 Year	Acronis Backup Standard Workstation Subscription License, 3 Year

* Acronis Backup for Server Subscription includes virtual host support. However, a Virtual Host License is required for Acronis Backup 12.5. If you have previously protected virtual hosts with the Acronis Backup for Server Subscription, contact your preferred Acronis reseller or [Acronis Customer Service](#) to receive Acronis Backup Virtual Host Subscription Licenses.

Acronis Cloud Storage for 11.7

Q: I have Acronis Backup 11.7 and “Acronis Cloud Storage for 11.7” subscription and want to upgrade. What should I do?

A: First, you must upgrade your Acronis Backup 11.7 to Acronis Backup 12.5, as described above in this FAQ. During the upgrade process, your Cloud Storage will also be upgraded to the new Acronis Cloud Storage. The backups will be automatically converted to the new format, compatible with Acronis Backup 12.5. More details can be found in the [Acronis Knowledgebase](#) or [Online Documentation](#).

Q: I have Acronis Backup / Acronis Backup Advanced 11.7 with an “Acronis Cloud Storage for 11.7” subscription and want to increase capacity. What should I do?

A: It is strongly advised that you upgrade to the latest version of Acronis Backup to get access to new features and functionality. If you cannot upgrade, you need to purchase a renewal license for “Acronis Cloud Storage for 11.7” for the total storage capacity you require.

When you register the license key in your [Acronis Account](#), the existing subscription will be overwritten and the account will reflect the new subscription (as per the license key), including the new capacity. The duration is recalculated based on the remaining value of the previous license and value of the new license.

Q: I have Acronis Backup or Acronis Backup Advanced 11.7 with an “Acronis Cloud Storage for 11.7” subscription and want to extend the subscription period. What should I do?

A: It is strongly advised that you upgrade to the latest version of Acronis Backup to get access to new features and functionality. If you cannot upgrade, you need to purchase an “Acronis Cloud Storage for 11.7” license with the capacity equal to the existing subscription.

When you register the license key in your [Acronis Account](#), your subscription will be extended accordingly.

Acronis Backup to Cloud

Q: I have an Acronis Backup to Cloud subscription. Do I need to upgrade to Acronis Cloud Storage?

A: No. As an Acronis Backup to Cloud customer, you continue accessing Acronis Cloud in accordance with the licenses and subscriptions you have. Changes may only apply when your subscriptions expire and you renew. More details are available in the [Renewal section](#) of this FAQ.

Q: Is there any technical upgrade required for Acronis Cloud Storage?

A: Acronis Backup 12.5 automatically upgrades all your backups during installation onto the machine where you had Acronis Backup 11.7 installed. You can also upgrade all your machines using the upgrade tool. You can find more details in the [Online Documentation](#) and [Acronis Knowledge Base](#).

Q: Does Acronis Backup to Cloud remain available for purchase?

A: No, only Acronis Cloud Storage Subscription Licenses are available.

Note that when purchasing Acronis Cloud Storage, be sure to specify if you are using Acronis Backup 11.7 or Acronis Backup Advanced 11.7. This is important because the cloud technologies used in Acronis Backup 12.5 are different from the technologies used in the previous versions of Acronis Backup Advanced and Acronis Backup. Your order should reflect that you are purchasing Acronis Cloud Storage for use with version 11.7. Your invoice will also specify that you have purchased Acronis Cloud Storage for use with version 11.7.

In addition, some of the Acronis Backup to Cloud offerings continue to be available for renewal in cases where there is no exact match in the Acronis Cloud Storage Subscription License model.

You can find more details in the [Renewal section](#) of this FAQ.

Acronis Backup & Recovery 11/10, Acronis vmProtect 8.0

Q: I have Acronis Backup & Recovery 11/10 or Acronis vmProtect 8.0. How do I get upgrade licenses?

A: If you have [active maintenance](#), you will receive an upgrade to Acronis Backup 12.5 as part of the maintenance benefits via the [Acronis Account](#) section of the Acronis website. If your maintenance has expired, you will need to purchase an upgrade license. You can contact your preferred Acronis reseller for more details.

