

# Re: Bad Experience with Acronis Backup Software

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- *From:* "John Butler" <[unclejon@xxxxxxxxxxxxxx](mailto:unclejon@xxxxxxxxxxxxxx)>
  - *Date:* Mon, 29 Jan 2007 10:25:32 -0000
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Ken

I have not tried Save 7 restore but my understanding is that it is an improved "Goback", i.e. constant mirroring which will get you back to your last good message but will not help if there is a disk hardware crash. If it is like GoBack it will considerably slow performance.

Ghost 10 works very well, not as fully featured as Acronis and it has to go out of Windows to perform some actions. You may have difficulties installing it, or it may go wrong after Windows update because it needs specific version of Microsoft's ".net framework & hot fix 1 thereto". For a single user I would recommend Acronis Home vs. 10. The only drawback is that it disables shadow copy (which is enabled in the Work Station version) which means that tape backup and file sync programs make not work properly

John

"Ken\_T" <[nofear451-techie@xxxxxxxxxx](mailto:nofear451-techie@xxxxxxxxxx)> wrote in message  
<news:1170048055.913455.147320@xx>

Hello John Butler,

I consider myself no more than a beginner, so I appreciate your pointing out a couple of the weaknesses of Acronis True Image. I have had a gut level distrust of that program despite the fact that many people trust it implicitly. I can't justify my feeling, but now that you have pointed out a couple of problems with ATI, I feel vindicated. I won't bother to repeat your 2 major points. Readers can read them for themselves in Post # 31. I will continue my search for the optimum disk imaging B/U program for me.

You said that Symantec Ghost 10 is still a very good backup program. What do you think of Symantec (Norton) Save and Restore? Is Save and Restore newer than Ghost 10? Do you think that Save and Restore is intended to replace Ghost 10? I'll have to visit the Symantec site and see what Save and Restore is all about. I don't even know if it is an

## Re: Bad Experience with Acronis Backup Software

imaging B/U program.

Are there any programs not mentioned in this thread that you would recommend?

Thanks in advance for your help.

Ken Taggart

On Jan 26, 7:59 am, "John Butler" <oncle...@xxxxxxxxxxxxxxxx> wrote:

It is interesting to follow this thread and see how end users suffer from lack of comprehensive information about backup software developments.

I hope that the following information may be useful.

Powerquest was small company that specialised in disk management. First it

developed Partition Magic which allowed partitioning on the fly and then Drive Image which did system backups in the form of disk images of whole drives onto another drive. PQ were in completion with Norton Ghost for image

backup. The bought by Symantec that now markets DI as Ghost 10 latest version of is 10: a disadvantage of is that it needs Microsoft's .netframework installed, even for single users but it is still a very good

backup program.

True Image was developed by Acronis as image backup software and later Disk

Director was developed as a competitor to Partition magic. From a simple disk imaging program for genrerall users, True Image has grown into a multiple version product focused on the corporate market. It is still good

but added complexity has reduced reliability. A significant problem with the later versions is that the "rescue disk" may not work with the CD/DVD drive on your computer. Alas! when the time comes, after a crash to restore

an Acronis image from your archives, you cannot access it because your CD drive will not mount the Acronis loader. This loader is written in an old version of Linux and may not be up to date with your motherboard or CD drive. Users are not completely lost in such cases because they can install

Windows onto a scratch drive, install Acronis also and then, from within Windows on the scratch drive, restore the archived image to their regular Windows drive. This is a reliable fix but not for beginners.

So new users with Acronis mustto check that the rescue disk works when the

program is installed and when it isr upgraded, or if they change their hardware because even though the rescue disk worked when True image was

Re: Bad Experience with Acronis Backup Software

first installed it rescue may not work after software or hardware changes  
in  
the system.  
Onclejon

"DonCPA" <Don...@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in  
messagenews:E1E4EDD0-958E-403B-AE1A-FC4CF1585A1E@xxxxxxxxxxxxxxxxxxxx

Thank you all for the helpful remarks. We purchased ATI  
some time ago  
and  
never really made as much use of it as we could have. I just  
keep  
writing  
batches to capture all the data files on a daily scheduled  
basis. But  
I  
am  
not happy with that solution and am thinking ATI may be a  
lot better if  
I  
use  
it right. Does it work with SBS03? We have WinXP Pro on  
all the  
workstations here, so I presume it would be a good way of  
saving time  
if  
we  
had to restore a workstation. At least with the batches (I use  
xcopy a  
lot)  
I can get an image of the network data storage onto an  
external drive  
in  
about 10 to 20 minutes per daily session. But if ATI runs on  
SBS, then  
I  
want to backup the whole server to capture the system and  
programs for  
offsite storage in case of a disaster. It would be really cool to  
set  
up  
a  
remote redundant server and do it automatically, but I don't  
have a  
clue  
how  
that would work, and it looks like SBS actively gets in the

Re: Bad Experience with Acronis Backup Software

way when  
you  
try  
that.

Thanks again everyone for the ideas already.

Don

"JPan" wrote:

The true test of system backup software is when you have a need to recover a disk. That test came for me with Acronis True Image Home a few days ago. I am sad to report that it failed miserably. Not only was their bootable recovery CD software confused (mouse didn't work and it couldn't see my drives), but also running the recovery under Windows XP failed without a single message (not even to the error log). All this has been made worse by the general lack of concern and responsiveness by their customer service department (which conveniently doesn't seem to publish a phone number). I want to share this with anyone looking for a backup solution so they don't get burned like I did. I am a software professional with a BS in Computer Science, so I assure you I'm not some novice that doesn't understand how to use software (in case you were wondering).

JPan– Hide quoted text — Show quoted text

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