Acronis

Acronis Access

Client Guide

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Acronis patented technologies

Technologies, used in this product, are covered and protected by one or more U.S. Patent Numbers: 7,047,380; 7,275,139; 7,281,104; 7,318,135; 7,353,355; 7,366,859; 7,475,282; 7,603,533; 7,636,824; 7,650,473; 7,721,138; 7,779,221; 7,831,789; 7,886,120; 7,895,403; 7,934,064; 7,937,612; 7,949,635; 7,953,948; 7,979,690; 8,005,797; 8,051,044; 8,069,320; 8,073,815; 8,074,035; 8,145,607; 8,180,984; 8,225,133; 8,261,035; 8,296,264; 8,312,259; 8,347,137; 8,484,427; 8,645,748; 8,732,121 and patent pending applications.

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2.1.1   Introduction

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2.1.1.1   About the Access Mobile Client

The Access Mobile Client provides iPad, iPhone and Android devices with access to files located on Windows file servers, as well as 'network reshare' access to SMB/CIFS compatible file servers (i.e., NAS devices, remote Windows Servers, Linux file servers). Acronis Access also provides access to SharePoint repositories and Acronis Access Sync & Share volumes. Acronis Access servers can optionally control the Acronis Access application's features and security settings by configuring the Acronis Access Server. The Access Mobile Client application can access files on one or many Acronis Access Gateway Servers. Acronis Access encrypts all network communication using the HTTPS protocol for secure over-the-wire file transfer and stores data on the iPad using Apple Data Protection (ADP) hardware encryption.

2.1.1.2   Access Mobile Client Application

The Access Mobile Client application allows mobile device users to connect to Acronis Access Gateway Servers to browse and open server-based files. Files can be copied or synced from servers to on-device encrypted storage within the Access Mobile Client app. These files can then be accessed even if the mobile client does not have a Wi-Fi or 3G network connection.

With the Access Mobile Client application, files can be opened in other mobile applications, moved, copied, printed, emailed, opened, renamed or deleted. In addition, the Acronis Access iOS client application allows PDFs to be annotated directly in the Acronis Access application. The Access Mobile Client application can accept a management policy from a Acronis Access Server, allowing IT to configure application settings, capabilities, and security controls. Depending on this client management policy, some of the mentioned Acronis Access application features may be disabled.

2.1.1.3   Acronis Access Server Software

The Acronis Access software must be installed on a Windows machine and supports file services as well as management control over the Access Mobile Client application. When implementing a client

management policy, the IT administrator configures specific settings that manage the Access Mobile Client application. These policies can be created for Active Directory users or groups.

2.1.1.4   Access Mobile Client Requirements

Access Mobile Client Application Supported devices:

- Apple iPad 2nd, 3rd, 4th generation
- Apple iPad Mini 1st, 2nd generation
- Apple iPhone 3GS, 4, 4S, 5, 5s, 5c
- Apple iPod Touch 4th, 5th generation
- Android Smartphones and Tablets (Devices with x86 processor architecture are not supported)

Access Mobile Client Application Supported OS's:

- iOS 6 or later
- Android 2.2 or later (Devices with x86 processor architecture are not supported)

The Access Mobile Client Application can be downloaded from:

- For iOS http://www.grouplogic.com/web/meappstore
- For Android https://play.google.com/store/apps/details?id=com.grouplogic.mobilecho

2.1.2   Installing the Access Mobile Client app

The Access Mobile Client application can be installed for free from the app store of your choosing:

- Click here to open Acronis Access's Apple App Store page
  http://www.grouplogic.com/web/meappstore
- Click here to open Acronis Access's Android Google Play store page
  https://play.google.com/store/apps/details?id=com.grouplogic.mobilecho

After the application is installed, tap the Acronis Access icon to open the application. In order to start using the Acronis Access you will need an Acronis Access server to connect to.

To get familiar with the client application see the Acronis Access iOS Client or Acronis Access Android Client sections of this guide.

Access Mobile Client Application Supported devices:

- Apple iPad 2nd, 3rd, 4th generation
- Apple iPad Mini 1st, 2nd generation
- Apple iPhone 3GS, 4, 4S, 5, 5s, 5c
- Apple iPod Touch 4th, 5th generation
- Android Smartphones and Tablets (Devices with x86 processor architecture are not supported)

Access Mobile Client Application Supported OS's:

- iOS 6 or later
- Android 2.2 or later (Devices with x86 processor architecture are not supported)

The Access Mobile Client Application can be downloaded from:

- For iOS http://www.grouplogic.com/web/meappstore
- For Android https://play.google.com/store/apps/details?id=com.grouplogic.mobilecho

2.1.3 Acronis Access iOS Client

In this section

2.1.3.1 Application User Interface Overview

In this section

Main Window Overview

The main window of the Access Mobile Client application consists of two panes: **Home** and **Browse**.

If your Access Mobile Client application is managed by an Acronis Access client management policy, this window may be missing some options that would normally be available when not managed.
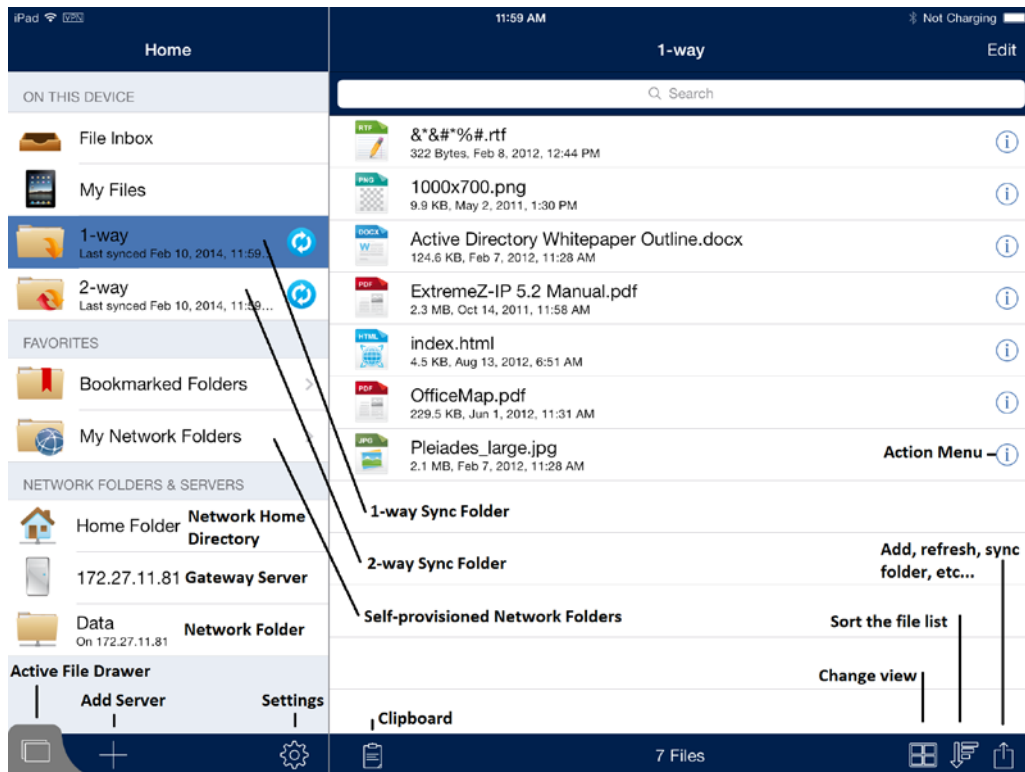
Main Window Layout and Buttons

Home navigation pane -- Contains all the file sources available in Acronis Access.

Edit button in **Home** menu bar – Use to edit servers you have added to Acronis Access. This option may not be visible if your Acronis Access client has a client management policy that disables the ability to add servers manually.

On this device list -- All the files and synchronized folders that are stored on your device.

- **File Inbox** – Contains any files you've sent to Acronis Access from other applications, using the other application's **Open In** command. From the other application, choose **Open in Acronis Access** and the file will be automatically transferred to the Acronis Access **File Inbox**, where it can be easily located and moved to a server location, or to **My Files** for local storage.

- **My Files** – Contains files you choose to store locally on your device. Any files in **My Files** are available at all times, even when you're not connected to a network. Copy or move files here for offline use. Sub-folders can be created to organize your files, just like on a computer.

- **1-Way Sync Folder** -- This is a folder that is synced from the server to your device only. It is a read-only folder that is updated any time files change on the server. You will always be able to access these files, even when you do not have a network connection.

- **2-Way Sync Folder** -- This is a folder that is initially synced from the server to your device. After the initial sync, any changes made to files on your device will be synced to the server, and any changes made to files on the server will be synced back to your device. These files are also available even when you do not have a network connection. Any changes made to these files while you are not connected will be synced to the server the next time you have a network connection.

Network folders and servers list – All servers, folders, and home directories that have been added to Acronis Access are shown in this section of the **Home** menu. These items are only accessible when you have a network connection.

- **Network Home Directory –** This is typically the same network home directory that you have access to from your Mac or PC. You can add files to your home directory from your computer and then access them at any time from Acronis Access on your device.
- **Acronis Access Server –** All servers listed give you access to any file shares on that server that you have permission to access.
- **Network Folder –** These are specific folders on a Acronis Access server, giving you direct access to individual file shares or specific folders within file shares.

Add Server button – Use to add new servers to your **Servers** list. This option may not be visible if your Access Mobile Client has a client management policy that disables the ability to add servers manually.

Settings button – Use to verify or change application settings or to access help information.

Browse pane – The right-hand side **Browse** pane allows you to browse files and folders and work with them.

Edit button in **Browse** menu bar – Use to select multiple files for copying, moving or deleting.

Search box – Use to search for files. You may see options for choosing to search the current folder or the entire shared volume, and for choosing to search by file name or file contents, depending on your server configuration.

Action Menu – Used to select the action you would like to perform with the file or folder.

Clipboard – Used in the process of moving or copying files. The clipboard shows the file transfer status during a copy or move. For further details, see the next section on this page, Clipboard Overview (p. 10).

Refresh – Pull down on the files list in the right-hand **Browse** pane to refresh the files list. If files are added to a folder that you are already viewing, refreshing the folder will update the folder and show the new files.

Add, refresh, sync folder button – Use to create a new folder in the current folder being browsed, to copy files from your device's photo library into the current folder, refresh this files list, to add the current folder to your local files as a sync folder, to email a link to the current folder, or to rename the current folder being browsed.

**Change view** - Changes the view between the standard List and Thumbnail view.

Thumbnail view

In the Thumbnail view you can perform the same actions as the List view, but instead of an **Action** button, you tap on the thumbnail of the file.

Action Button

If your default action is modified to something other than bringing up the action menu, you will see an action menu button next to filename to invoke the menu.
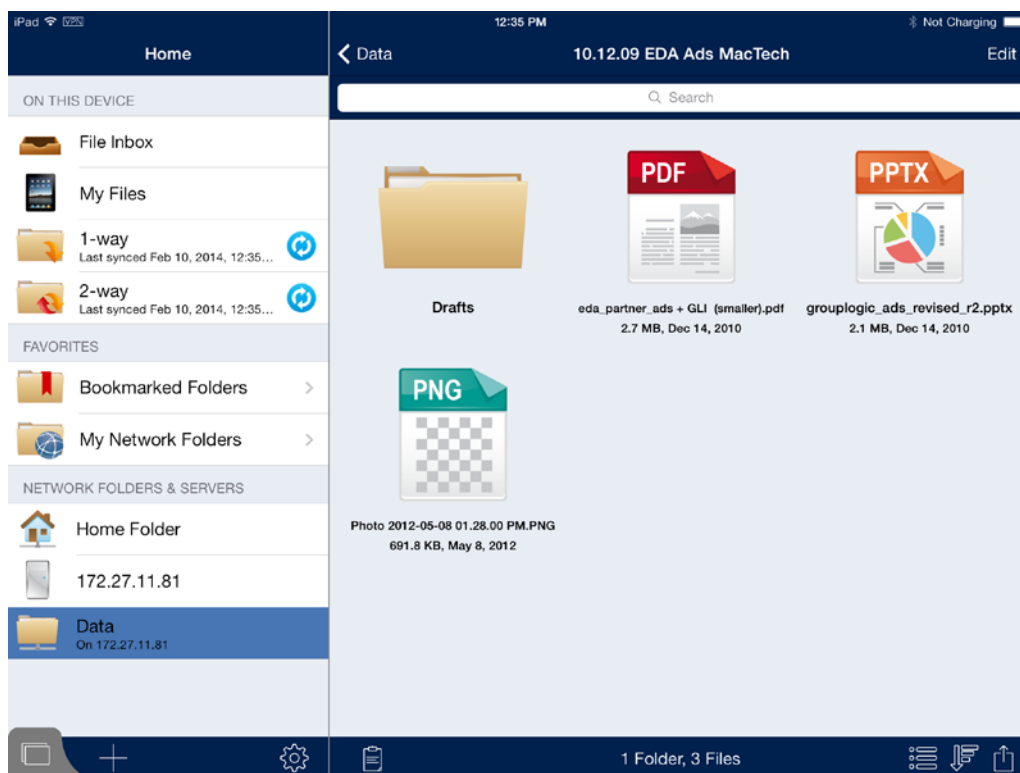

Clipboard Overview

When you chose to copy or move files they will first appear on the clipboard. The clipboard allows you to select the item(s) you'd like to copy or move, and then navigate to the desired destination folder and paste them. The clipboard appears when you tap the **Clipboard** icon.

To copy a file, tap the file and select **Copy with Clipboard** from the file's action menu.

To move a file, tap the file and select **Move with Clipboard** from the file's action menu.

Note: The Access Mobile Client application clipboard works like a computer clipboard. If you copy files with the clipboard and have not get pasted them, then you select another set of files and copy them with the clipboard, the previously copied files will be cleared and replaced with the new file(s). No files are actually copied or moved unless you choose to paste them.
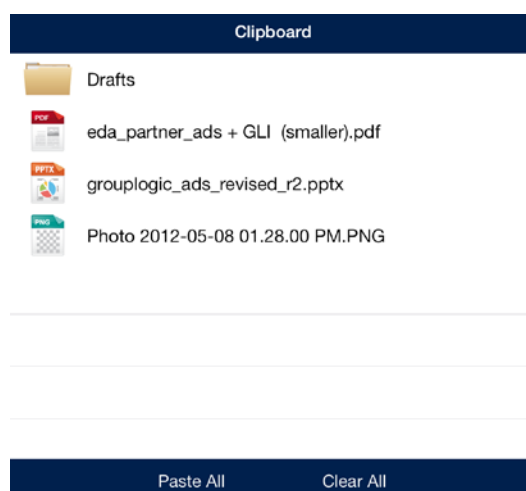
Clipboard Actions

Paste – use to copy or move the selected files in the current directory.

- Tap **Paste All** – if you would like to paste all files stored in the clipboard at once.
- You can also tap the individual files you would like to move. A checkmark will appear beside each selected file.
  - Then tap the **Paste** button to paste only the selected files. The non-selected files will remain in the clipboard.

Clear – use to remove files from the clipboard.

- Tap **Clear All** – if you would like to remove all files in the clipboard.
- You can also tap the individual files you would like to clear. A checkmark will appear beside each selected file.
  - Then tap the **Clear** button to clear only the selected files.

Edit – use the **Edit** button to select files you want to remove from the clipboard. This action does not delete the original file, it simply removes it from the clipboard, leaving it in its original location.

1. Tap the **Edit** button.
2. Tap the 🛑 sign.
3. Tap the **Clear** button for the file you want to discard.

2.1.3.2   Configuring the Acronis Access Mobile Client

Before you start using Acronis Access you will need to:

- Configure your application settings
- Configure your first server

Optionally, you can enroll your Access Mobile Client with your company's Acronis Access Server if required. For more information visit Enrolling in client management (p. 68).

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In this section

Application Settings Overview

The Access Mobile Client application includes a **Settings** menu where the application's settings can be viewed and modified. Tap on the **Settings** icon to enter the configuration menu. ⚙

*Note: When the Acronis Access application has enrolled in client management, an **Acronis Access Management** section will automatically appear in the **Settings** menu, giving information about the server managing the device.*

You can exit the **Settings** menu at any time by tapping the **Home** or **Done** buttons.

The following options are available in the **Settings** menu:

In this section

Acronis Access Settings
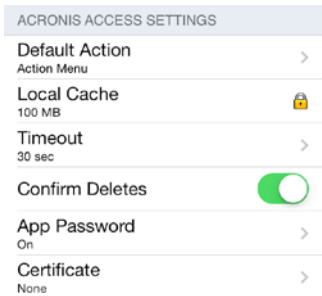
Default Action – Defines what happens when you tap on a file. The available options are: **Nothing**, **Open**, and **Action Menu**.

Local Cache – Controls the amount of device storage space the Access Mobile Client application can use to temporarily cache files so that they don't have to be re-downloaded from the server when they are reopened. **This setting does not limit the total size of files you can sync to the device or you can copy into the My Files local folder.** You can clear the cache by tapping the **Clear Cache** button, located inside the **Local Cache** menu.

Timeout – Sets the amount of time the Acronis Access client will wait for a server to respond before giving up.

Confirm Deletes – If set to **ON**, you will be asked to confirm each time you delete a file or folder.

App Password – Enables and sets an application password. This password will be required when opening the Access Mobile Client application. *If you have Good Dynamics integration enabled, the application password is controlled by Good Dynamics and you will not see this item in the settings list.*

- **App Password** – When set to **ON**, an app password will be required when starting the Access Mobile Client application. If the application password is currently enabled, you will be prompted to enter the current password in order to turn off the setting.

- **Require** – Sets how often the app password is required. The default of **Every Time** will require you enter your app password any time you leave Acronis Access and return. You can instead set **Require** to a grace period. If you leave Acronis Access and return before the grace period elapses, you will not have to enter your app password.

- **Change Password** – This option appears after an application password is set and can be used to change the existing password. When changing your password, you will first be asked to enter your existing app password.

Warning: Note that if you set a password and forget it, you will need to remove the Access Mobile Client application and reinstall it from the App Store. This will delete all files stored in the Access Mobile Client and reset all your settings.

If your Acronis Access client is enrolled in client management, your IT administrator may be able to reset your App Password remotely.

Certificate -- User identity certificates can be added to the Access Mobile Client app. If you are using an HTTPS Reverse Proxy server to access to your Acronis Access server(s), the installed certificate can be used to authenticate with the proxy server. This **Certificate** setting shows the status of the installed certificate. The Access Mobile Client app accepts .PFX and .P12 certificate files. More details can be found in the Using client certificates authentication (p. 46) article.

*Note: If the Acronis Access application is managed by your corporate Acronis Access Server, some of the **Acronis Access Settings** may be locked by your system administrator.*

Sync-settings

SYNC SETTINGS	
Auto-sync At launch only	>
Confirm before download Always	>
Sync on WiFi only	⬤
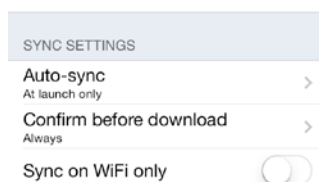
Auto-sync - select if Acronis Access should sync your folders only at launch or over an interval of time.

Confirm before download - should Acronis Access prompt the user to allow the syncing process **once only** or **every time**.

Sync on WiFi only - should Acronis Access sync only when the WiFi is connected.

About Acronis Access

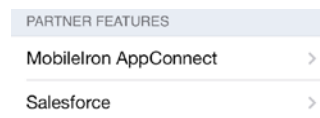| ABOUT ACRONIS ACCESS |
| --- |
| Version
6.0.0.125 |
| Cached Files
0 Bytes |
| Acknowledgements |
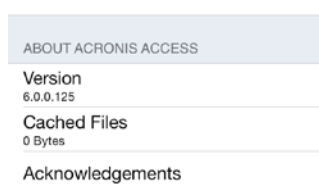
Version – Displays the version of the Acronis Access application installed on your device.

Cached Files – Shows the total size of the cached files Acronis Access has created on your device.

**Acknowledgements** – Contains license details on software components used by Acronis Access.

Partner Features

MobileIron AppConnect - To enroll the Acronis Access app in MobileIron@Work, tap this item.

Salesforce - Acronis Access Salesforce integration is configured completely from the server side. This feature allows certain files to be configured to require that an activity is logged in Salesforce before they can be opened. Tap this item to view a list of the folders within your Access Mobile Client app that require Salesforce activity logging.

