

# General Service Questions

## How can I import a protection plan to another device?

### 1. create and export a .json file

The export function in the Acronis Cyber Protect management tool allows you to export a .json file of your protection plan. This allows you to transfer your pre-configured protection plans to other devices. After pressing the export button, a download is initiated.

The screenshot shows the Acronis Cyber Protect management tool interface. The top left corner displays the logo for 'webtropia.com'. The main header is 'Protection plans'. Below the header is a search bar and a status indicator 'Selected: 1 / Loaded: 1 / Total: 1'. The main content area is a table with columns: Name, Devices, Status, Account, and Created at. There is one row with the name 'New protection plan' and a value of '1' in the 'Devices' column. The 'Status' column shows a green progress bar. On the right side, there is an 'Actions' menu with options: Create plan, Import, Details, Stop, Edit, Activities, Alerts, Clone, Export, and Disable. A white arrow points to the 'Export' option. At the bottom left, there is a file explorer showing 'New protection pl...json'. At the bottom right, there is a button labeled 'Alle anzeigen'.

### 2. importing a .json file

To be able to import the .json file, go to the "Management" tab. In the drop-down menu, select the item "Protection plans". Here you will find an option for "import" in the menu on the right. After you have pressed "import", the file explorer appears. Select the previously exported (see step 1) or any .json file. The protection plan then appears in the directory and can be assigned to a device.

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