

Acronis Version (Build) Check and Update Procedure

Step 1: Determine your Acronis Version

- A. Open the Acronis True Image Home 2009 program (it should be on your desktop. If it is not, you can locate it in your Start Menu under Programs).
- B. Once the program has opened, press the Alt button. A menu bar will appear at the top of the window with “File” and “Help” menu options. Pull down the help menu and select “About”.
- C. In the window that appears, look on the top right beneath the large “True Image Home 2009” title. You should see a version or “build” number in parentheses. Example: (build 9,608).

IF YOUR VERSION IS 9709 OR HIGHER, YOU DO NOT NEED TO TAKE ANY ACTION TO FIX THIS ISSUE WITH ACRONIS.



IF YOUR VERSION IS LOWER THAN 9709, YOU MUST REGISTER YOUR PRODUCT TO OBTAIN THE LATEST VERSION. PLEASE FOLLOW STEP 2.

Step 2: Register and obtain latest Acronis Version

- A. From the “About” screen that you are checking your build version, click on the link to go to www.acronis.com.
- B. Click on “My Account” in the top right corner. On the right side on the next screen, click to ‘Create Account’ (unless you have already created an Acronis account and registered your product).
- C. Fill out the required information to create your account. Once you click Continue, it will send an email confirmation. Follow the instructions in that email.
- D. When you confirm your account, you then need to register your product. Click ‘Product Registration’ on the left side of the screen. Enter your serial number which can be found on the inside of your Acronis CD case (64 digit number). Then click “Register”.
- E. At this point, go to “Registered Products and Support”. There should be an update available to go to the latest version (this will probably be build #9796).
- F. Download this update and double-click the downloaded file to install the latest version. Follow the instructions during the installation to proceed.
- G. After the installation completes, repeat the instructions from Step 1 to determine your version or “build” number in Acronis to confirm that the update applied correctly.