Enrollment
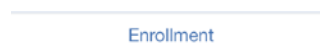
Enrollment -- If required by your IT department, tap this button to begin the Acronis Access Client Management enrollment process. This process will require a Server Name and PIN number that your IT administrator will send you. You will typically receive an email that includes this information. It will include instructions and should contain a link in step 2 of the process. Open this email on your device and tap the link in step 2 to automatically start the Acronis Access enrollment process. By using this link to begin the process, your Server Name, PIN number, and username will be completed automatically. Simply enter your company account password and tap **Enroll Now** to continue.

Management Server
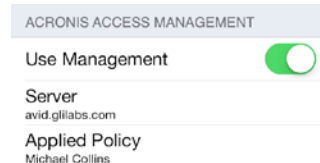
If your Access Mobile Client application is managed by your corporate Acronis Access Server, you may also see these settings:

Use Management – If permitted by your management policy, this option allows you to remove the management policy from your device. If you choose to remove your device from management, you may be prompted that this action will erase your Access Mobile Client data and settings. You will have the option to cancel at that point, before anything is erased.

Server – Displays the address of the server that manages your Access Mobile Client application.

Note: Note that this section is available only if the Acronis Access user has accepted a management policy from a server. If the Access Mobile Client application is not managed this section will not appear.

Setting An Application Password

An application password can be set manually from the Acronis Access **Settings** menu or automatically when accepting a management policy. If the management policy does not require an application password, you can set one manually.

To set an Acronis Access App Password:
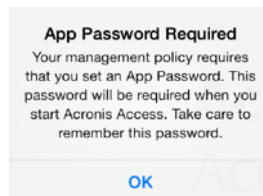
1. Tap the **Settings** icon.

2. Tap the **App Password** option.

3. Turn **ON** the App Password.

4. Enter an application password and confirm it, then tap **OK**.

5. Set the **Require** option. This setting determines how long you can leave Acronis Access and not have to enter your password upon returning.

To change your current application password tap **Change Password**, which is available after a Acronis Access app password has been configured. If you change your application password, you will be prompted to enter your current password before you enter the new one.
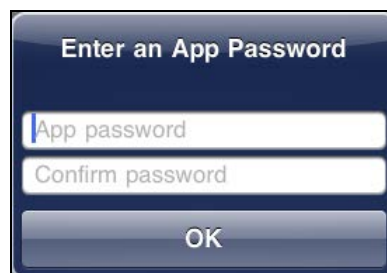

If your client management policy requires an application password to be set, follow these steps:

1. After initiating Acronis Access Client Management setup, Acronis Access will prompt you to create a password.

2. Enter and confirm a password, then tap **OK**.

3. If your password does not meet the policy's complexity requirements, you will be prompted to enter a new password.

4. To later change your current application password, tap the **Change Password** option. If you change your application password, you will be prompted to enter your current password before you enter the new one.

The system administrator may require a password to be set by the application user and entered any time the Access Mobile Client application is started. If your Access Mobile Client app is managed and an application password is required by your system administrator, the **App Password** setting cannot be disabled from the Access Mobile Client application.

Server Configuration

In this section

Viewing Servers in the Home navigation pane

The servers that have been configured in the Acronis Access application are listed in the **Servers** section of the **Home** navigation pane.

Simply tap a server to connect to it. A server's connection state is displayed next to the server name. For more information see Connecting to a server.

*Note: If your Access Mobile Client is managed by an Acronis Access Server, servers may be automatically added to the Acronis Access **Home** screen. Your management policy may also disable your ability to add new servers.*

The **Home** pane contains two buttons used to manage servers.

1. **Edit** button – used to modify existing server settings. For more information see Editing Your Servers.

2. **Add Server** button ![+] – used to add a new server to the **Servers** list. For more information see Adding a New Server.
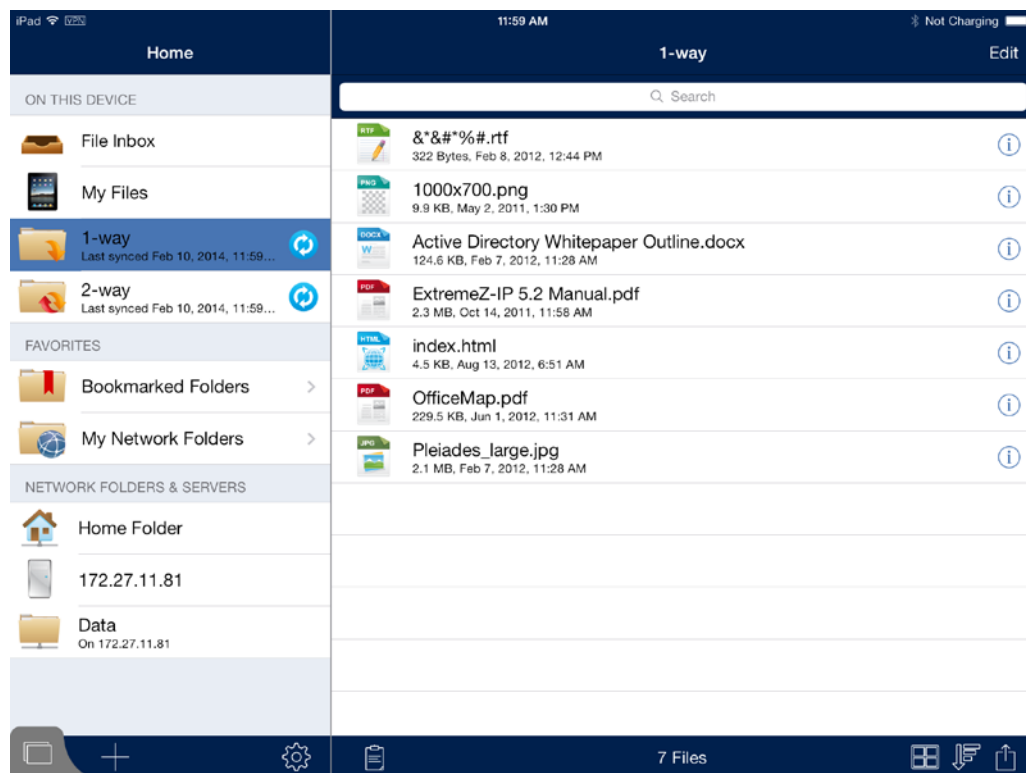
Adding a New Server

Servers must be added to the Access Mobile Client application before you can connect to them. It is possible that you already have servers listed that were configured automatically by your Acronis Access management server.

Note: Depending on the IT policy settings, the Access Mobile Client application user may be limited to only connect to specific pre-assigned servers.
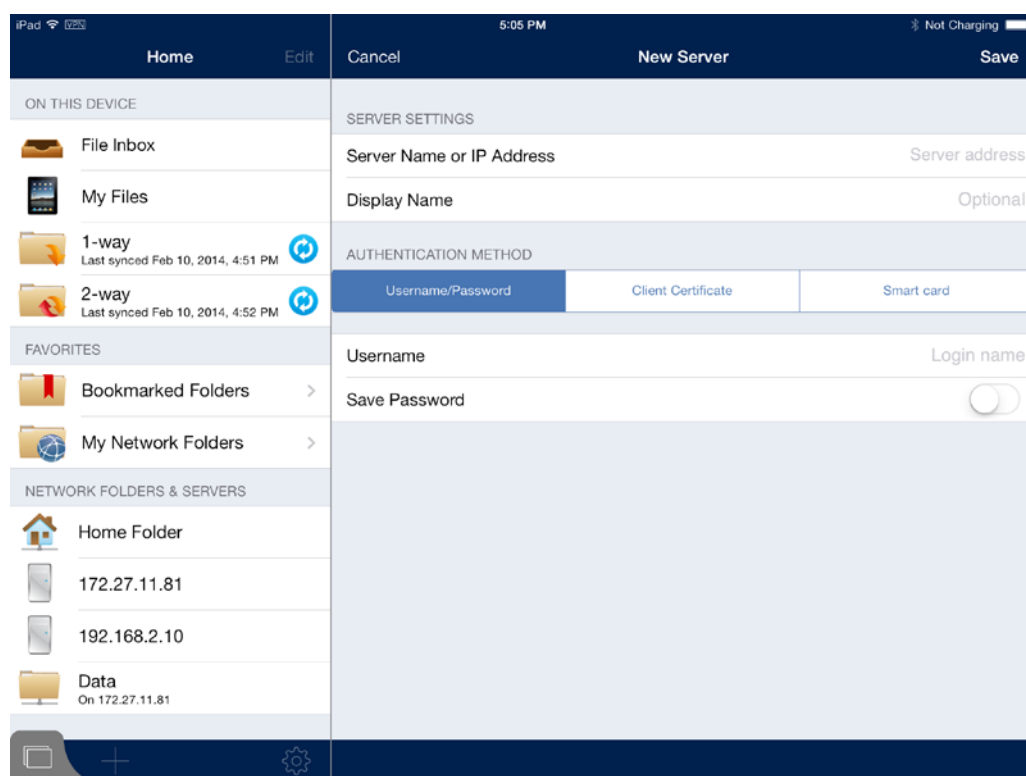
To add a server:

1. Tap the **Add Server** "**+**" button.

2. Select the **Server Name or IP Address** field and enter the Server address. You can enter the server DNS name or IP address.

3. Set the optional **Display Name** if you would like the server to appear in the server list with a name other than its **Server Name or IP Address**.

4. Enter the **Username** used to connect to the server.

5. If you would like to save your password so you don't have to enter it every time you connect, turn **Save Password** to **ON**.

   ▪ If you enable the **Save Password** option, a password window will appear. You will need to enter and confirm your password before it is saved.

6. When done configuring the new server, tap the **Save** button.

Connecting to a Server

You can connect to any server displayed in your **Servers** list. When you tap the server you want to connect to, you will be prompted for your username and/or password, if required.

Once connected, the shared volumes on the server will be displayed in the **Browse** pane. You can now navigate the shared volume.

There is no need to manually disconnect from servers. Your connection will shut down when you leave the Acronis Access application. If your management policy settings allow you to save your password, servers will continue to be accessible when you later return to Acronis Access.

Editing Your Servers

If your ability to add and edit servers has not been disabled in your Acronis Access management policy, an **Edit** button will be available in the top bar of the **Home** pane. Only servers you have personally added to the Access Mobile Client app can be edited. Management assigned servers cannot be edited.

To modify server settings:

1. Tap the **Edit** button. A 🔴 sign will appear in front of the servers that can be edited.
2. Tap the ⓘ button to the right of the server you want to edit.
3. Make the needed changes on the right-hand pane and tap the **Save** button. For more information about the **Server Settings**, see Adding a New Server (p. 17).
4. To exit the edit mode, tap the **Done** button on the **Home** pane.
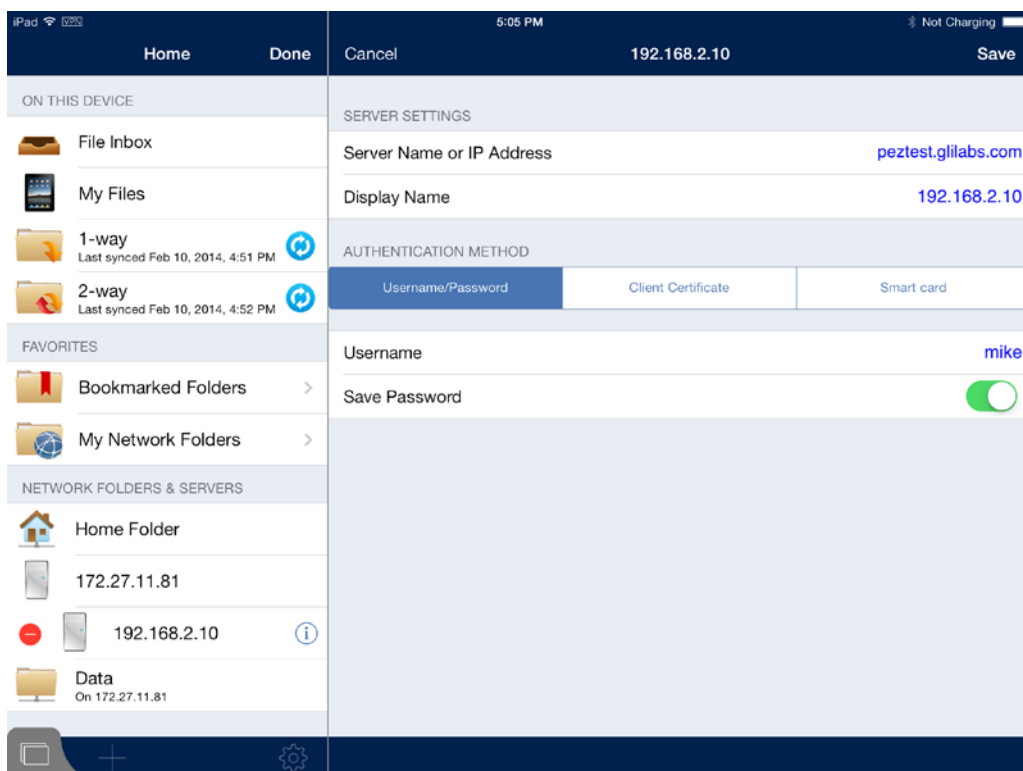
Deleting an Existing Server

You can delete servers you have added to Acronis Access.

There are two ways to delete a server:

By using the Edit button:

1. Tap the **Edit** button.
2. Tap the 🔴 sign.
3. Tap the **Delete** button.
4. Tap **Continue** to confirm the delete.

By swiping:

1. Swipe your finger over the server you want to remove from your contact list.

2. Tap the **Delete** button that appears next to it.

3. Tap **Continue** to confirm the delete.

2.1.3.3 Working with Files

The Access Mobile Client application can open, copy, move, rename, delete, print, email, and open files in other applications on the iPad. You can also annotate PDF files that are opened in the Acronis Access app.

In this section

Searching For Files and Folders

Acronis Access allows you to easily search servers for the items you need. Searches are performed on the server-side, providing fast search results and minimizing bandwidth usage.

Searches can be performed on the currently browsed folder or on the entire shared volume being browsed. This is controlled by selecting either the **This Folder** button, or the shared volume button to its right. The shared volume button will display the name of the shared volume being browsed.

Two types of search can be performed:

▪ **By Name** - by default, Acronis Access searches for files and folders by name.

▪ **By Contents** - this option searches for files with the desired search term in their file contents. Search results will also include files and folders with the search term in their name.
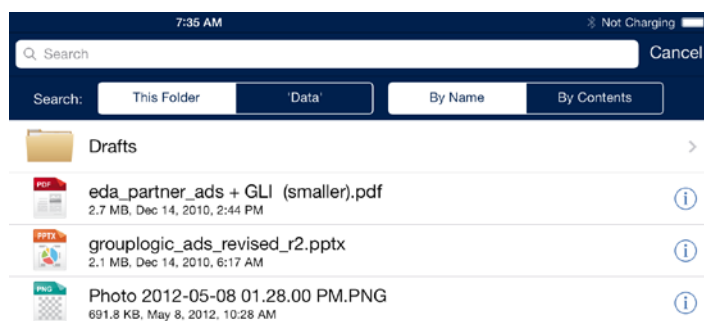
*In order for **By Content** search to function, the Acronis Access Gateway server has to have Windows Search services running and configured to index the files being shared with Acronis Access. If your IT administrator has not installed Windows Search, you will only be able to search **By Name**.*

Opening Files

When opening a file in Acronis Access you can open the file or you can choose to open it in another application on the iPad.

Note: If you're receiving errors when trying to preview files, please consult your administrator(s) and make sure your company's deployment covers the necessary Network Requirements.

- Tap the **Action Menu** button next to the desired file and select **Open** to view the file in Acronis Access. The **Open** option will open only file types supported by Acronis Access. If the Access Mobile Client application is not able to read the file, you may want to try opening it in another application.

  - **PDF Annotation** -- When you open a PDF file, you will see additional tools for adding annotations to the PDF. These include adding notes, text, highlights, strikethroughs, freeform drawing, etc. To perform PDF annotation, tap and hold to select text, or choose from the available PDF annotation tools in the top menu bar.

- Tap the **Open In...** option to open the file in another application on the iPad.

  - A menu will appear listing all available applications on your iPad that support opening the selected file type. Select the desired application.

| Preview |
| Edit |
| Open In... |
| Email File or Link... |
| Copy with Clipboard |
| Move with Clipboard |
| Rename |
| Delete |
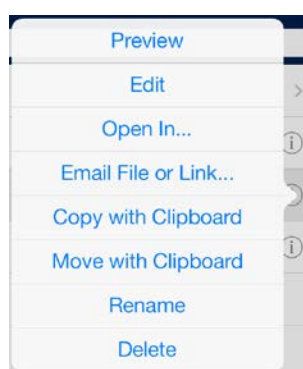
*Note: You can also open files from other apps with Acronis Access. Open the other app, locate the file you want, locate the **Open in...** button, tap it and select **Acronis Access**. This will place the file in Acronis Access in your **File inbox.***

*Note: Currently you cannot open password protected documents directly in the Access Mobile Client app. For password protected documents you should use **Open In…** and select an app which supports this.*

Note: The Acronis Access iOS client is designed to not play sound if the ringer is off. If you're previewing audio or video files with the ringer off, there will be no sound.

Text Editing and SmartOffice Integration

Currently, the built-in Acronis Access editor can open and edit only **TXT** files. For other types of documents the application uses an integrated version of SmartOffice. You can open pre-existing files file or add a new ones.
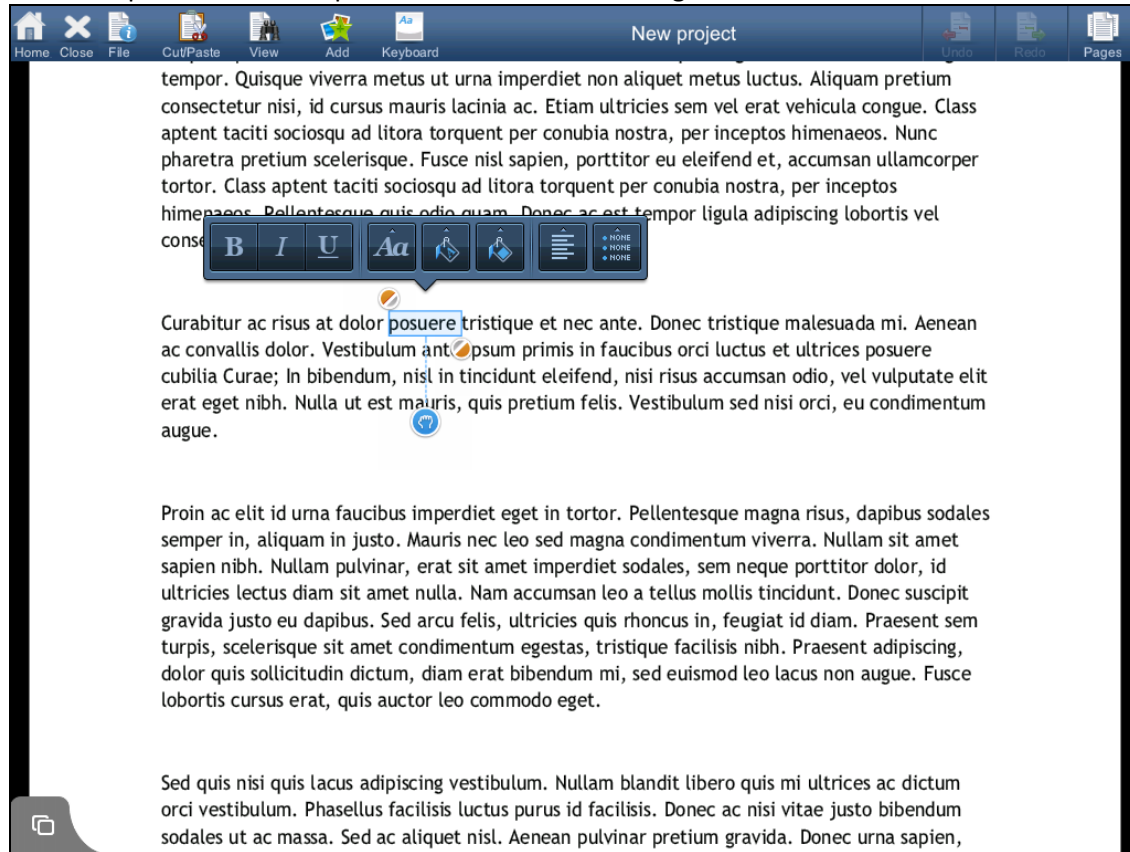

With the SmartOffice integrated editor, you can:

- Format text by size and font.
- Change the color of text.
- Add a background to the text.
- Add numbered or bulleted lists with indentation.
- Set text alignment.
- Insert photos, images or shapes.