Q: How do I upgrade my systems from Acronis Backup & Recovery 11/10 and/or Acronis vmProtect 8.0 to Acronis Backup 12?

A: You need to completely uninstall Acronis Backup & Recovery 11/10 and/or Acronis vmProtect 8.0 components and install Acronis Backup 12.5. You need to configure the solution and recreate backup schedules, which lets you leverage the innovative features of the new version. You can recover backups created with Acronis Backup & Recovery 11/10 and/or Acronis vmProtect 8.0, but you cannot add any incremental/differential backups to them. Instead, you must create a new set of backups with Acronis Backup 12.5. You can find more details in the [Online Documentation](#) and [Acronis Knowledge Base](#).

Q: Acronis Backup 12.5 perpetual licenses are different from Acronis Backup & Recovery 10 licenses. What are the upgrade paths?

A: The Acronis Backup 12.5 licensing scheme is streamlined to serve a broader set of use cases. Here are the upgrade paths:

Acronis Backup & Recovery license	Acronis Backup 12.5 License
Acronis Backup & Recovery 10/11 Server for Windows	Acronis Backup 12.5 Standard Server License
Acronis Backup & Recovery 10/11 Server for Linux	Acronis Backup 12.5 Standard Server License
Acronis Backup & Recovery 10/11 Advanced Server for Windows	Acronis Backup 12.5 Advanced Server License
Acronis Backup & Recovery 10/11 Advanced Server for Linux	Acronis Backup 12.5 Advanced Server License
Acronis Backup & Recovery 10/11 Virtual Edition	Acronis Backup 12.5 Advanced Virtual Host License
Acronis vmProtect 8.0	Acronis Backup 12.5 Standard Virtual Host License*
Acronis Backup & Recovery 10/11 Advanced Server SBS Edition	Acronis Backup 12.5 Standard Windows Server Essentials License**

Acronis Backup & Recovery license	Acronis Backup 12.5 License
Acronis Backup & Recovery 10/11 Workstation	Acronis Backup 12.5 Standard Workstation License
Acronis Backup & Recovery 10/11 Advanced Workstation	Acronis Backup 12.5 Advanced Workstation License
Acronis Backup & Recovery 10/11 Universal Restore	No upgrade necessary – the feature is included with the licenses listed above
Acronis Backup & Recovery 10/11 Deduplication	No upgrade necessary – the feature is included with the Advanced Edition licenses listed above

- * Acronis vmProtect 8.0 was licensed per CPU socket while Acronis Backup 12.5 Virtual Host is licensed per physical host. For the upgrade, you must purchase the right number of licenses to protect the total number of virtual hosts you protected with Acronis vmProtect 8.0.
- ** Acronis Backup 12.5 Standard Windows Server Essentials License includes the majority of features required to protect Windows Server Essentials, Foundation, and Small Business Server. If you have Acronis Backup for Windows Server Essentials and active maintenance, you will receive an upgrade to Acronis Backup 12.5 Standard Windows Server Essentials in your [My Account](#) as part of the maintenance benefits. Note that some advanced features, such as tape support and storage deduplication, which were previously available in the Windows Server Essentials license, are not included with Acronis Backup 12.5 Standard Windows Server Essentials license. If you need to use advanced features such as tape or deduplication, you can contact your preferred Acronis reseller, or [Acronis Customer Service](#) for assistance.

Acronis True Image Echo, 9.1, 8.0, Acronis vmProtect 7.0, 6.0

**Q: I have Acronis True Image Echo, 9.1, 8.0, or Acronis vmProtect 7.0/6.0.
How do I get upgrade licenses?**

A: If you have [active maintenance](#), you receive an upgrade to Acronis Backup 12.5 as part of the maintenance benefits via the [Acronis Account](#) section of the Acronis website. If your maintenance has expired, you need to purchase an upgrade license by contacting your preferred Acronis reseller.

Q: How do I upgrade my systems with Acronis True Image Echo, 9.1, and 8.0 and Acronis vmProtect 7.0 and 6.0 to Acronis Backup 12?

