

Re: Bad Experience with Acronis Backup Software

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- *From:* "Ken_T" <nofear451-techie@xxxxxxxxx>
 - *Date:* 28 Jan 2007 21:20:56 -0800
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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 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" <uncle...@xxxxxxxxxxxxxxxxx> 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

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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 general 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 must check that the rescue disk works when the program is installed and when it is upgraded, or if they change their hardware because even though the rescue disk worked when True image was first installed it rescue may not work after software or hardware changes in the system.

Onclejon

"DonCPA" <Don...@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news: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 way when you try

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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 –