- Search the document.

Double-tap on the text to open the menu for text editing.

To insert an image or shape simply tap the Add button at the top of the screen and select either shape, image or photo.
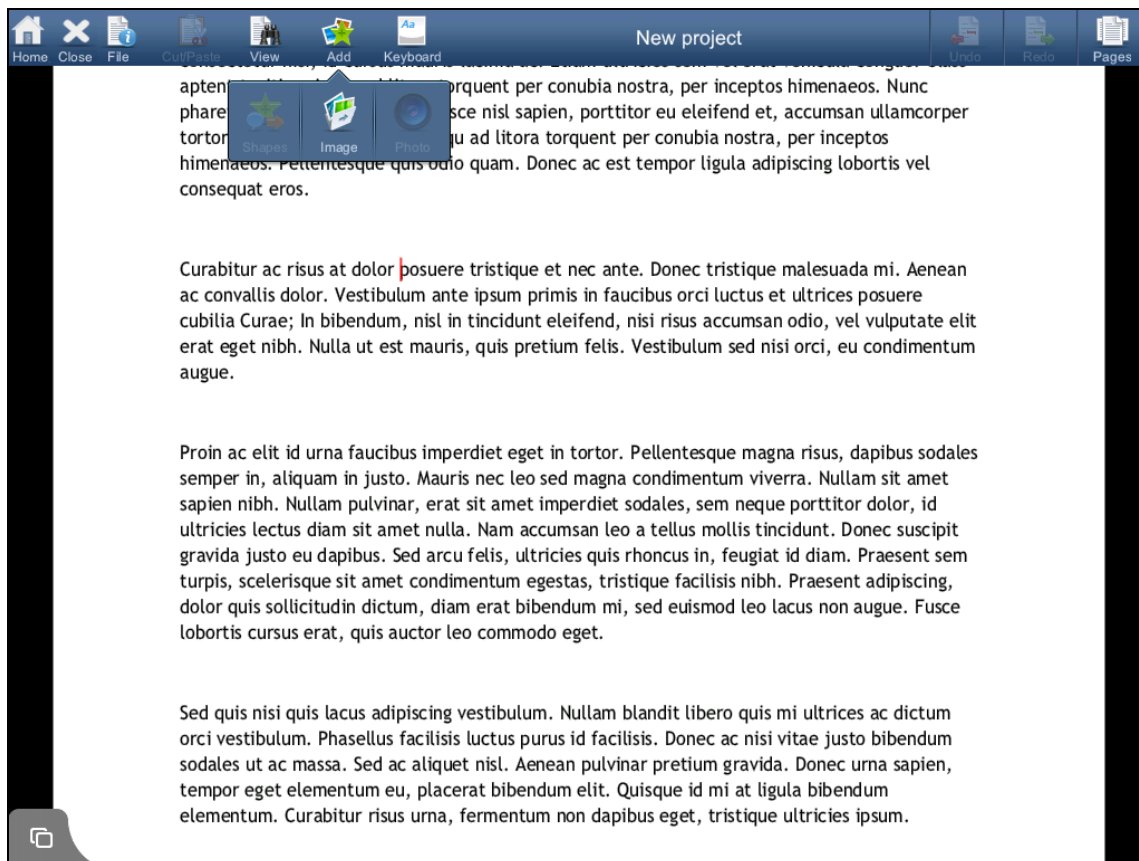
If you wish to zoom in or out, you can use the software zooming by tapping and holding until 2 arrows popup. Swiping top will zoom in, and swiping down will zoom out.
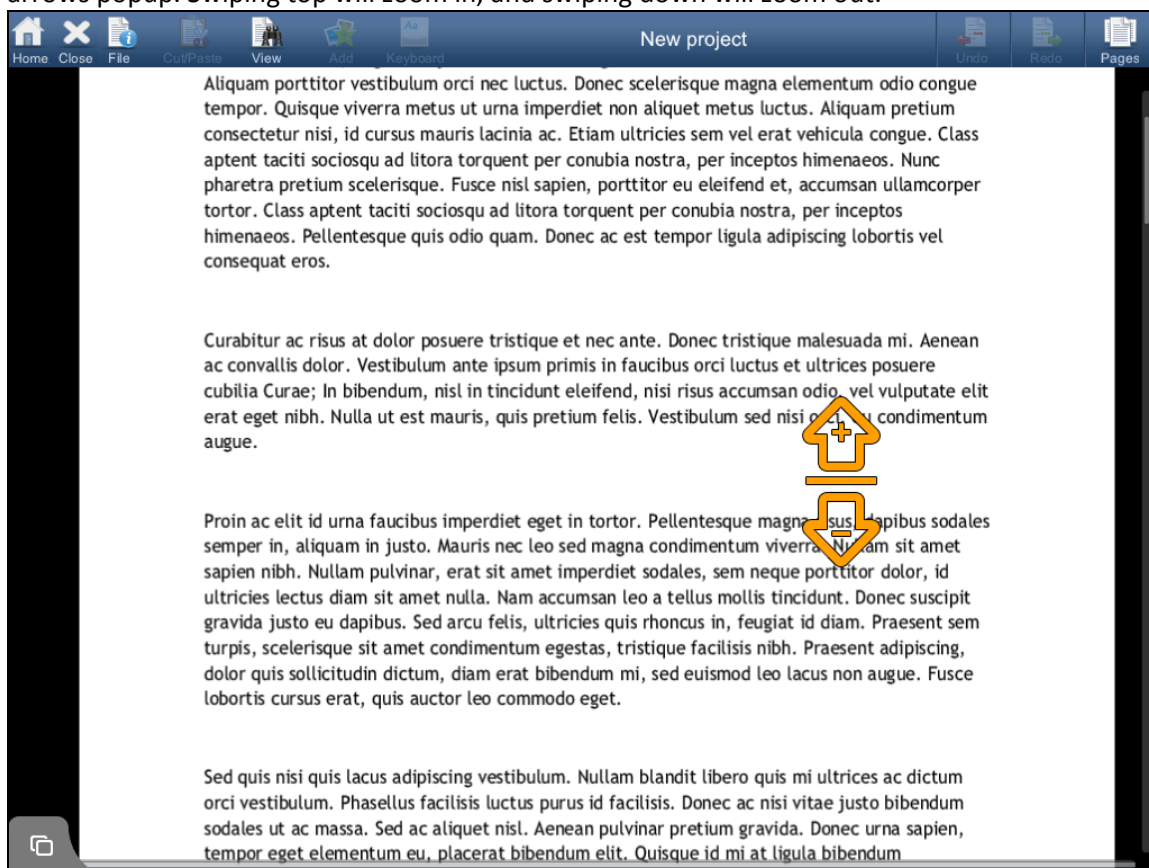
File and Folders Operations

Acronis Access can copy, move, rename, and delete files and folder. When doing a copy or a move, items can be transferred from server to server, from the device to a server or from a server to the device. For more information on copy and move with the clipboard see the Clipboard Overview (p. 10) section.

Add to Folder Options

Acronis Access can create new folders on servers and in the **My Files** local file storage area.

To create a folder within the folder you are currently viewing:

- Tap the **Add to Folder** button on the right end of the bottom menu bar.
- Tap the **Folder** icon.

The **Folder Action Menu** contains additional options:

- **Rename This Folder** – Used to rename the folder you are currently browsing.
- **Copy Photos** -- Used to copy photos from the iPad photo library to folder you are currently browsing.
- **Bookmark This Folder** -- Create a shortcut to this folder.
- **Sync This Folder** – Sync the contents of this folder to your device for offline use. This can be done as a 1-way (server to device only) or 2-way sync.

▪ **Refresh** – Update the content of the folder to display the latest content from the server.
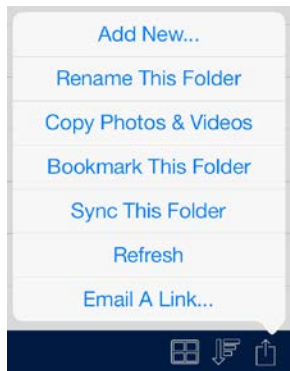
Edit Mode - Selecting Multiple Files or Folders

Use **Edit** mode to select multiple files or folders to copy, move or delete.

1. Tap the **Edit** button on the **Browse** pane's top menu bar.

2. In the browse pane, select the desired items by tapping the box to the left of each in the list.

   ▪ If you would like to select all available items in a particular folder, tap the **Select All** button. To unselect all items after they have been selected, tap **Select All** again.

3. Tap the **Copy**, **Move** or **Delete** button, or use the **Cancel** button to exit Edit mode without making changes.
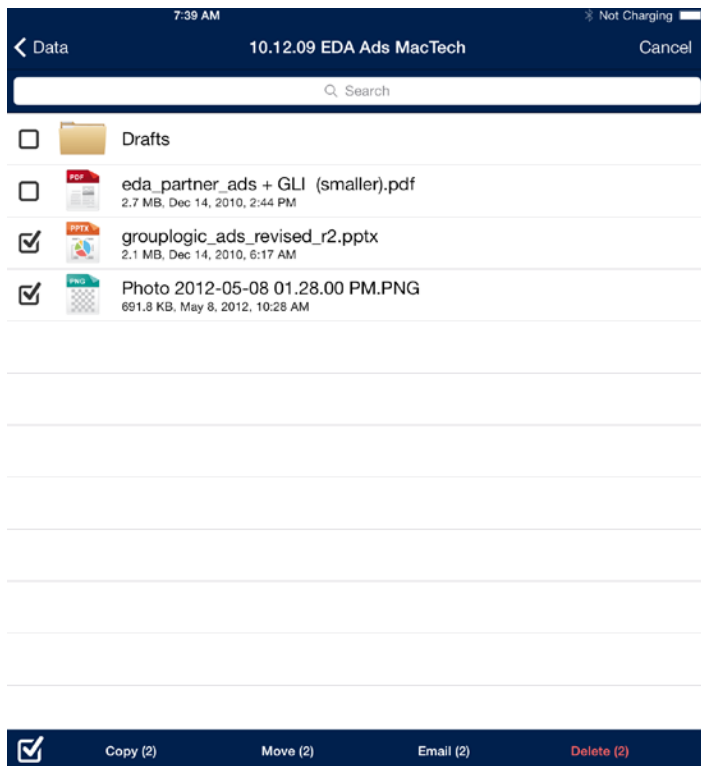
Check Out and Check In of SharePoint Files

If Acronis Access is configured to provide access to files located on a SharePoint server, you will see three additional buttons available when you open the **Action Menu** for a file.

Check Out - Allows you to lock a file you plan to edit so that others do not also edit it at the same time. Once you **Check Out** a file, you can open it and use PDF annotation or you can open it into

another application for editing. Once the file has been edited, you will need to save it back into the folder it came from and overwrite the original file, in order to save your changes.

Check In - Allows you to unlock a file after you have edited it and saved it back to the server.

Discard Check In - Allows you to remove your Check Out without committing any changes to the file.

Note: SharePoint 2007 does not allow the renaming of a checked-out file. It is allowed in SharePoint 2010.
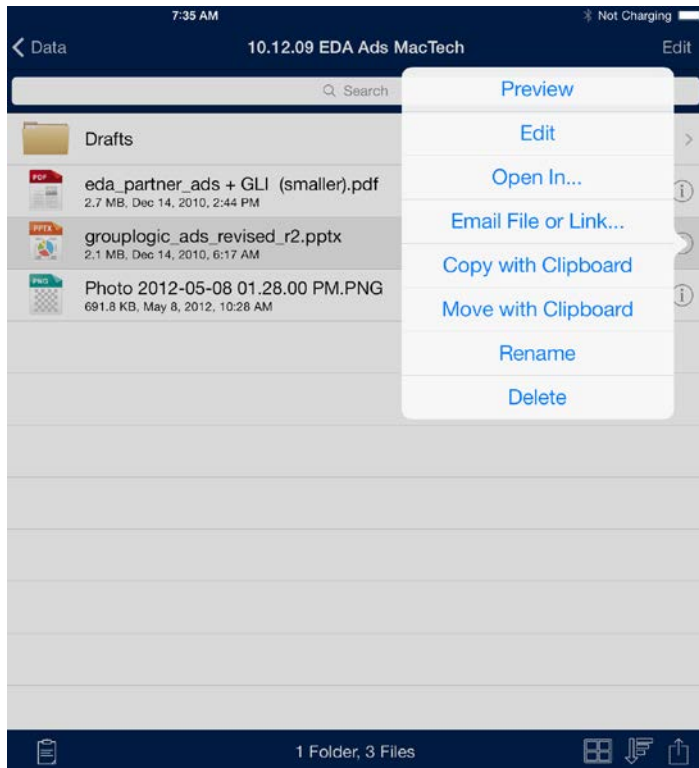
Bookmarking Folders

The Access Mobile Client allows you to bookmark folders that you commonly use, so that you can quickly navigate to them in the future. These folders can reside within the local My Files storage area, within sync folders, or on a network server or folder. Bookmarks are shortcuts to their original folders, so a network connection will be required to access any bookmarked folders that reside in a network location.

To access your existing bookmarked folders:

- Tap the **Bookmarked Folders** item in the home menu.
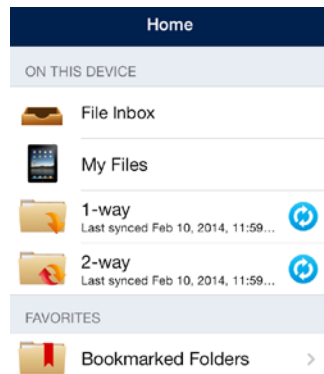
- Next, tap the desired folder in the **Bookmarked folders** list to navigate to it.
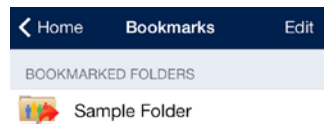
To bookmark a new folder:

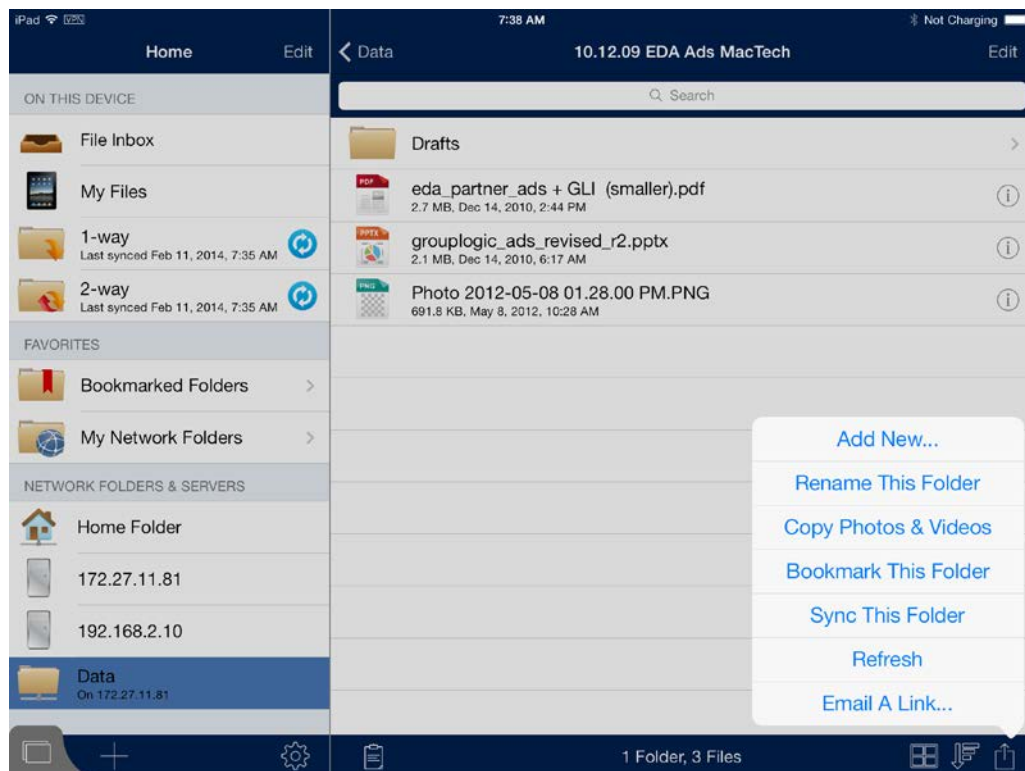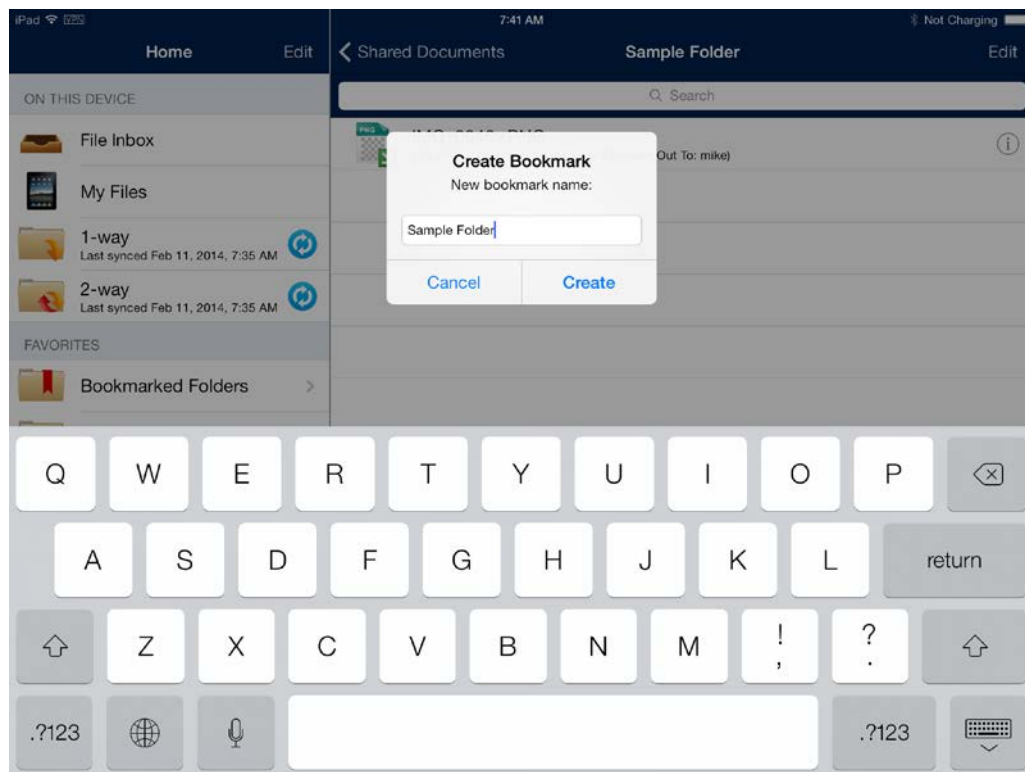- Navigate into the folder you would like to bookmark. In this example, we are bookmarking the **Sales Presentations** folder.
- Tap the **Folder Action Menu** and select **Bookmark This Folder**.

- Rename the bookmark, or accept the default name, and tap **Create**.

- The bookmark will now appear in the **Bookmarked folders** list.

To remove a bookmark using a swipe:

- Swipe across the bookmark you'd like to remove. A **Delete** button will appear.
- Tap the **Delete** button.

To remove a bookmark using the Edit button:

- Tap the **Edit** button at the top of the **Home** menu.
- All bookmarks will appear with a red 'minus' icon to the left of them.
- Tap the red 'minus' icon.
- Tap the **Delete** button.

Creating Sync Folders

Acronis Access can sync network folders for storage on your device, within the Access Mobile Client app. This allows these folders and their contents to be accessed immediately without downloading files on-demand from the server, and ensures that these files are available, whether your online of offline.

To sync a folder:

1. Navigate into the folder you would like to sync to your device. In this example, we are syncing the **Division Reports** folder.