A: You need to completely uninstall Acronis True Image Echo, 9.1, 8.0, or Acronis vmProtect 7.0/6.0, and install Acronis Backup 12.5. You need to reconfigure the solution and recreate the backup schedules, which lets you leverage the advanced features of the new version. Note that old backups, created with Acronis True Image Echo, 9.1, 8.0 or Acronis vmProtect 7.0/6.0, are not supported by Acronis Backup 12.5. You can find more details in the [Online Documentation](#).

**Q: Acronis Backup 12.5 perpetual licenses are different from Acronis True Image Echo, 9.1 and 8.0.
What are the upgrade paths?**

A: There are no direct upgrade paths from Acronis True Image Echo, 9.1, 8.0, or Acronis vmProtect 7.0/6.0 to Acronis Backup 12.5. However, in general, all the servers and PCs protected by the older versions can be upgraded to the relevant Acronis Backup 12.5 licenses. Contact your preferred Acronis reseller for more information.

Acronis Backup Advanced

Q: With Acronis Backup Advanced 11.7 license, I had use rights for Acronis Backup 12. Does this policy apply to Acronis Backup 12.5?

A: No. Acronis Backup 12.5 includes Advanced Edition, which is a version upgrade and a successor to Acronis Backup Advanced 11.7. If you have an Acronis Backup Advanced 11.7 perpetual license with [active maintenance](#), or a subscription license, you will receive an upgrade to Acronis Backup 12.5 Advanced Edition in your [Acronis Account](#) as part of your maintenance/subscription benefits. If your maintenance has expired, you will need to purchase an upgrade license. You can contact your preferred Acronis reseller for more details.

The “Acronis Backup 12 Use Rights” program is discontinued with the release of Acronis Backup 12.5.

Downgrades

Q: Can I downgrade Acronis Backup 12.5 to Acronis Backup 11.7

A: Yes, you can downgrade Acronis Backup 12.5 to Acronis Backup 11.7. To downgrade the licenses, you can:

- Open your [Acronis Account](#)
- Locate Acronis Backup 12.5
- Click “Downgrade”
- Confirm the downgrade

You will see both Acronis Backup 12.5 and Acronis Backup 11.7 with new serial numbers in your [Acronis Account](#). You cannot use both Acronis Backup 12.5 and the corresponding downgraded license of Acronis Backup 11.7 at the same time, whether on the same machine or on a different machine.

Here are the downgrade paths for perpetual licenses:

Acronis Backup 12.5 License	Acronis Backup 11.7 Downgraded License
Acronis Backup 12.5 Standard Server License	Acronis Backup for Windows Server
Acronis Backup 12.5 Standard Virtual Host License	Acronis Backup for VMware (2x sockets)
Acronis Backup 12.5 Standard Windows Server Essentials License	Acronis Backup for Windows Server Essentials
Acronis Backup 12.5 Standard Workstation License	Acronis Backup for PC
Acronis Backup 12.5 Advanced Server License	Acronis Backup Advanced for Windows Server
Acronis Backup 12.5 Virtual Host License	Acronis Backup Advanced for VMware
Acronis Backup 12.5 Workstation License	Acronis Backup Advanced for PC

Here are the downgrade paths for subscription licenses:

Acronis Backup Subscription License	Acronis Backup 11.7 Downgraded Subscription License
Acronis Backup Standard Server Subscription License	Acronis Backup for Server Subscription
Acronis Backup Standard Virtual Host Subscription License	Not supported for downgrade
Acronis Backup Standard Windows Server Essentials Subscription License	Not supported for downgrade
Acronis Backup Standard Workstation Subscription License	Acronis Backup for Workstation Subscription
Acronis Backup Standard Office 365 Subscription License	Not supported for downgrade
Acronis Backup Advanced Server Subscription License	Acronis Backup Advanced for Server Subscription
Acronis Backup Advanced Virtual Host Subscription License	Not supported for downgrade
Acronis Backup Advanced Workstation Subscription License	Acronis Backup Advanced for Workstation Subscription
Acronis Backup Advanced Office 365 Subscription License	Not supported for downgrade

The subscription period for downgraded licenses will be equal to the remaining subscription period for the original Acronis Backup subscription licenses.

Q: Can I downgrade Acronis Backup 12.5 to earlier versions of Acronis Backup?