2. Tap the **Folder Action Menu** and select **Sync This Folder**.
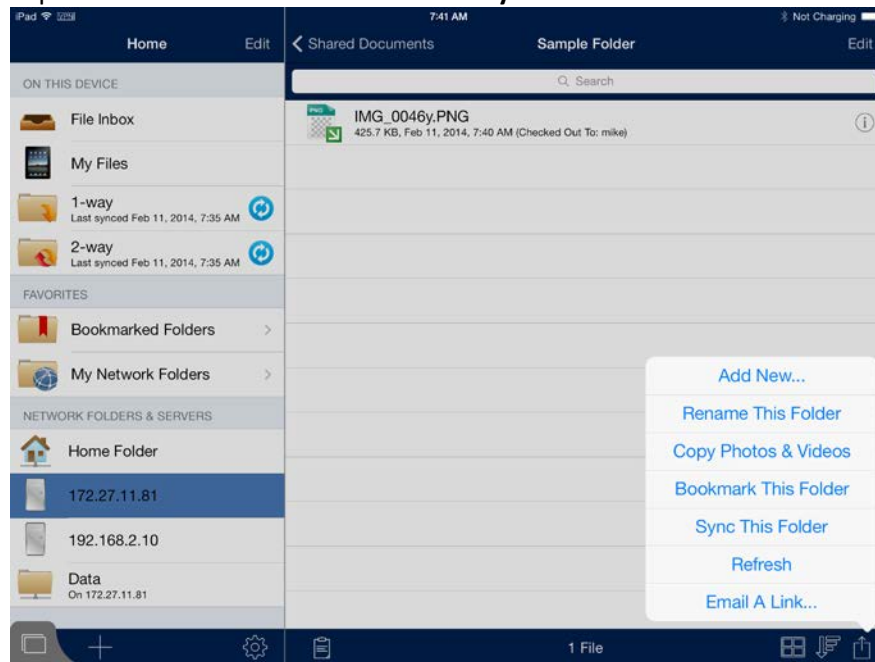
3. The **Add Sync Folder** window appears,

4. You can modify the **sync folder name**, or accept the default name.

5. Choose the **sync folder type**:

   - **2-way Sync Folder** - Files are initially synced from the server to your device. Any changes made on the server-side or client-side are synced. Use this type of sync folder if you'd like to be able to edit files in the sync folder and have them sync back up to the server.
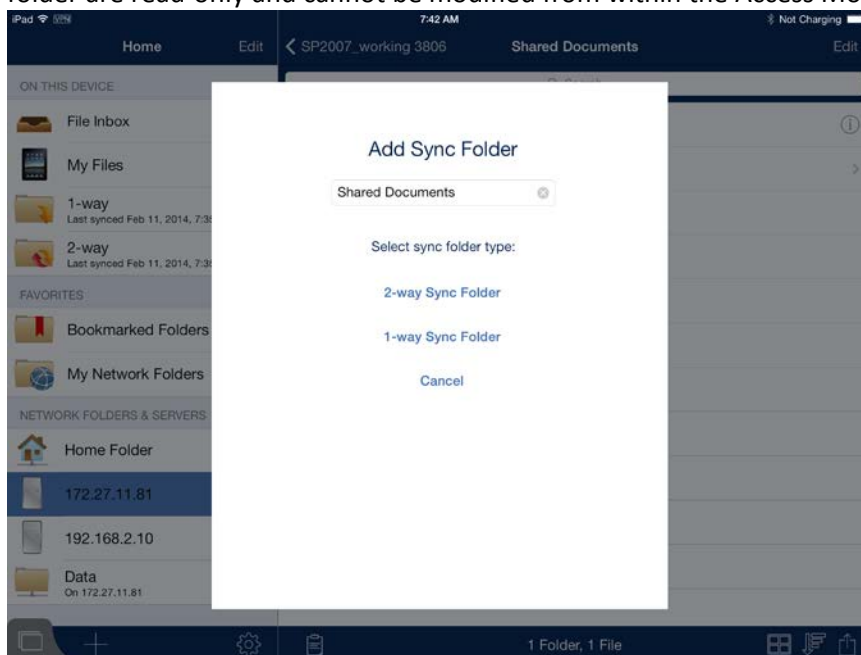
   - **1-way Sync Folder** - Files are only synced from the server to your device. Any changes made on the server-side will be automatically synced to your device. The files in this type of sync folder are read-only and cannot be modified from within the Access Mobile Client app.

6. The folder will appear in the **Home** menu.

7. You will may be prompted to confirm the initial file sync operation before the folder's contents are synced.
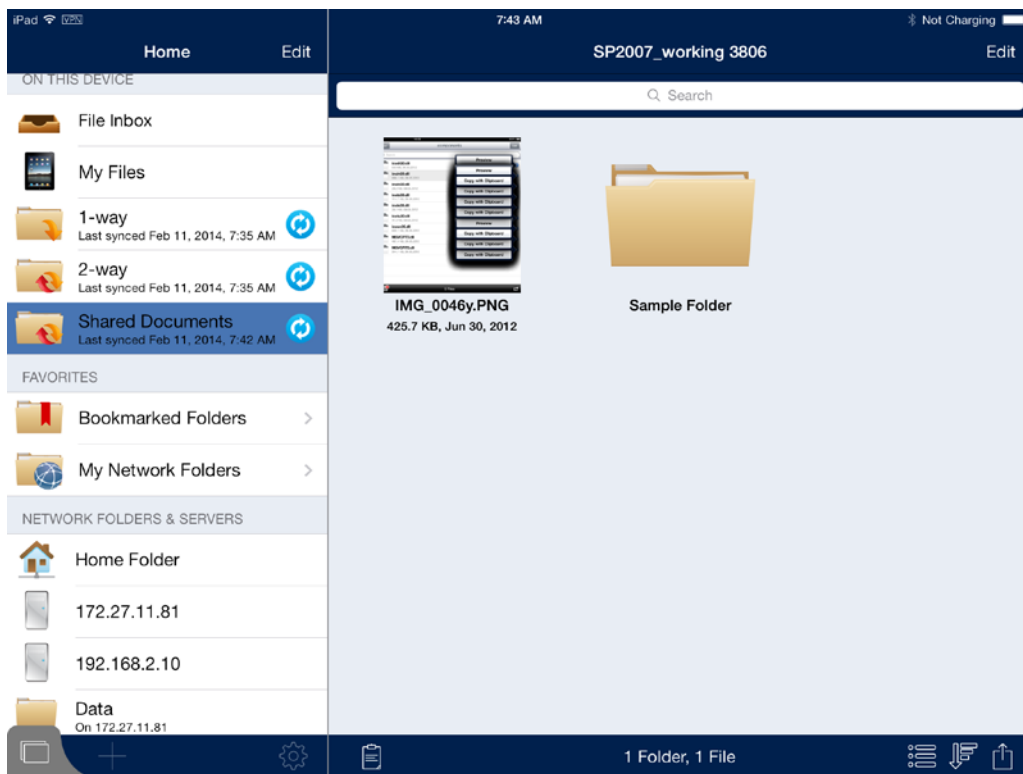
You can remove any sync folders that you've added. Please note that sync folders automatically assigned to your Access Mobile Client app by your Acronis Access management policy can only be removed by your IT administrator. Removing a sync folder deletes the synced content from your device only, the corresponding folder on the server and all files within that folder will not be changed or deleted from the server.

To remove a sync folder using a swipe:

- Swipe across the sync folder you'd like to remove. A **Delete** button will appear.
- Tap the **Delete** button.
- Tap **Continue** at the **Confirm Delete** dialog to remove the sync folder.

To remove a sync folder using the Edit button:

- Tap the **Edit** button at the top of the **Home** menu.
- All user-created sync folders will appear with a red 'minus' icon to the left of them.
- Tap the red 'minus' icon.
- Tap the **Delete** button.

- Tap **Continue** at the **Confirm Delete** dialog to remove the sync folder.
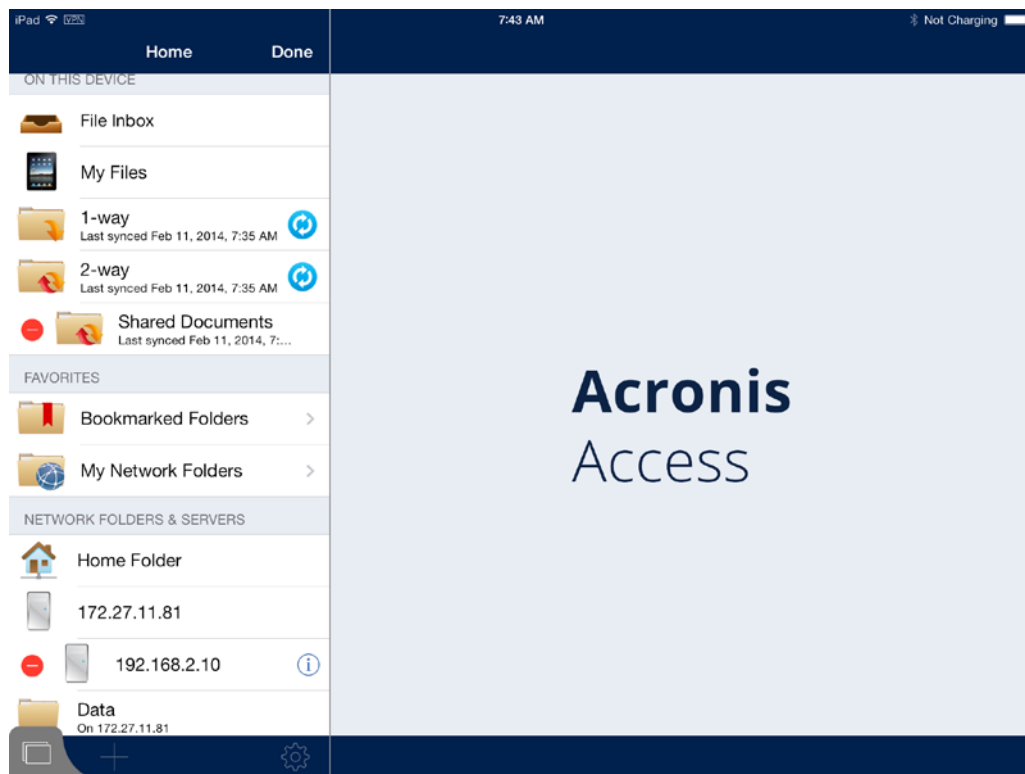
Autosync icons

If autosync fails for some reason, you will see this icon:

Tapping the button will prompt the error message to pop-up.

If everything is syncing okay, you will see this icon:

Tapping the button results in the folder getting synced again. Mid-sync you will see this icon:

Tapping the button will prompt you to cancel the download.

Background syncing

Acronis Access client 4.5 or later supports background syncing. This means that you can close the Acronis Access app and your files will continue to sync seamlessly.

This will continue for 10 minutes after closing the app, after that the syncing will stop. The iPad 1 does not support multitasking and will stop the process when closing the app.

Emailing Files

To email files from the Access Mobile Client application:

1. Tap the **Action menu** of the file you want to send and select the **Email File...** option.

2. An email message window will appear. Acronis Access uses the email accounts that are configured in your iPad email app.

3. Specify a **To:** email address.

4. You can modify the Subject or add text to the body of the message if you wish.

5. To send the email, tap the **Send** button.

Client Management Regulation of Emailing Files

*If your Access Mobile Client has a management policy, it is possible your IT administrator has disabled Acronis Access email capabilities. In this case, you will not see an **Email File...** button in the Action Menu.*
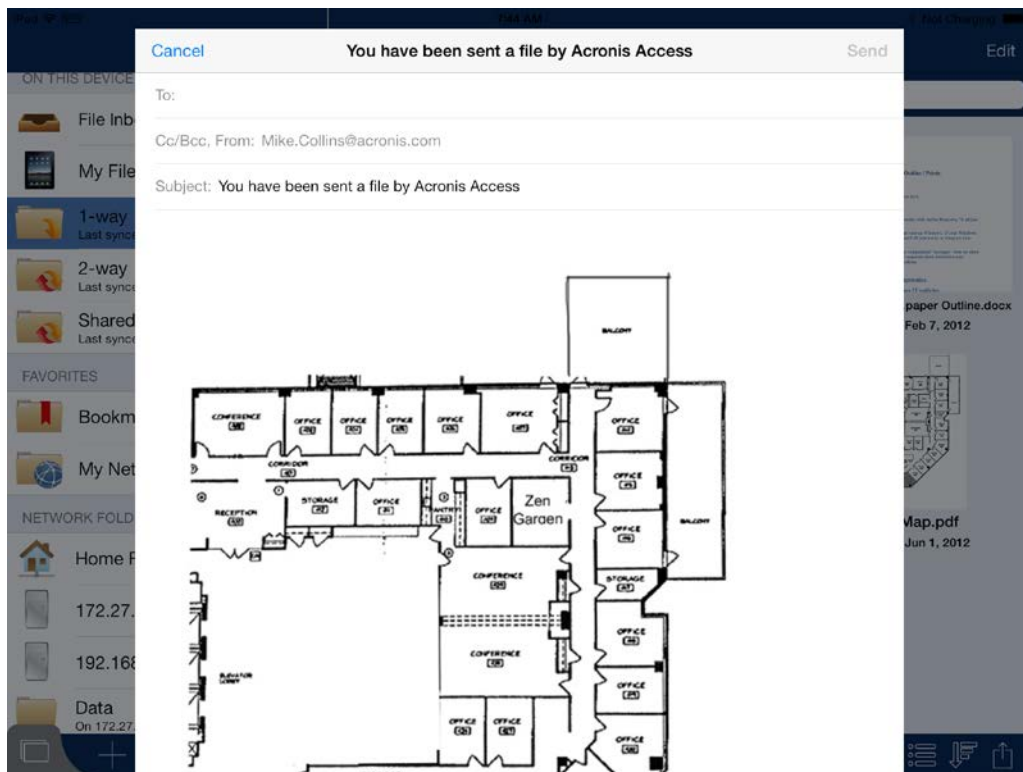
Sending Files from Other Applications to Acronis Access

The Access Mobile Client application allows files from other iPad applications to be sent to Acronis Access. This is done using the **Open In** feature of the other application and choosing **Open in Acronis Access**. When a file is transferred from another application to Acronis Access, the file will appear in the **File Inbox**. Files in the **File Inbox** area can be moved or copied to a server or to the **My Files** area. Files stored in the **My Files** area can be accessed at any time, even when you are not connected to the network.

Availability of Open In

*Some applications have not yet implemented the iOS Open In feature, which allows files to be sent to other applications. If your favorite app is missing **Open In**, we encourage you to send the developer feedback requesting the functionality.*

Quickoffice Save Back Integration

The Access Mobile Client application has support for Quickoffice's "Save Back" feature, which allows users to save files back to the source they opened them from.

In order to **Save Back** files from Quickoffice to Acronis Access, the desired file must first be opened into Quickoffice using the Access Mobile Client application.

To do so follow these steps:

1. In the Access Mobile Client application tap the **Action Menu** button next to the desired file.
2. Select the **Open In...** option, and then select **Quickoffice**.

The file will now open in the Quickoffice application and the **Save Back** function will be available.

Creating new documents with Quickoffice

*Quickoffice does not support the generic iOS **Open In** feature. Therefore, you cannot create a new file directly within Quickoffice and save it directly into Acronis Access. In this case the file didn't originally come from Acronis Access, so the **Save Back** function will not be available.*

*If you need to create new documents in Quickoffice and store them in Acronis Access, we recommend you create blank Word, Excel, and Powerpoint document files and store them in a folder within Acronis Access. To create a new document, use the Acronis Access **Open In** feature to open one of these blank template files into Quickoffice. Edit the file as necessary, and when you **Save Back** to Acronis Access, choose the **Rename and Save** option to save the file with a new name instead of overwriting the template.*

**To Save Back the file to Acronis Access:**

1. When you have finished editing your file in Quickofffice, tap the **Close** button.
2. In the menu that appears, tap the **Save Back** button.
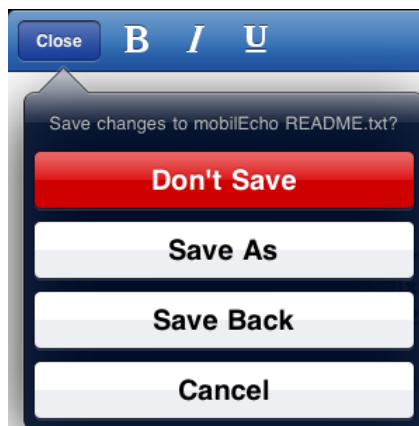
3. A menu will appear listing only the Acronis Access application. Select **Acronis Access**.
4. Acronis Access will automatically start. You will be asked to enter your **App Password**, if one is configured.
5. Save Back will attempt to save the file directly into the location it was opened from. If that was a network location and you are no longer online, you will be asked if you'd like to save the file into the File Inbox instead. The file will be stored in the File Inbox on your device and you can move it back to a network location the next time you are online.
6. When prompted, you may choose to:
   1. **Overwrite Original File** - The copy of the file you originally opened into Quickoffice and edited will be overwritten with the new version. The original version will no longer exist. If the original file was modified by someone else while you were editing it, you will be warned and may choose to save the file with a new name instead.
   2. **Rename and Save** - You will be prompted to give the file you are saving a new name. The original version will remain unchanged.

3. **Cancel & Discard File** - This will abort the saving of this file. Any changes to the file that were made will be lost. Quickoffice automatically closes the file when you **Save Back**, so you cannot return to the edited file by going back into the Quickoffice app.

Using the Active File Drawer
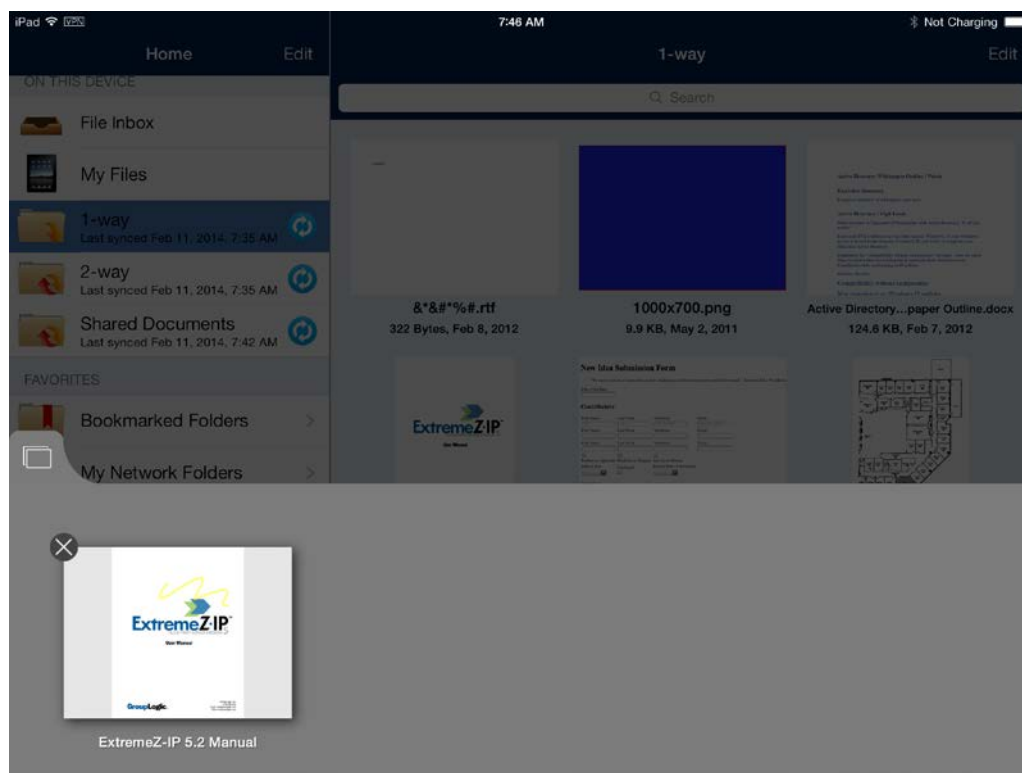
Pressing the button will open the Active File Drawer. Here you can view every currently open file. Tapping on a file will return you to that file and tapping the little x on the thumbnail will close that file. A file you have edited but not saved, will have a red dot instead of an x.

2.1.3.4 Security Features

In this section

Password Protection

The Access Mobile Client application can be configured to require authentication upon startup. This option prevents someone using your device from accessing Acronis Access without authorization.

Application password protection can be enabled on the Acronis Access **Settings** menu, or may be enabled automatically if you are managed by an Acronis Access management policy. For more information about creating an application password see Setting an Application Password (p. 14).

In addition to the application lock password, Acronis Access uses your corporate Active Directory account to regulate access to all Acronis Access Gateway servers.

HTTPS Encrypted Network Communication

The Access Mobile Client uses HTTPS protocol for all network communication. This ensures secure authentication and file transfer between Acronis Access clients and Gateway servers. The HTTPS protocol encrypts all files during their transfer.

Apple Data Protection

All files within the Access Mobile Client application's storage area on the device are encrypted with Apple Data Protection, if Apple Data Protection is enabled.

To enable Apple Data Protection, you must have an iOS Passcode Lock set on your device.

To configure a passcode for your device:

1. Tap **Settings** > **General** > **Passcode Lock**.
2. Tap **Turn Passcode On** and follow the prompts to create a passcode.

Once a Passcode Lock is set up, Apple Data Protection will be automatically supported by iOS. If you later remove this passcode, your files will no longer be encrypted.

2.1.3.5   PDF Annotation

PDF Annotation is not supported on iPhones.

In this section

Opening PDF files for annotation

Acronis Access allows you to perform PDF annotation on PDF files opened in the Access Mobile Client app.

To open a PDF file:

1. Navigate to the file in Acronis Access.
2. Tap the file **Action Menu** and select **Open**.
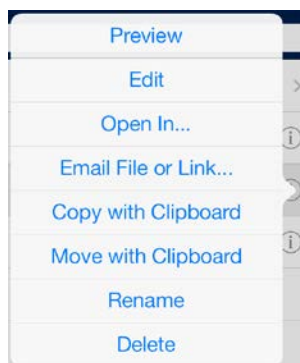
3. The file will open and PDF annotation icons will be displayed on the right hand side of the top menu bar.

Creating annotations

Acronis Access allows many types of PDF annotation to be added to a PDF file.

In this section

Add a Note, Highlight, Underline, or Strikeout to selected text

1. Tap and hold existing text within the PDF file.

2. A text selection tool appears.

3. Adjust the text selection to include the text you would like to annotate.

4. Tap the menu selection to choose the type of annotation you would like to add. In this example, we are adding a **Highlight**.

5. Once the annotation has been added, tap the annotated text again to open an options menu. This menu allows you to change parameters of the annotation, such as its color.

6. You can also use this menu to **Clear** the annotation.

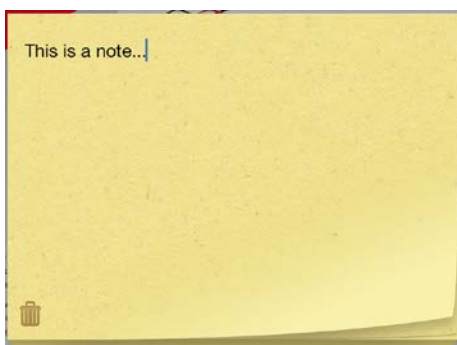## Adding a new Note, Text, Stamp or Image to the document

1. Tap and hold a non-text area within the document.

2. A menu will appear allowing you to select the type of annotation you would like to create.

3. For this example, we will chose **Note**.

4. A **Note** window appears. Type your **Note** text and a tap outside of the note to close it. The **Note** will appear as a **Note** icon in the document.

Adding shapes and freeform drawing

1. Tap on the **Pencil** icon in the upper right corner.
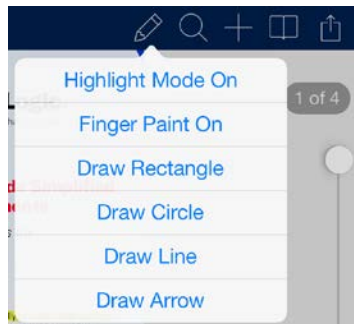
- ▪ **Highlight Mode** - starts to highlight the text from where you first tap.
- ▪ **Finger Paint** - enables touch-to-draw (freeform drawing).
- ▪ **Draw Rectangle** - places a scalable rectangle.
- ▪ **Draw Circle** - places a scalable circle.
- ▪ **Draw Line** - places a scalable line.
- ▪ **Draw Arrow** - places a scalable arrow.

Once the drawing/shape has been added, tap on it to open an options menu. This menu allows you to change parameters, such as the color of the drawing.

Searching a document

1. Tap on the **Magnifying glass** icon in the upper right corner and write your query.

2. Tap **Search** to get your search results (shown below). When you tap on a **search result page**, you are taken to that page and all of the found items are highlited (shown below.).
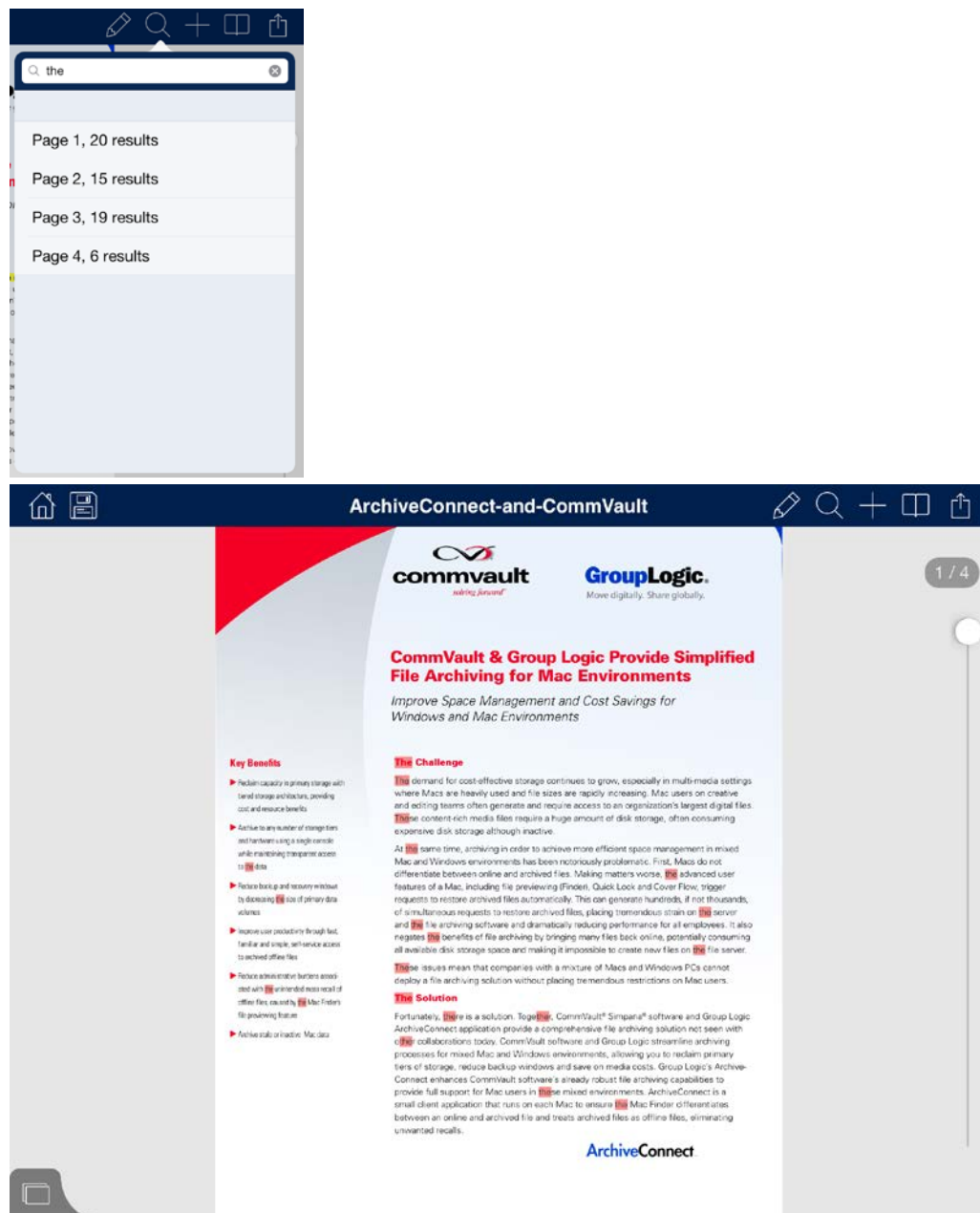
Adding a Bookmark

1. Tap on either the **Book** icon or the **Plus** icon in the upper right corner.

- If you tap on the **Plus** icon you directly start adding a new bookmark.
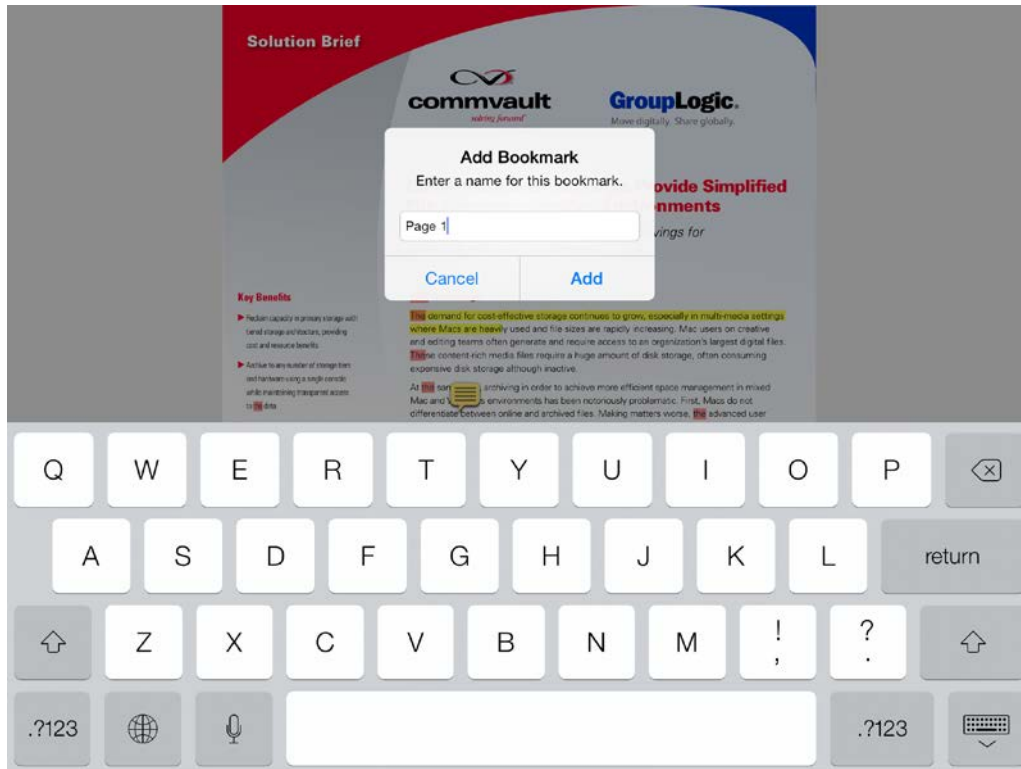
- If you tap on the **Book** icon, you're presented with the contents menu from which you tap on **Bookmarks** which opens the list with all existing bookmarks.
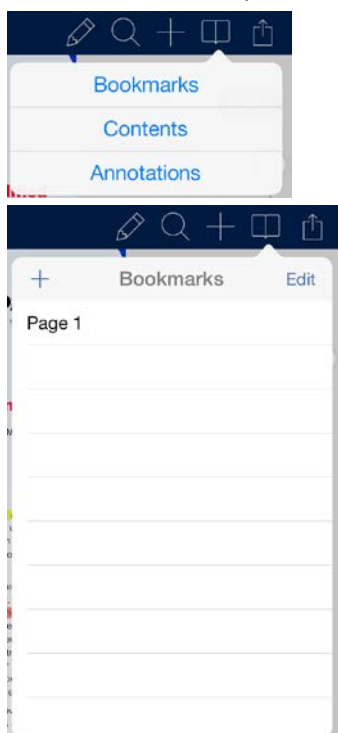
Viewing Bookmarks, Table of Contents, and the Annotations list

1. Tap on the **Book** icon in the upper right corner to open the menu.

2. From there you can open the **Bookmarks**, **Table of Contents** and **Annotations**.

   - **Bookmarks** - displays a list of the current bookmarks for this pdf.

- **Contents** - displays a list of contents for the current pdf.
- **Annotations** - displays a list of all the notes on this pdf.
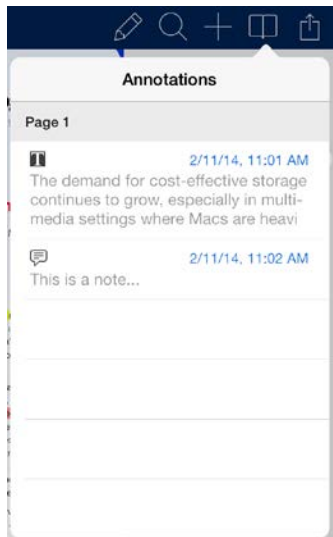
Emailing and Printing the file

1. Tap on the **Menu** icon in the upper right corner.
2. Select either **Print** or **Email File or Link...** .
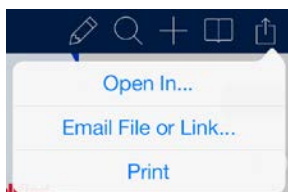
- **Print** - opens a menu to select printer and settings before printing.

- **Email File...** - opens a menu for selecting how the file should look like before sending.
- **Document** - sends the document.
- **Flattened Copy** - sends a copy of the document, with all the notes saved inside it permanently.

- **Annotation Summary** - sends a summary of the notes.
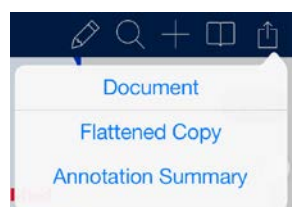
Saving an annotated file

1. Add a note to a PDF file using the Access Mobile Client annotator.
2. Tap the **Save icon**.
   - **Save Changes** - overwrites the current file.
   - **Discard and Close** - discards the changes and closes the file.
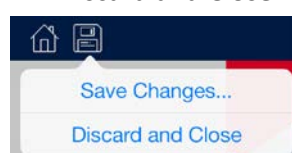
3. Select how to save the notes.
   - **As is** - saves the file with the option to edit the notes later on.
   - **Flatten** - saves the file with the notes saved permanently in it.
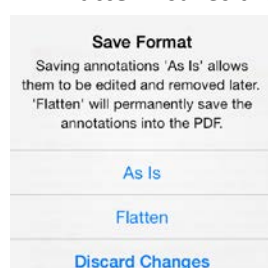
2.1.3.6   Self-provisioning Network Folders

The Access Mobile Client and Acronis Access Server version 5.1 or newer enable the user to create network folders directly from the client app. There are two types of folder users can create:

File server location - This type of folder is added by entering a UNC path to a location on an SMB share. To be able to add this kind of folder, you need to be enrolled in client managed (p. 68), have a user or group policy, your policy must have self-provisioning enabled and the selected gateway for self-provisioning must be able to reach the SMB share.

SharePoint location - This type of folder is added by entering a URL to a SharePoint site, site collection or library. To be able to add this kind of folder, you need to be enrolled in client managed (p. 68), have a user or group policy, your policy must have self-provisioning enabled and in some cases (for example, if the URL points to a different site collection than the root site) you need to enter administrator SharePoint credentials on the Gateway you are using for self-provisioning.

To provision a folder from the client app:

1. Open the Acronis Access app.

2. Tap on **My Network Folders**.
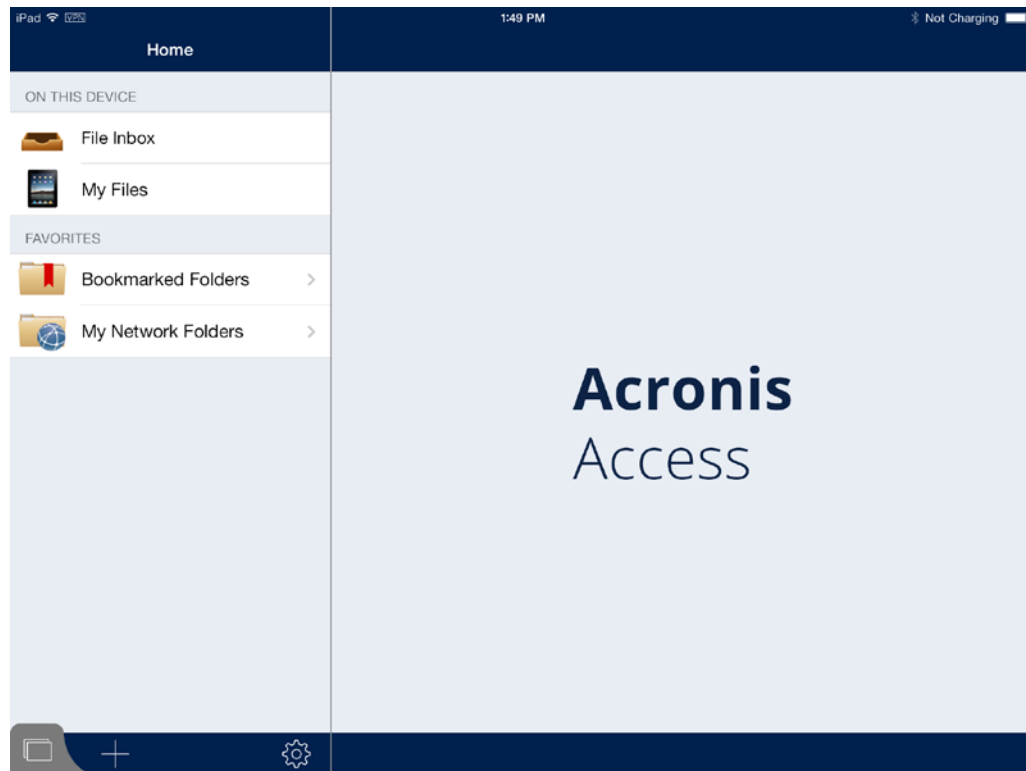
3. Tap on **Add Network Folder**.

4. Enter the correct UNC path or URL. (e.g. **\\MU2008\Documents** or
    http://sharepoint2010.company.com/projectdocs).
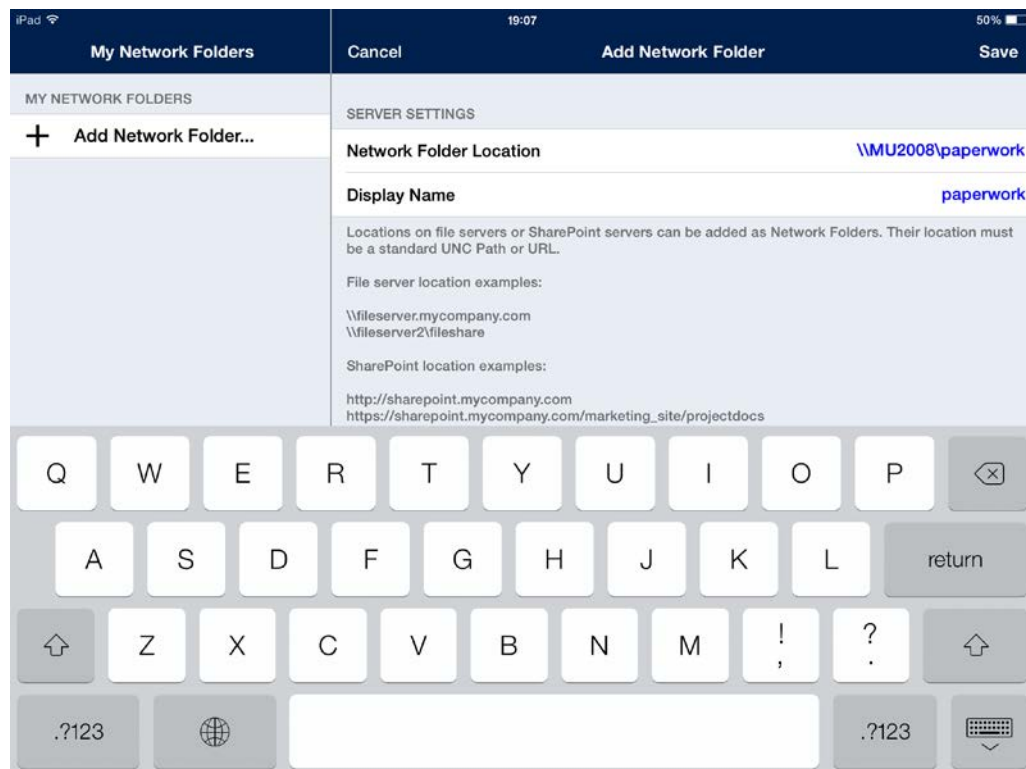
5. Enter a display name and tap **Save**.