A: No, you can only downgrade Acronis Backup 12.5 licenses to Acronis Backup 11.7. Downgrading to earlier versions is not available.

Q: Can I downgrade Acronis Backup 12.5 Standard Edition to Acronis Backup 12?

A: The downgrade from Acronis Backup 12.5 Standard Edition to Acronis Backup 12 is not necessary, as version 12 is the same major product version. Instead, you can simply download the previous update in your [Acronis Account](#).

Q: Can I downgrade Acronis Backup 12.5 Advanced Edition to Acronis Backup 12?

A: No, the downgrade from Acronis Backup 12.5 Advanced Edition to Acronis Backup 12 is not available.

Q: Can I downgrade my Acronis Backup 11.7 licenses?

A: No, you can only downgrade Acronis Backup 12.5 licenses. Downgrading of earlier versions is not available.

Maintenance and Subscription Renewals

Acronis Backup 11.7/11.5

Q: I have an Acronis Backup 11.7/11.5 perpetual license and my maintenance is still active. Is there anything I should do with the maintenance?

A: No, the Acronis Backup maintenance is not version-specific and continues to apply. No changes to maintenance are required and you can upgrade to Acronis Backup 12.5 via your [Acronis Account](#).

Q: I have an Acronis Backup 11.7/11.5 subscription. Is there anything I should do with the license?

A: No, the Acronis Backup subscription is not version-specific, and continues to apply. No changes to the subscription are required and you can upgrade to Acronis Backup 12.5 via your [Acronis Account](#). Note:

- Acronis Backup for Server Subscription includes support of virtual hosts, while a Standard Virtual Host License is required for Acronis Backup 12.5. If you protected your virtual hosts with Acronis Backup for Server Subscription Licenses, you can contact your preferred Acronis reseller or [Acronis Customer Service](#) to obtain Acronis Backup Standard Virtual Host Subscription Licenses.
- Acronis Backup Advanced for Server Subscription includes support of virtual hosts, while an Advanced Virtual Host License is required for Acronis Backup 12.5. If you protected your virtual hosts with Acronis Backup Advanced for Server Subscription Licenses, you can contact your preferred Acronis reseller or [Acronis Customer Service](#) to obtain Acronis Backup Advanced Virtual Host Subscription Licenses.

Q: I have an Acronis Backup 11.7/11.5 perpetual license and my maintenance is about to expire. What should I do?

A: Contact your preferred Acronis reseller to renew your maintenance. You can find more details on the [Acronis website](#).

Q: I have an Acronis Backup 11.7/11.5 perpetual license and my maintenance has expired (or I never had a maintenance). What should I do?

A: You will need to either reinstate maintenance or procure an upgrade license depending on your situation. As with renewal, reinstating maintenance depends on multiple factors, including the time passed since the maintenance expiration. Contact your preferred Acronis reseller or consult the maintenance renewal policy available on [Acronis website](#) for more details.

Acronis Backup to Cloud

Q: I have an Acronis Backup to Cloud subscription. Is there anything I should do?

A: No, as an Acronis Backup to Cloud customer, you can continue using Acronis Backup to Cloud in accordance with the licenses and subscriptions you currently have. Changes only apply when your subscriptions expire and you renew.

Q: I have Acronis Backup or Acronis Backup Advanced 11.5/11.7 and Acronis Backup for AnyServer to Cloud and the latter subscription is about to expire. What is the renewal procedure?

A: Contact your preferred Acronis reseller to renew your license. The reseller provides all the necessary licenses so you can continue enjoying access to the same features and cloud storage capacity. You can find more details on the [Acronis website](#).

Q: I have Acronis Backup 12.5 and Acronis Backup for AnyServer to Cloud and the latter subscription is about to expire. What is the renewal procedure?

A: Please note that during the upgrade to Acronis Backup 12.5, your Acronis Backup for AnyServer to Cloud licenses were also upgraded to the new Acronis Cloud Storage license. Contact your preferred Acronis reseller to renew your Acronis Cloud Storage subscription. The reseller provides all the necessary licenses so you can continue enjoying access to the same features and cloud storage capacity. You can find more details on the [Acronis website](#) and in the [License Management](#) section of this FAQ.