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2.1.3.7 Using SmartCard authentication

Introduction

Smart cards can authenticate identity and usually employ a public key infrastructure (PKI). The card stores an encrypted digital certificate issued from the PKI provider along with other relevant information. Smart cards can be used with a smart card reader to authenticate a user. Smart cards improve the convenience and security of any transaction by providing tamper-proof storage of user and account identities. Smart cards also provide vital components of system security for the exchange of data throughout virtually any type of network. They protect against a full range of security threats, from careless storage of user passwords to sophisticated system hacks.

Warning: Usage of adapters (30-pin to Lightning or any others) is not supported and highly advised against.

Enrolling in Client Management using Smart Card authentication

1. Download the **PKard Reader** app from the App Store. Many card readers will automatically prompt you to download the app if they do not already see it on the device.
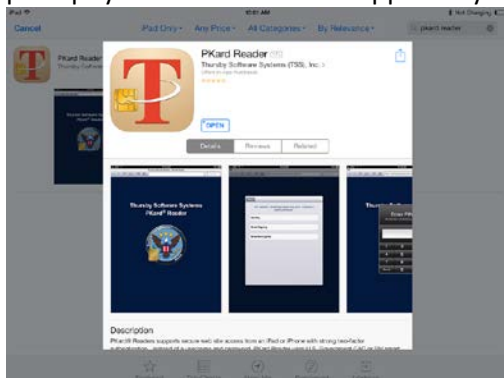
2. Insert your smart card and verify that the correct identity is stored on the card.

3. Open the Acronis Access enrollment invitation.

   Note: You will not be able to enroll your device in Client Management with smart card authentication if you do not have your card and/or reader inserted.

4. Upon enrollment (or card removal and reinsertion), Acronis Access will send you to the **PKard Reader** app for authentication of your card's PIN.
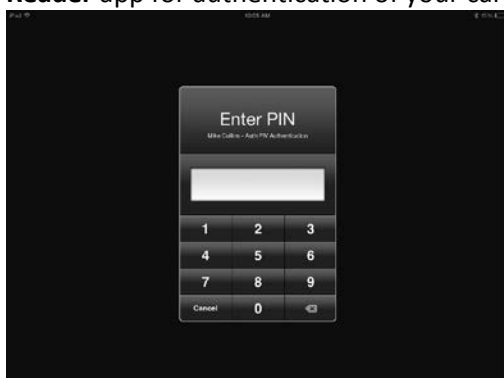
Manually adding a server and using Smart Card authentication

1. Verify that you have the **PKard Reader** app installed.

2. Insert your Smart Card into the reader.

3. Open the Acronis Access app.
4. Tap the **+** button.
5. Enter the server DNS name or IP address.
6. Under **Authentication Method** section tap on **Smart card**.
7. Tap the **Save** button.
8. Tap on the server in the server list.
9. Enter your PIN in the **PKard Reader** app.

There are some specific scenarios when using Smart Cards

▪ If you are managed using card authentication and you remove either your card or reader, the app will lock and you will see one of the following screens. If you insert the reader and card at this point, there will be a short delay before the reader recognizes it, you will be passed to the PKard Reader app for PIN authentication, and back to our unlocked app assuming your PIN was accepted.
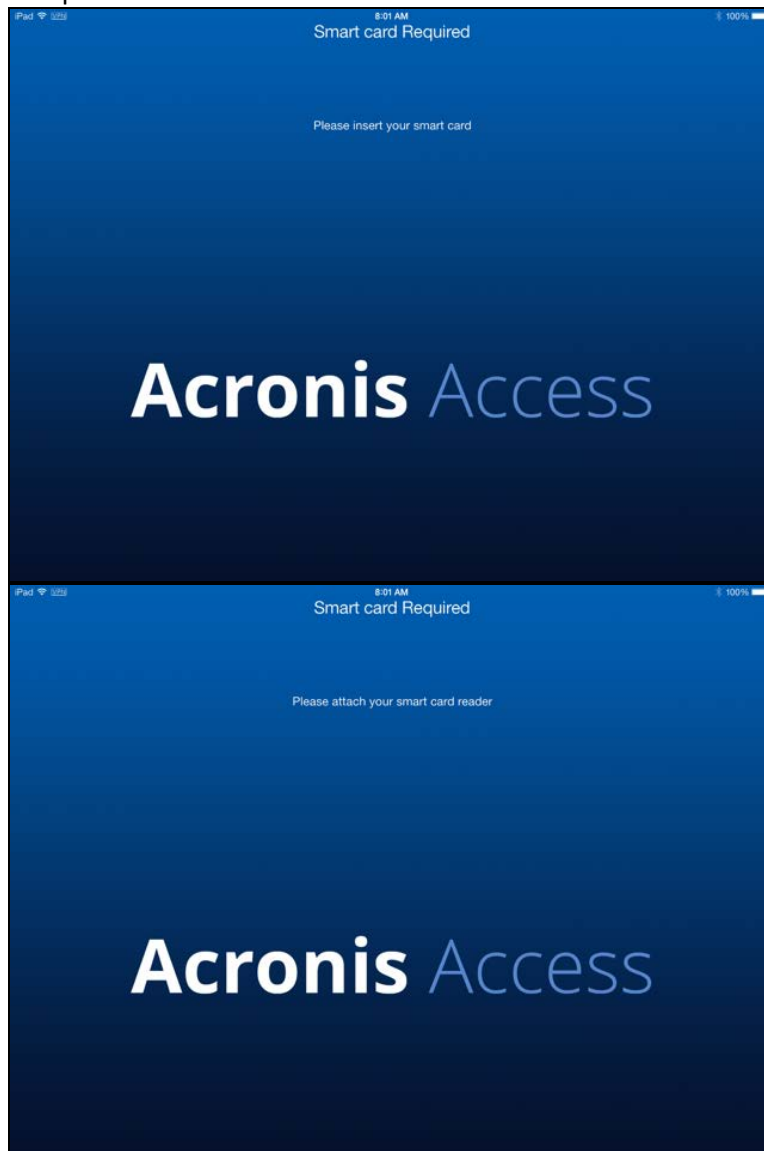
▪ If you're connecting to a manually added server with card authentication (and not managed with card authentication) and you remove the card or reader, the app does not lock, but you can no

longer access new data on that server. Cached and local/sync files will still be available.
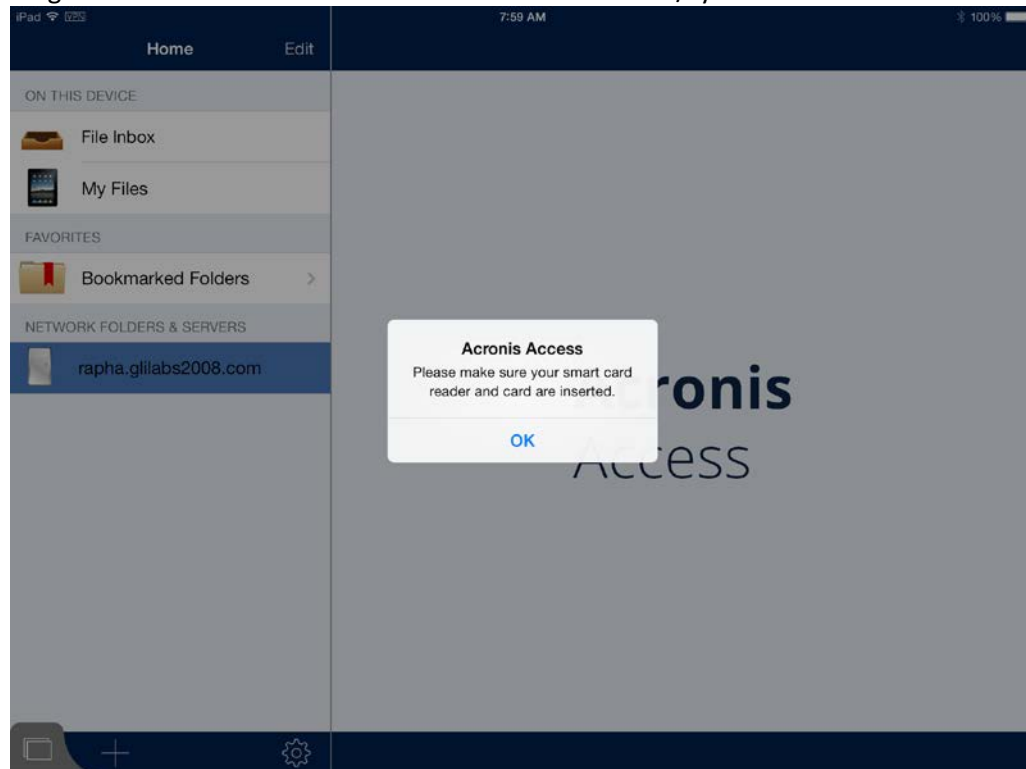
2.1.3.8   Using client certificate authentication

The Access Mobile Client accepts SSL user identity certificates for authentication with a Acronis Access Gateway server or an HTTPS Reverse Proxy server.

If you have enabled certificate authentication as your Acronis Access or HTTPS Reverse Proxy login method, the Access Mobile Client app will be automatically challenged for a user identity certificate when it attempts to connect to a Gateway server. In order for authentication to take place, an SSL user identity certificate must be added to the Access Mobile Client app.

Mobile Device Management (MDM) solutions, including the Apple iPhone Configuration Utility, allow you to add certificates to an iOS device. Certificates added in this way are placed in an Apple specific section of the iOS Keychain and are only available to built-in Apple services and applications, such as VPN and the Mail app. In order for the Acronis Access app to get access to a certificate, it must be added to the device through the Acronis Access app itself.

Presently, the process for adding a certificate to Acronis Access requires that the certificate file is transferred to the device and then opened into Acronis Access. The easiest way to perform this is by emailing the certificate file to the user.

Server side prerequisites

In order to use client certificate authentication you must have a Gateway server installed on the same machine as the Acronis Access Server and the mobile clients must enroll using the Gateway Server's address.

> **Note:** *When using this method, if the Gateway Server service crashes or is disabled, clients enrolled with it will not be able to connect to the management server even though the Acronis Access Server is still running.*
>
> **Note:** *When using this form of authentication, mobile clients cannot access Sync&Share Data Sources.*
>
> **Warning!:** *You will not be able to use client certificate authentication if your mobile client is enrolled into management directly to the Acronis Access Server.*

Example scenario: If your Acronis Access is on 192.168.1.1:3000 and your Gateway is on 192.168.1.1:443, in order to use client certificate authentication, your users have to enroll in client management with 192.168.1.1:443. The Acronis Access Server is still the management server, but the requests are proxied through the Gateway Server.

To prepare a certificate for the Acronis Access app:

You must have a certificate authority established with which you will issue certificates. Creating certificates is not a function of Acronis Access.

The certificates you generate must be associated with your users' Active Directory accounts. Acronis Access will query AD to match these certificates to the relevant user account at the time of authentication. This mapping of certificates to AD user accounts may be handled by your Microsoft Certificate Authority, or may need to be performed manually if you are using another type of certificate authority.

Using your certificate authority, generate a user identity certificate that includes a private key and is in the PFX or P12 format. This certificate will require a password when it is created. This password will need to be entered by the user when the certificate is installed in the Acronis Access client app. This certificate file should have a .PFX or .P12 extension by default.

Once the certificate file has been created, remove its extension completely by deleting the ".PFX" or ".P12" from the file name. This is required so that the file can be opened into Acronis Access using the standard iOS "Open In" function.

To send and install the file using email:

1. Compose an email to the user and attach the certificate file to the email. Ensure that you've removed the extension from the certificate file, as described above.
2. When the user receives the email on their device, they simply to tap the attached file and choose "Open in Acronis Access" from the pop-up menu.
3. Acronis Access will start and the user will be prompted to confirm they want to add the certificate to Acronis Access.
4. The user will then be prompted to enter the private key password
5. Once the password is entered, the certificate is added to Acronis Access and the client will be able to perform certificate authentication with a Gateway server and HTTPS reverse proxy server.

The status of the installed certificate can be viewed by opening the **Settings** menu in the Acronis Access app.

2.1.3.9   Using Kerberos Constrained Delegation authentication

Gateway Servers in Acronis Access 5.1 or newer support authentication using Kerberos Constrained Delegation.

This can be used in scenarios using Kerberos Constrained Delegation to authenticate Acronis Access iOS clients through a reverse proxy using client certificates (e.g. TMG). In this scenario you will need to install a user certificate (p. 46) in the Access Mobile Client app. This certificate needs to be bound to Active Directory.

Another scenario is to authenticate mobile devices with client certificates using MobileIron AppTunnel. In this scenario you must have Acronis Access and Mobile@Work installed on your device and a MobileIron Sentry setup on a server. The Sentry is a standalone component which provides access control and tunneling. It provides the secure infrastructure that AppTunnel uses for app data. You don't have to install a client certificate in the Acronis Access app, as the MobileIron AppTunnel will take care of that.

Note: Please visit the Using AppConnect with Kerberos Constrained Delegation section for more information on configuring MobileIron and Acronis Access with Kerberos Constrained Delegation.

The Apache Tomcat used by the Acronis Access Server does not support either Kerberos or client certificate authentication. In order to use any of these authentication methods, you must have a Gateway server installed on the same machine as the Acronis Access Server and the mobile clients must enroll using the Gateway Server's address. When a user enrolls with the Gateway Server instead of the Access Server, all authentication is done by the Gateway Server, thus allowing the use of Kerberos Constrained Delegation and client certificates. All management features are still enforced by the Acronis Access Server but the authentication is done by the Gateway Server.

Note: When using this method, if the Gateway Server service crashes or is disabled, clients enrolled with it will not be able to connect to the management server even though the Acronis Access Server is still running.

Note: When using this form of authentication, mobile clients cannot access Sync&Share Data Sources.

2.1.3.10   Using iOS Managed App Configuration features

The Access Mobile Client supports iOS 7's Managed App Configuration features. If the prerequisites listed below are met, you can add certain keys to your MDM configuration and they will affect the Access Mobile Client.

- Your iOS 7 device must be managed by a MDM server.
- The Acronis Access application binary must be installed on the device by the MDM server.
- The MDM server must support the **ApplicationConfiguration** setting and **ManagedApplicationFeedback** commands.

We support the use of the following keys:

- **enrollmentServerName** - The value of this key should be set to the DNS address of the Acronis Access Server that the user should enroll with.
- **enrollmentPIN** – This key is optional. If your Acronis Access Server requires a PIN number for client enrollment, you can auto-complete the PIN number field in the Acronis Access enrollment form with this value. It is typical that the PIN requirement on the Acronis Access Server is disabled, since AppConnect can serve as the 2nd factor of authentication before a

user has access, rather than the one-time-use PIN number. This PIN requirement is configured on the **Settings** page of the **Acronis Access** web console.

- **enrollmentAutoSubmit** - This key is optional. This will cause the enrollment form to be submitted automatically, so that they user does not have to tap the "Enroll Now" button to proceed. To enable this key, set its value to: **Yes**

- **requirePIN** – This key is optional. If you are distributing a PIN to Acronis Access mobile users that they will need to manually enter into the Acronis Access enrollment form, you can specify that the PIN field is immediately shown in the form by setting this key's value to: **Yes**

- **enrollmentUserName** – This key is optional. The value of this key will be inserted into the Username field in the Acronis Access enrollment form. You can use a MobileIron variable to autocomplete this value with the specific user's username.

- **enrollmentPassword** – This key is optional. The value of this key will be inserted into the Password field in the Acronis Access enrollment form. You can use a MobileIron variable to autocomplete this value with the specific user's password.

Example:

<dict>

    <key>enrollmentServerName</key>

    <string>server.example.com</string>

    <key>enrollmentUserName</key>

    <string>username</string>

</dict>

2.1.4   Acronis Access Android Client

The Acronis Access for Android app released in late September 2012 and does not yet include the full set of features available in the Acronis Access for iOS app. These features will be added in followup releases. The Acronis Access features not supported on Android include the following:

- The app is currently phone-optimized, but will function fine on a tablet.
- Whitelisting and blacklisting of 3rd party apps allowed to open Acronis Access files
- Filename and full content search

In this section

2.1.4.1   Application user interface for Android

In this section

Main Window

The main window of the Android client application consists of a list of servers and these buttons: **Device, Bookmarks**, **Network, Add Server** and **Settings**.

If your Acronis Access application is managed by an Acronis Access client management policy, this window may be missing some options that would normally be available when not managed.
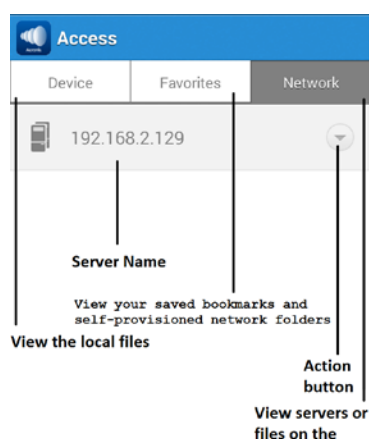
Settings button – Contains all the available Acronis Access settings. Some options may not be displayed if your client has a management profile that disables them.

Add server button – Use to add new servers to the Acronis Access app. This option may not be visible if your Access Mobile Client has a client management profile that disables the ability to add servers manually.

Device button – All the files and folders that are stored on your device.

Bookmarks button - Lists all available bookmarks created within the app.

Network button – All servers, folders, and home directories that have been added to Acronis Access are shown in this screen.

- **Access Server** – All servers listed give you access to any file shares on that server that you have permission to access.
- **Provisioned Network Folder** – These are specific folders on an Acronis Access server, giving you direct access to individual file shares or specific folders within file shares.
- **Action** button - Lets you **edit** or **delete** a server.

Favorites

On the Favorites screen, you can see your bookmarked and self-provisioned folders.

Bookmarked Folders - Displays a list of all available bookmarks created within the app. Tapping a bookmark will open the resource it is pointing to. For more information, visit the Bookmarking Folders (p. 67) article.

My Network Folders - Displays a list of all available self-provisioned network folders and allows you to provision new ones as well. For more information, visit the Self-provisioning Network Folders on Android (p. 66) article.

Device
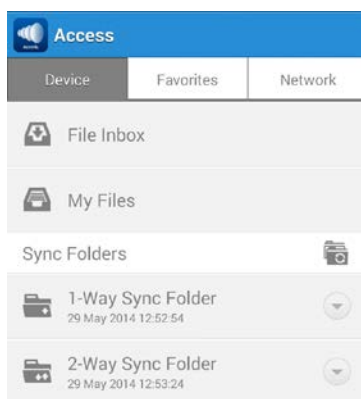
File Inbox - Contains any files you have sent to the Access Mobile Client from other applications, using the other application's **Open In** command. From the other application, choose **Open in Acronis Access** and the file will be automatically transferred to the **File Inbox**, where it can be easily located and moved to a server location, or to **My Files** for local storage.

File Inbox notifications - Shows the current count of newly received files.

My Files - Contains files you choose to store locally on your device. Any files in **My Files** are available at all times, even when you are not connected to a network. Copy or move files here for offline use. Sub-folders can be created to organize your files, just like on a computer.

Sync – Forces the folder to sync with the server.

Delete – Deletes the folder.

Folder View
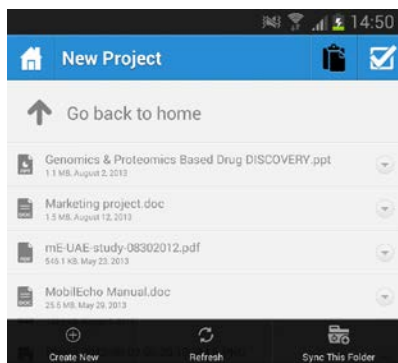
- **Home** button - On tap takes you to the On the Network main screen.
- **Check** button - Allows the user to select more than one file to Copy, Move or Delete.
- **Action Menu** – Used to select the action you would like to perform with the file or folder.
- **Clipboard** button – Used in the process of moving or copying files. The Clipboard button is active only when there is a file in it. The clipboard holds the files until it has been cleared or the files are pasted or moved.
- **Create** New button – This button appears when you tap the Menu button. Used to create a new folder or office file in the current folder being browsed.
- **Refresh** button – This button refreshes the folder and any changes to the files will be updated.
- **Sync This Folder** button – This button allows you to make a sync folder out of the folder you're currently in.