Q: I have Acronis Backup for VMware (v9) and Acronis Backup for VMware to Cloud and the latter subscription is about to expire. What is the renewal procedure?

A: Contact your preferred Acronis reseller to renew your license. The reseller provides all the necessary licenses so you can continue enjoying access to the same features and cloud storage capacity. You can find more details on the [Acronis website](#).

Q: I have Acronis Backup 12.5 and Acronis Backup for VMware to Cloud and the latter subscription is about to expire. What is the renewal procedure?

A: Please note that during the upgrade to Acronis Backup 12.5, your Acronis Backup for VMware to Cloud licenses were also upgraded to the new Acronis Cloud Storage license. Contact your preferred Acronis reseller to renew your Acronis Cloud Storage subscription. The reseller provides all the necessary licenses so you can continue enjoying access to the same features and cloud storage capacity. You can find more details on the [Acronis website](#) and in the [License Management](#) section of this FAQ.

Q: I have Acronis Backup or Acronis Backup Advanced 11.5/11.7 and Acronis Backup for PC to Cloud and the subscription is about to expire. What is the renewal procedure?

A: Contact your preferred Acronis reseller to renew your license. The reseller provides all the necessary licenses so you can continue enjoying access to the same features and cloud storage capacity. You can find more details on the [Acronis website](#).

Q: I have Acronis Backup 12.5 and Acronis Backup for PC to Cloud and the latter subscription is about to expire. What is the renewal procedure?

A: Please note that during the upgrade to Acronis Backup 12.5, your Acronis Backup for PC to Cloud licenses were also upgraded to the new Acronis Cloud Storage license. Contact your preferred Acronis reseller to renew your Acronis Cloud Storage subscription. The reseller provides all the necessary licenses so you can continue enjoying access to the same features and cloud storage capacity. You can find more details on the [Acronis website](#) and in the [License Management](#) section of this FAQ.

Q: I have Acronis Backup or Acronis Backup Advanced 11.5/11.7 and Acronis Backup to Cloud (Volume Subscription) and the latter subscription is about to expire. What is the renewal procedure?

A: Contact your preferred Acronis reseller to renew your license. The reseller provides all the necessary licenses so you can continue enjoying access to the same features and cloud storage. You can find more details on the [Acronis website](#).

Q: I have Acronis Backup 12.5 and Acronis Backup to Cloud (Volume Subscription) and the latter subscription is about to expire. What is the renewal procedure?

A: Please note that during the upgrade to Acronis Backup 12.5, your Acronis Backup to Cloud (Volume Subscription) licenses were also upgraded to the new Acronis Cloud Storage license. Contact your preferred Acronis reseller to renew your Acronis Cloud Storage subscription. The reseller provides all the necessary licenses so you can continue enjoying access to the same features and cloud storage capacity. You can find more details on the [Acronis website](#) and in the [License Management](#) section of this FAQ.

Expanding the Data Protection

Q: I had Acronis Backup 11.7 and upgraded to Acronis Backup 12.5. Can I protect more systems with the new version?

A: Acronis Backup 12.5 supports more platforms and scenarios than Acronis Backup 11.7. Here is how you can expand your data protection to increase your business resiliency:

Upsell Opportunity	Description	Recommended License
Microsoft Office 365	Many companies do not back up their Microsoft Office 365 mailboxes, mistakenly confusing the retention policy, undelete feature, and snapshots of Office 365 with proper backup. With Acronis Backup, you can create backups to any storage, including on-premises storage in your offices and data centers, as well as secure and reliable Acronis Cloud Storage. You can restore entire mailboxes and emails and can search and preview backups.	Office 365
Microsoft Azure	Many companies do not back up their Microsoft Azure VMs, mistakenly assuming that Microsoft automatically backs them up. With Acronis Backup, you can protect your entire business – even in the cloud – with groundbreaking image and file backup of workloads in Microsoft Azure VMs, dissimilar hardware recovery, application-aware backup, and other Azure-specific features.	Server (for server workloads)
Amazon EC2	Many companies do not back up their Amazon EC Instances, mistakenly assuming that Amazon automatically backs it up. With Acronis Backup 12.5, you can protect your entire business – even in the cloud – with groundbreaking image and file backup of workloads in Amazon EC2 instances, dissimilar hardware recovery, application-aware backup, and other EC2-specific features.	Server (for server workloads)
Microsoft Hyper-V	With Acronis Backup 12.5, you can protect your virtual infrastructure with best-in-class agentless and agent-based backup of VMs and hosts , application-aware backup, built-in changed-blocked-tracking (CBT), dependable recovery to dissimilar hardware, Acronis Instant Restore, and other Hyper-V-specific features.	Virtual Host
Citrix XenServer	With Acronis Backup 12.5 Advanced Edition, you can protect your virtual infrastructure with best-in-class, agent-based backup of VMs and hosts , backup of XenServer, application-aware backup, dependable recovery to dissimilar hardware, Acronis Instant Restore, and more features.	Advanced Virtual Host
Red Hat Virtualization	With Acronis Backup 12.5 Advanced Edition, you can protect your virtual infrastructure with best-in-class, agent-based backup of VMs and hosts , backup of the RHV manager system, integration with RHV manager, application-aware backup, dependable recovery to dissimilar hardware, Acronis Instant Restore, and more features.	Advanced Virtual Host
Linux KVM	With Acronis Backup 12.5 Advanced Edition, you can protect your virtual infrastructure with best-in-class, agent-based backup of VMs and hosts , application-aware backup, dependable recovery to dissimilar hardware, Acronis Instant Restore, and more features.	Advanced Virtual Host

Upsell Opportunity	Description	Recommended License
Oracle VM Server	With Acronis Backup 12.5 Advanced Edition, you can protect your virtual infrastructure with best-in-class, agent-based backup of VMs and hosts , backup of Oracle VM Manager system, application-aware backups, dependable recovery to dissimilar hardware, Acronis Instant Restore, and more features.	Advanced Virtual Host
Microsoft Exchange	With Acronis Backup 12.5, you can protect your critical email and collaboration systems with application-aware, agent-based and agentless backup of Microsoft Exchange; recovery of entire servers, databases, or individual mailboxes and emails; log truncation; and other Exchange-specific functions.	Server (for physical/cloud) Virtual Host (for virtualized)
Microsoft SQL	With Acronis Backup 12.5, you can protect your critical production database servers with an application-aware, agent-based and agentless backup of Microsoft SQL; recovery of entire servers and individual databases; log truncation; and other SQL-specific functions.	Server (for physical/cloud) Virtual Host (for virtualized)
Microsoft SharePoint	With Acronis Backup 12.5, you can protect your critical collaboration and documentation system with an application-aware, agent-based and agentless backup of Microsoft SharePoint; recovery of entire servers, databases, or individual documents; database log truncation; and other SharePoint-specific functions.	Advanced Virtual Host
Microsoft Active Directory	With Acronis Backup 12.5, you can protect your critical authentication and authorization system with an Active-directory-aware backup of physical/virtual domain controllers, authoritative and non-authoritative restore, USN rollback prevention, and other Active-Directory-specific features.	Server (for physical/cloud) Virtual Host (for virtualized)
Oracle Database	With Acronis Backup 12.5 Advanced Edition, you can protect your critical production database servers with an application-aware, agent-based and agentless backup of Oracle Database; recovery of entire servers, individual databases, tablespaces, and logs; log truncation; and other Oracle-specific functions.	Advanced Server (for physical/cloud) Advanced Virtual Host (for virtualized)
Mac computers	With Acronis Backup 12.5, you can protect all users, including top management and graphic design teams, with a complete disk-image and file backup of Mac computers, quick bare-metal recovery, easy granular recovery, dissimilar hardware recovery, migration, and more.	Workstation
iOS devices	With Acronis Backup 12.5, you can protect your mobile workforce by backing up Apple iPhones, iPads, and other iOS-based devices to Acronis Cloud Storage.	Acronis Cloud Storage Subscription License
Android devices	With Acronis Backup 12.5, you can protect your mobile workforce by backing up Android-based phones, tablets, and other devices to Acronis Cloud Storage.	Acronis Cloud Storage Subscription License

For additional information, visit the [Acronis website](#).