Clipboard Overview

The clipboard allows you to select the items you'd like to copy or move, and then navigate to the desired destination folder and paste them. The clipboard appears when you tap the **Clipboard** button.

- To copy a file, tap the **Action** button for that file and select **Copy** from the action menu.
- To move a file, tap the **Action** button for that file and select **Move** from the action menu.
- To move or copy multiple files, tap the **Check** button multiselect button, tap the checkbox next to the files you'd like to work with, and select **Copy** or **Move**.

Note: The Access Mobile Client application clipboard works like a computer clipboard; if you copy files with the clipboard and have not get pasted them, and then select another set of files and copy them with the clipboard, the previously copied files will be cleared and replaced with the new file(s). No files are actually copied or moved until they are pasted.
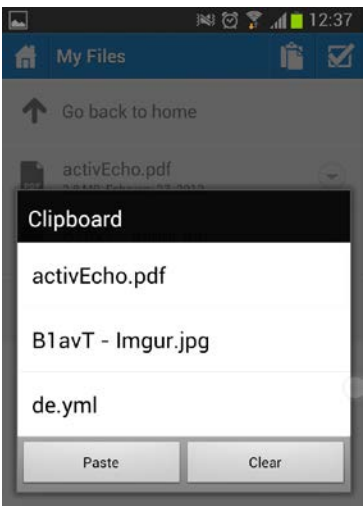
Clipboard Actions

Paste – Pastes all files stored in the clipboard the current directory.

Clear – Clears all files from the clipboard. This does not physically remove the files from storage.

2.1.4.2   Application settings for Android
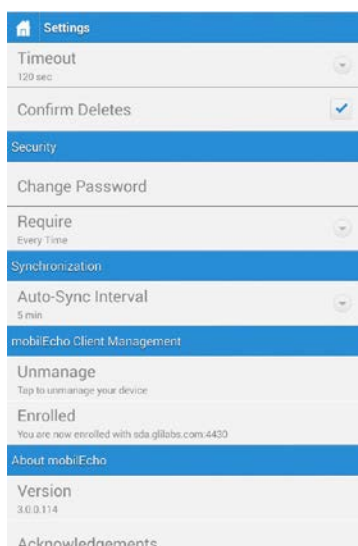
In this section

Application Settings Overview

The Access Mobile Client application includes a **Settings** menu where the application's settings can be viewed and modified. Tap on the **Settings** button to enter the configuration menu.

You can exit the **Settings** menu at any time by tapping the **Home** or **Back** buttons.

The following options are available in the **Settings** menu:

Acronis Access Settings

Timeout – Sets the amount of time the Acronis Access client will wait for a server to respond before giving up.

Confirm Deletes – If set to **ON**, you will be asked to confirm each time you delete a file or folder.

Security

App Password – Enables and sets an application password. This password will be required when opening the Access Mobile Client application.

- **App Password** – When set to **ON**, an app password will be required when starting the Access Mobile Client application. If the application password is currently enabled, you will be prompted to enter the current password in order to turn off the setting.

- **Require** – Sets how often the app password is required. The default of **Every Time** will require you enter your app password any time you leave Acronis Access and return. You can instead set **Require** to a grace period. If you leave Acronis Access and return before the grace period elapses, you will not have to enter your app password.

- **Change Password** – This option appears after an application password is set and can be used to change the existing password. When changing your password, you will first be asked to enter your existing app password.

Warning: Note that if you set a password and forget it, you will need to remove the Access Mobile Client application and reinstall it from the App Store. This will delete all files stored in the Access Mobile Client app and reset all your settings.

- If your Access Mobile Client is enrolled in client management, your IT administrator may be able to reset your App Password remotely.

Synchronization

Auto-Sync Interval – Select the interval after which your files will get automatically synced with the server.

Acronis Access management

Enrollment – If required by your IT department, tap this button to begin the Client Management enrollment process. This process will require a Server Name and PIN number that your IT administrator will send you. You will typically receive an email that includes this information. It will include instructions and should contain a link in step 2 of the process. Open this email on your device and tap the link in step 2 to automatically start the Acronis Access enrollment process. By using this link to begin the process, your Server Name, PIN number, and username will be completed automatically. Simply enter your company account password and tap **Enroll Now** to continue.

- **Unmanage** – You will see this setting only if you are already enrolled. Tap this setting tp unenroll.
- **Enrolled** – You will see this setting only if you are already enrolled.
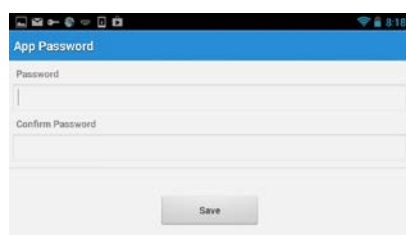
About Acronis Access

- **Version** – Displays the version of the Acronis Access application installed on your device.
- **Acknowledgements** – Contains license details on software components used by Acronis Access.
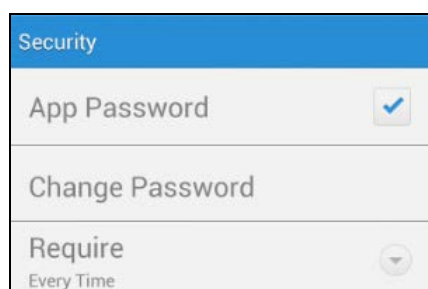
Setting An Application Password

An application password can be set manually from the Access Mobile Client **Settings** menu or automatically when accepting a management policy. If the management policy does not require an application password and does not explicitly prevent you doing so, you can set one manually

To set an Acronis Access App Password:

1. Tap the **Settings** icon.
2. Turn **ON** the App Password.
3. Enter an application password, confirm it, and tap **OK**.

To change your current application password tap **Change Password**, which is available after a Acronis Access app password has been configured. If you change your application password, you will be prompted to enter your current password before you enter the new one.

If your client management policy requires an application password to be set, follow these steps:

1. After initiating Acronis Access Client Management setup, Acronis Access will prompt you to create a password.

2. Enter and confirm a password, then tap **OK**.
3. If your password does not meet the policy's complexity requirements, you will be prompted to enter a new password.
4. To later change your current application password, tap the **Change Password** option. If you change your application password, you will be prompted to enter your current password before you enter the new one.

*The Acronis Access system administrator may require a password to be set by the application user and entered any time the Access Mobile Client application is started. If your Access Mobile Client app is managed and an application password is required by your system administrator, the **App Password** setting cannot be disabled from the Access Mobile Client application.*

Application password recovery

As of Acronis Access for Android version 3.1, an administrator can remotely recover your application password. The process involves acquiring a password reset code from the Access mobile app, giving that code to your administrator and receiving the new app code.

User-side password recovery process:

1. Open the Acronis Access app and tap the **Forgot Password?** button.
2. Copy the password reset code shown and send/show it to your Acronis Access administrator.
3. The administrator will give you the confirmation code which you need to enter in the app.
4. You will then have to set a new application password.

Server-side password recovery process:

For information on this procedure, please visit the Performing Remote Application Password Resets article.

2.1.4.3   Configuring the Access Mobile Client

After installing Acronis Access, you can configure it in two ways:

If your organization centrally manages your Access Mobile Client access and settings, you will need to request access to Acronis Access from your IT department. You will receive an enrollment email once you have been granted access that includes the information and instructions you will need to start using the Access Mobile Client.

If your Acronis Access server allows access without you mobile client being centrally managed, you can get started by simply entering your Acronis Access server's name along with your username and password.

To manually add a server

1. Start the **Acronis Access** app. You will be taken to the home screen.
2. Tap the **Menu** button on your device to open the Acronis Access menu.
3. Tap the **Add Server** button.

4. Enter the **server name or IP address** of your Acronis Access Gateway server. This is usually something like: **acronisaccess.mycompany.com**
5. Optionally, if you would like the server to appear in the app with a name other than the **server name** you just entered, enter an alternate **Display Name** for this server.
6. Enter your **username**. This is usually the same username you use to get to other company resources and your email account.
7. If you would like to save your password, tap the **remember password** checkbox and enter and confirm your password.

8. Tap **Save** to finish adding this server.

To enroll in management

Enroll automatically via enrollment email

1. Open the email sent to you by your IT administrator and tap the **click here to install the Acronis Access** link if you have not yet installed Acronis Access.
2. Once Acronis Access is installed, return to the invitation email on your device and tap **Click this link to automatically begin enrollment** in step 2 of the email.
3. An enrollment form will be displayed. If you used the link in the invitation email to start the enrollment process, your Server Address, PIN, and Username will be automatically filled out.

   Note: If your server does not require a PIN number, it will not be displayed in the enrollment form.

4. Enter your password and tap **Enroll Now** to continue.

   Note: The Username and Password are your standard company username and password. This is likely the same as you use to log into your computer or to your email.

5. After completing the entire form, tap the **Enroll** button.
6. Depending on the configuration of your company's server, you may be warned that your management server's security certificate is not trusted. To accept this warning and proceed, you can click **Proceed Always**.
7. If an application lock password is required for your Access Mobile Client app, you will be asked to set one. Password complexity requirements may apply and will be displayed if needed.
8. A confirmation window may appear if your management policy restricts the storage of files in Acronis Access or disables your ability to add individual servers from within the Access Mobile Client app. If you have files stored locally in the Access Mobile Client app, you will be asked to confirm that any files in your **My Files** local file storage will be deleted. If you select No, the management enrollment process will be canceled and your files will remain unchanged.

Manual enrollment

1. Open the Acronis Access app.
2. Open **Settings**.
3. Tap **Enroll**
4. Fill in your server's address, your PIN (if required), username and password.
5. After completing the entire form, tap the **Enroll** button.
6. Depending on the configuration of your company's server, you may be warned that your management server's security certificate is not trusted. To accept this warning and proceed, you can click **Proceed Always**.
7. If an application lock password is required for your Access Mobile Client app, you will be asked to set one. Password complexity requirements may apply and will be displayed if needed.
8. A confirmation window may appear if your management policy restricts the storage of files in Acronis Access or disables your ability to add individual servers from within the Access Mobile Client app. If you have files stored locally in the Access Mobile Client app, you will be asked to confirm that any files in your **My Files** local file storage will be deleted. If you select No, the management enrollment process will be canceled and your files will remain unchanged.

2.1.4.4 Working with files on Android

After completing enrollment with your company's Acronis Access Server, or after adding a server manually, you will see one or more servers in Acronis Access's **Network** tab. Any Acronis Access files that are located within the Access Mobile Client app in your on-device storage are found on the **Device** tab. Only files within the **Device** tab will be accessible when you are not on a network that is able to connect to your company's Acronis Access server. Sync folders are also located in the **Device** tab. To browse files, tap on a server or folder and navigate into subfolders as needed. Once you locate the file you're looking for, you can tap the menu button to the right side of the filename to open the file menu, or simply tap the file name itself to open the file.

In this section

Sync Folders

As of version 3.0, the Acronis Access Android client supports Sync folders. Acronis Access can sync network folders for storage on your device, within the Access Mobile Client app. This allows these folders and their contents to be accessed immediately without downloading files on-demand from the server, and ensures that these files are available even when you're offline.

Creating a sync folder

1. Navigate into the folder you would like to sync to your device. In this example, we are syncing the Marketing folder.

2. Tap the menu button of your device (if not present, you will see a software button) and select **Sync This Folder**. A window pops up prompting you for a folder name and sync type.

3. Enter a name for the folder and select a sync type, either 1-way or 2-way. 1-way will sync changes only from the server to the client. 2-way will sync both ways.

   Note: You can also have a provisioned sync folder, assigned to you by your administrator.

Manually syncing a folder

1. Open the **On This Device** tab.

2. Locate the sync folder you want to manually sync.

3. Tap the **Action** button.

4. Tap the **Sync** button.

Deleting a sync folder

1. Open the **On This Device** tab.
2. Locate the sync folder you want to manually sync.
3. Tap the **Action** button.
4. Tap the **Delete** button.

Note: This does not delete the files on the server. When you delete a sync folder, you delete the copy of the files that is on your device.

Opening files into other apps on your device

When opening a file, you may be prompted to choose the application on your device that would like to use to view or edit the file. If you choose **Always**, all files of that type will be opened into the selected app automatically in the future. If you choose **Just once**, you will be prompted to select an app again the next time you open a file of this type. This will let you work with various apps in the future, depending on what you are doing with the file. If you've chosen **Always** and would like to revert back to being able to choose from multiple apps, there is an option in your Android device's main **Settings** list that should allow you to do this.

To open a file in another app

1. Tap on the Action button.
2. Select View In.
3. Select an app from the list.

*Note: If SmartOffice cannot open a file, **View In** doesn't appear in the action menu, because it's the default action.*

## Opening files from other apps into Acronis Access

When you are working with a file in another app, you will need to use its Share or Send feature to open the file into Acronis Access when you are done. When files are sent to the Access Mobile Client, they appear in the **File Inbox** on the **Device** tab.

File and folder actions

1. To take action on a file or folder, tap the menu icon to the right of its name in the Access Mobile Client.

2. Choose the desired action.

3. If you are **copying** or **moving** a file, you will be prompted to navigate to the destination for the file.

4. Navigate into the folder where you would like to **copy** or **move** the file, then tap the **Clipboard** icon in the top menu bar.

5. The **Clipboard** will be displayed and include a list of the files to be copied or moved.
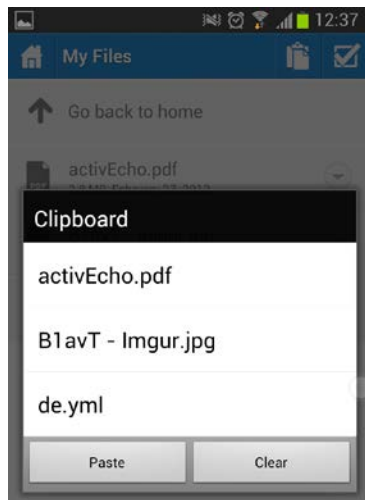
6. Tap the **Paste** button to copy or move the file into the current folder.
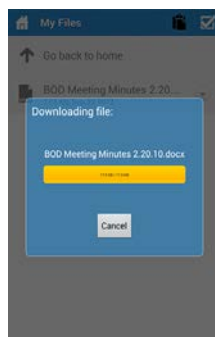
Copy, move, and delete of multiple files or folders

It is possible to copy, move, or delete more than one file at a time with the Acronis Access mobile app.

To do so, tap the check button ☑ , tap the checkbox next to the files you'd like to work with, and select Copy, Move, or Delete.

Copying files from the server to the device for offline access

If permitted by your organization's Acronis Access client management policy, it is possible to copy files from your Acronis Access server to your device, so that you may access them even if you are not connected to a network.

To do so, use the copy instructions detailed above and copy the required files into the **My Files** folder located on the **Device** tab.

While in the **My Files** folder, you can create new folders to organize your files by tapping your device's **Menu** button and selecting **Create Folder**.

Mailing a file

1. Tap the **Action** button.
2. Select **file**.
3. Choose a mail client from the list of apps.
4. Enter the email address of the recipient.
5. Send the email.

SmartOffice integration

With the SmartOffice integrated editor, you can edit all supported Office documents.

Tap on the text to open the bottom menu for text editing and formatting. From there you can:


- Make the selected text Bold.
- Make the selected text Italic.
- Underline the selected text.
- Change the font and/or font size.
- Change the color of the selected text.
- Add a background color (highlight) to the selected text.
- Select a text alignment (left, right, center).
- Add numbered or bulleted indentations.

To select text

1. Double-tap on a word at the beginning of your selection.
2. Tap and hold one of the boundaries.
3. Drag it over the text you want to select.

To edit the formatting of the selected text
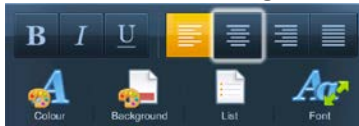
1. Tap on the **Format** button.
2. Tap on the desired formatting options.

To insert an image

1. Tap the **Add** button and select Image.
2. A popup appears showing your available folders containing images.
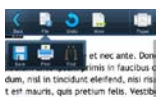3. Tap on the desired image.

You can also add Shapes, but only to PowerPoint presentations

1. Tap the **Add** button and select **Shape**.
2. A popup appears showing the available shapes.
3. Tap on the desired shape.

If you wish to zoom in or out

1. Tap on the text and hold. Two arrows will appear.
2. Swipe up to zoom in or swipe down to zoom out.

To search the document

1. Tap the **File** button and tap **Find**.
2. Enter your text in the text field and tap the **Find next** button.

To fit the text to your screen

1. Tap the **More** button.
2. From there tap **Reflow** to fit the page to your screen.

For easier page navigation tap the **Pages** button. To change the view to the default one, tap the **Pages** button again.
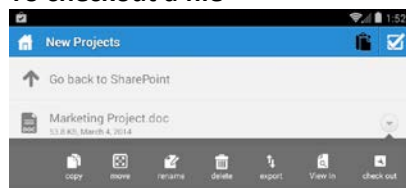

Saving your changes

1. Tap on the **File** button.
2. Tap on the **Save** button.
3. Tap on **Overwrite Original File** or **Rename and Save** depending on your preference.
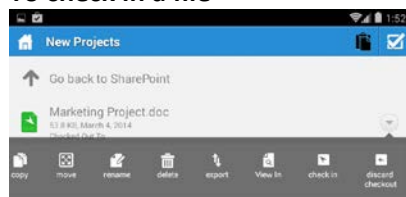
SharePoint integration

To checkout a file

1. Enter one of your **SharePoint** libraries.
2. Tap the action button for the file you want.
3. Tap **Check Out**.

Note: If you have checked out a file, its icon will be green.

To check in a file

1. Once you've finished making changes, tap the action button for your file.
2. Tap **Check In**.

Sorting the file list

All file lists within the Access Mobile Client can be sorted. To do so, simply tap on the funnel icon and select the sorting method you want. To switch between Ascending and Descending, simply select the same method again.
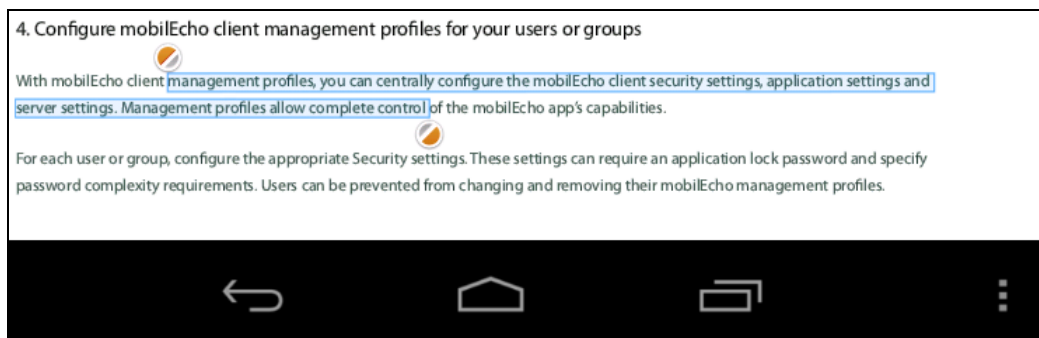
2.1.4.5   PDF Annotation on Android

SmartOffice allows you to perform PDF annotation on PDF files opened in the Access Mobile Client app.
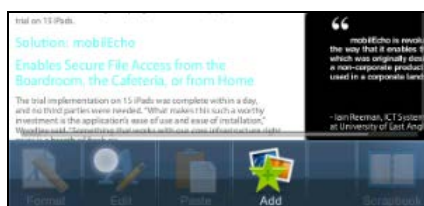
To open a PDF file

1.   Navigate to the file in Acronis Access.
2.   Tap on the file.

To select text

1.   Double-tap on a word at the begging of your selection.
2.   Tap and hold one of the boundaries.
3.   Drag it over the text you want to select.

To add an annotation

1.   Tap where you want the annotation in the text.
2.   Tap on the **Add** button.
3.   Tap the **Annotation** button.
4.   Select an annotation type.

To add a Note

1.   Drag the **Note** button to the desired location.

2. You can add a note to a specific word by highlighting it and tapping on it.

3. Enter your text and tap the **Back** button on your device or tap above/below the note to close it. The added notes appear as yellow balloon icons in the text.

To add a Highlight

1. Select the text you wish to highlight.

2. Tap the **Add** button.

3. Tap the **Annotation** button.

4. Tap the **Highlight** button.

To add a Freeform drawing
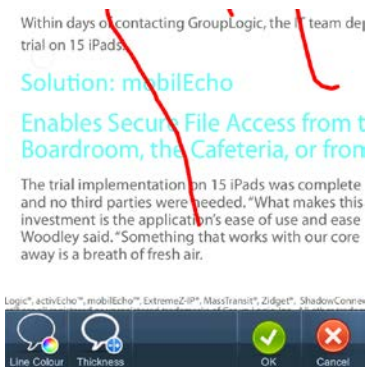
1. Tap the Pen icon.

2. Draw.

2.1.4.6   Self-provisioning Network Folders on Android

As of version 3.2 of the Android Access Mobile Client and version 5.1 of the Access Server, we support the self-provisioning of network folders. This allows the mobile device users to create network folders directly from their device (if given the rights to do so). There are two types of folder users can create:

File server location - This type of folder is added by entering a UNC path to a location on an SMB share. To be able to add this kind of folder, you need to be enrolled in client managed (p. 68), have a

user or group policy, your policy must have self-provisioning enabled and the selected gateway for self-provisioning must be able to reach the SMB share.

SharePoint location - This type of folder is added by entering a URL to a SharePoint site, site collection or library. To be able to add this kind of folder, you need to be enrolled in client managed (p. 68), have a user or group policy, your policy must have self-provisioning enabled and in some cases (for example, if the URL points to a different site collection than the root site) you need to enter administrator SharePoint credentials on the Gateway you are using for self-provisioning.

To provision a folder from the client app:

1. Open the Acronis Access app.
2. Tap on **Favorites** and open **My Network Folders**.
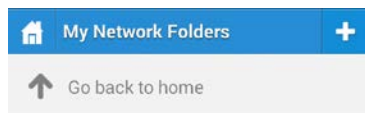
3. Tap on your device's menu button and tap **Add Folder**.
4. Enter the correct UNC path or URL. (e.g. **\\MU2008\Documents** or **http://sharepoint2010.company.com/projectdocs**).
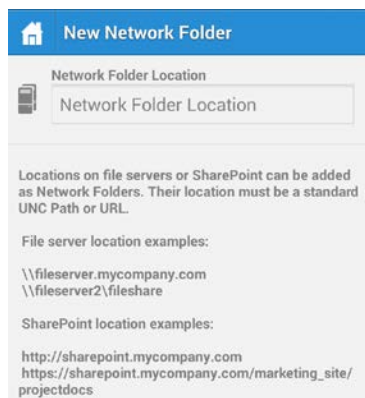
5. Press **Save**.

2.1.4.7   Bookmarking Folders

The Acronis Access Android 3.1 client supports bookmarking folders. This allows the user to have a shortcut to any folder he has the rights to access. The limitations are that you cannot bookmark folders which you cannot access, and bookmarks to folders which you previously had the rights to access, but no longer do, will be deleted automatically. Also, you can only create a bookmark for a folder on a Data Source, you cannot create a bookmark for the actual Data Source.

To add a bookmark:

1. Open the folder you wish to add a bookmark for.
2. Tap the **Menu** button.
3. Tap **Bookmark this folder**.

4. Enter a name and press **OK**.

To open a bookmark:

1. On the main screen, open the **Bookmarks** tab.
2. Tap on the bookmark you wish to open.

2.1.5   Using 'mobilEcho' links

You can send 'mobilEcho' links for your files and folders to other iOS or Android users. These links cannot bypass permissions or other security measures. The users sharing a link must both be able to connect to the same server, have the same name for the server (e.g. if on one client the name is "Marketing", it must be "Marketing" for the recipient as well) and have access to the file or folder the link is pointing to. To send the link, simply e-mail it to the other user.

The syntax is as follows:

```
mobilecho://server:port(if not default [443])/volume/path/path/file(if any).pdf

Examples:
To a file: mobilecho://192.168.1.88:4430/Projects/Dinner party/menu.pdf
           mobilecho://marketingme:4430/Projects/Dinner party/menu.pdf

To a folder: mobilecho://192.168.1.88:4430/Projects/Dinner party
           mobilecho://marketingme:4430/Projects/Dinner party
```

If the file or path shared contains spaces, you may need to create it as a link in your e-mail client and/or surround the address in quotes.

2.1.6   Enrolling in client management

If your organization centrally manages the Access Mobile Client's access and settings, you will need to request access to Acronis Access from your IT department. You will receive an enrollment email once you have been granted access. The email includes the information and instructions you will need to start using the Access Mobile Client.

If your Acronis Access server allows access without your Access Mobile Client being centrally managed, you can get started by simply entering your Acronis Access server's name along with your username and password.

Each user sent a management enrollment invitation will receive an email that contains:

- A link to install the Access Mobile Client from the Apple App Store.
- A link used to launch the Access Mobile Client app and automate the enrollment process.
- A one-time use PIN number.
- Their management server address.

- The email guides them through the process of installing the Access Mobile Client and entering their enrollment information.

From: **Access Administrator <pam@glilabs.com>**   Hide
Subject: Welcome to Acronis Access
Date: February 12, 2014 9:57:12 AM

---

pam@glilabs.com,

You have been given access to Acronis Access, a mobile file management application provided by your company.

This email includes instructions for setting up the Acronis Access application. The PIN number below can be used to activate Acronis Access on one device. Please ensure you have network access before completing these steps:

1. If you do not already have the Acronis Access app installed, please install it now.

   Tap here to install Acronis Access for iOS (iPad, iPhone, iPod Touch)
   Tap here to install Acronis Access for Android

2. Begin the enrollment process:

   On iOS:
   1. Tap this link to automatically begin enrollment, or perform the following steps to do so manually.
   2. Start the Acronis Access app and tap "Enroll Now" at the welcome screen.
   3. If you do not see a welcome screen, tap the Settings icon, then the Enrollment button.
   4. Enter the information below.

   On Android:
   1. Tap this link to automatically begin enrollment, or perform the following steps to do so manually.
   2. Start the Acronis Access app and tap the Menu button on your device.
   3. Select "Settings", then tap "Enroll Now".
   4. Enter the information below.

   PIN: D34WNNGQ
   Server Address: 192.168.1.72:3000
   Username: pam@glilabs.com
   Password: enter your company password

   Your enrollment PIN expires on Sat, 22 Feb 2014 14:59:10 +0200.

3. Tap the Enroll button.

4. If required by your security policy, you will be prompted to create an application lock password. This password will need to be entered when opening the Acronis Access app.

Once you have completed these steps, the servers and folders available to you will appear in Acronis Access.

For details on using Acronis Access, please visit the Acronis Access Client User Guide.

For further assistance, please contact your IT department.

If the Access Mobile Client app has already been installed, and the user taps the "Tap this link to automatically begin enrollment..." option while viewing this email on their device, Acronis Access will automatically launch and the enrollment form will be displayed. The user's server address, PIN number, and username are also encoded in this URL, so these fields are auto-completed in the enrollment form. At this point, the user simply has enters their password to complete the enrollment process.

The username and password required are the user's Active Directory username and password. These credentials are used to match them to the proper user or group management policy, for access to Gateway servers and if their management policy allows it, the saving of their credentials for Acronis Access server logins.

If their management policy requires an application lock password, they will be prompted to enter one. All password complexity requirements configured in their policy will be enforced for this initial password, and for any change of their application lock password in the future.

If their policy restricts the local storage of files on their device, they will be warned that existing files will be removed and allowed to cancel the management setup process if there are files they need to deal with before they are removed.

To enroll in management

Enroll automatically via enrollment email

1. Open the email sent to you by your IT administrator and tap the **click here to install the Acronis Access** link if you have not yet installed Acronis Access.
2. Once Acronis Access is installed, return to the invitation email on your device and tap **Click this link to automatically begin enrollment** in step 2 of the email.
3. An enrollment form will be displayed. If you used the link in the invitation email to start the enrollment process, your Server Address, PIN, and Username will be automatically filled out.

   Note: If your server does not require a PIN number, it will not be displayed in the enrollment form.

4. Enter your password and tap **Enroll Now** to continue.

   Note: The Username and Password are your standard company username and password. This is likely the same as you use to log into your computer or to your email.

5. After completing the entire form, tap the **Enroll** button.
6. Depending on the configuration of your company's server, you may be warned that your management server's security certificate is not trusted. To accept this warning and proceed, you can click **Proceed Always**.
7. If a application lock password is required for your Access Mobile Client app, you will be asked to set one. Password complexity requirements may apply and will be displayed if needed.
8. A confirmation window may appear if your management policy restricts the storage of files in Acronis Access or disables your ability to add individual servers from within the Access Mobile Client app. If you have files stored locally in the Access Mobile Client app, you will be asked to confirm that any files in your **My Files** local file storage will be deleted. If you select No, the management enrollment process will be canceled and your files will remain unchanged.

Manual enrollment

1. Open the Acronis Access app.
2. Open **Settings**.
3. Tap **Enroll**
4. Fill in your server's address, your PIN (if required), username and password.
5. After completing the entire form, tap the **Enroll** button.
6. Depending on the configuration of your company's server, you may be warned that your management server's security certificate is not trusted. To accept this warning and proceed, you can click **Proceed Always**.
7. If a application lock password is required for your Access Mobile Client app, you will be asked to set one. Password complexity requirements may apply and will be displayed if needed.

A confirmation window may appear if your management policy restricts the storage of files in Acronis Access or disables your ability to add individual servers from within the Access Mobile Client app. If you have files stored locally in the Access Mobile Client app, you will be asked to confirm that any files in your **My Files** local file storage will be deleted. If you select No, the management enrollment process will be canceled and your files will remain unchanged.

Ongoing Management Updates

After the initial management setup, Access Mobile Clients will attempt to contact the management server each time the client app is started. Any settings changes, server or folder assignment changes, application lock password resets, or remote wipes will be accepted by the client app at that time.

Client management connectivity requirements

Access Mobile Clients must have network access to the management server in order to receive profile updates, remote password resets, and remote wipes. If your client is required to connect to a VPN before they can access Acronis Access Gateway servers they will also need to VPN before management commands will be accepted.

Removing Management

There are two options to remove your Access Mobile Client from management:

- Turn Off the Use Management option (if allowed by your policy)
- Remove the Access Mobile Client application

Depending on your Acronis Access management policy settings, you may have the right to remove the Access Mobile Client from management. This will likely result in you not being able to access corporate files servers. If you are allowed to do so, follow these steps to unmanage your device:

To unmanage your device follow the steps below:

1. Tap the **Settings** menu.
2. Turn OFF the **Use Management** option.
3. Your profile may require that your Access Mobile Client data is wiped when removing the device from management. You can cancel the process at this point if you don't want to be wiped.
4. Confirm removing Acronis Access from management by tapping **YES** in the confirmation window.

*Note: If your Acronis Access management profile does not allow you to unmanage your client, the **Use Management** option will not be displayed on the **Settings** menu. In this case the only way to remove the device from management is by uninstalling the Access Mobile Client application. Uninstalling the application will erase all existing Access Mobile Client data and settings and will return the user to default application settings after reinstalling.*

To uninstall the Access Mobile Client app, follow the steps below:

1. Hold your finger on the Access Mobile Client app icon until it starts shaking.
2. Tap the "**X**" button on the Access Mobile Client application and confirm the uninstall process.

To reinstall the Access Mobile Client app, visit http://www.grouplogic.com/web/meappstore

2.1.7   Using Acronis Access with Salesforce

Salesforce is an online, web-based, CRM application that runs in "the cloud" allowing users to manage and perform nearly every detail of their job.

Using Salesforce

You can enable Salesforce logging for separate folders through your management server. In order to do this, your Access Mobile Client must be managed by the server and the user must have a folder assigned to them with the option of Salesforce logging enabled. All of the files in the folder will have only one action, open, which opens the Salesforce login screen.

To use Salesforce logging, follow the steps below:

1. Tap on a file, tap **Open** and enter your Salesforce login credentials.
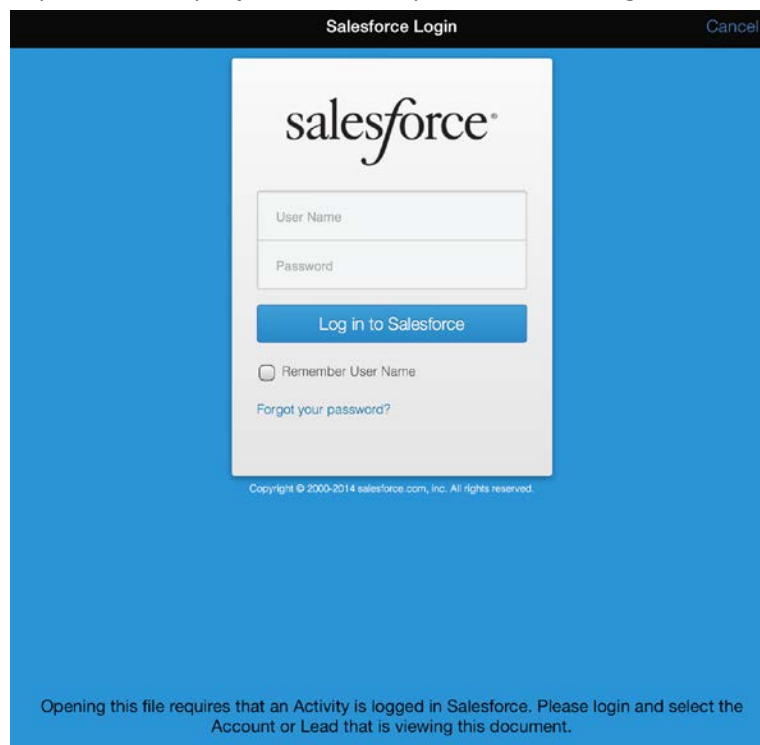
2. Once you login, Acronis Access will request permission to log your activity.

3. Use the search bar to find and select the Account or Lead who will be viewing the file.

4. After selecting the user, you will be able to open the file and Salesforce will log information pertinent to the file being opened.

3 Desktop Client

The Acronis Access Desktop Client is used to access the Acronis Access Sync and Share feature.   It synchronizes files automatically between your desktop and the server. Using the Acronis Access Sync and Share capabilities users can share files easily with other users, and access their content from mobile devices or a web browser.

Visit the Sync & Share section for more details on setting up this feature.

In this section

3.1.1   Before You Begin

The Access Desktop Client is currently available for Windows and Mac.

The installation process requires that you have:

- Access Desktop Client installer executable
- Address of the server you are going to use (provided by your administrator or via email)
- Login credentials for the server (from Active Directory, or provided by your administrator, or via email)

Client System Requirements

Supported operating systems:

- Windows XP, Windows Vista, Windows 7, Windows 8 and 8.1
- Mac OS X 10.6.8 and higher with Mac compatible with 64-bit software.

  Note: When installing the Acronis Access Desktop client, make sure that the sync-folder you create is not in a folder synchronized by another software. For a list of known conflicts visit Conflicting Software.

Supported web browsers:

- Mozilla Firefox 6 and later
- Internet Explorer 8 and later (Internet Explorer 8 is not supported for Server Administration)

  *Note: When using Internet Explorer you have to make sure that **Do not save encrypted pages to disk** is unchecked in order to be able to download files. This setting is found under **Internet Options** -> **Advanced** -> **Security**.*

- Google Chrome
- Safari 5.1.10 or later

3.1.2 Windows Client

In this section

3.1.2.1 Installing and Configuring the Windows Acronis Access Desktop Client

1. Using your web browser, go to the log-in page of your Acronis Access server, for instance https://myserver_ https://myserver/

2. Log in.
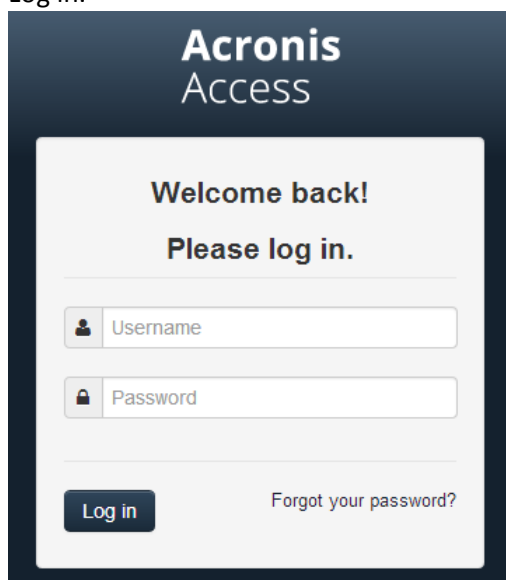
3. Click on your account.

4. Click the **Download Access Desktop Client** link and save the installer to your computer.
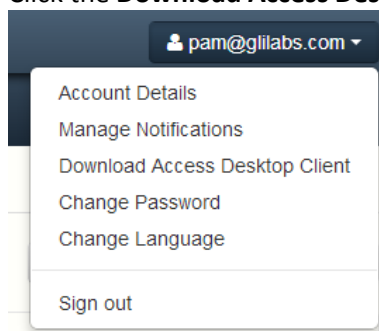
5. Run the **Acronis Access Client Installer**. Be sure you are logged into Windows with administrator privileges.

6. Click **Next** to continue the installation.

7. Accept the Software License Agreement and click **Next**.

8. Click **Next** to accept the default Destination Folder.

9. Click **Install** to begin the installation.

10. Click **Finish** to close the installer.

11. Go to **Start** -> **All Programs** and launch the **Acronis Access Client**.

12. An **Acronis Access Preferences** window appears. If you want to open that window again at a later time, click on the **AA** icon in the notification/tray area, and select **Preferences**.
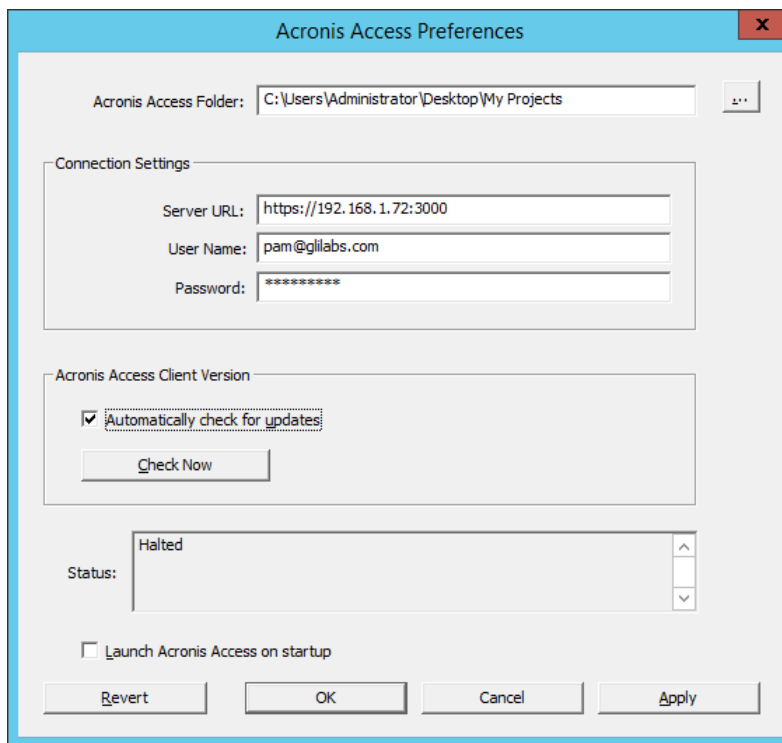
1. Click the "**...**" button, select the folder where your files will be synced, and then click **OK**.
2. In the **Server URL** field enter the address of the Acronis Access server, including the "https://" or "http://" prefix.
3. In the **Username** field enter your username or email address.
4. In the **Password** field enter your password. What password you use depends on how your organization has implemented Acronis Access:
   1. If you received an invitation email and you set your own personalized password in Acronis Access Web, this is the one to use.
   2. If Acronis Access uses your organization's Active Directory, enter your network password.
      Note: In case of doubt, please ask your IT department what to use.
5. Click **OK** to save the configurations.

Once you have successfully installed and configured your Access Desktop Client, it's time to start using it.

3.1.2.2   First Steps

Note: If you haven't installed your Acronis Access Desktop Client yet, you can do so by following the Client Installation and Configuration (p. 74) guide.

1. Open the folder you selected for syncing during the configuration process. This is just a normal folder, so instead of calling it Sync Folder you should use more regular names. In this example we named it **My Projects**.
2. Create a folder named **Marketing Campaign** inside **My Projects**.
3. Create a text document inside **My Projects**, fill it with text, and then save and close it.

4. Create another folder inside **My Projects** with a name **Collaterals**.
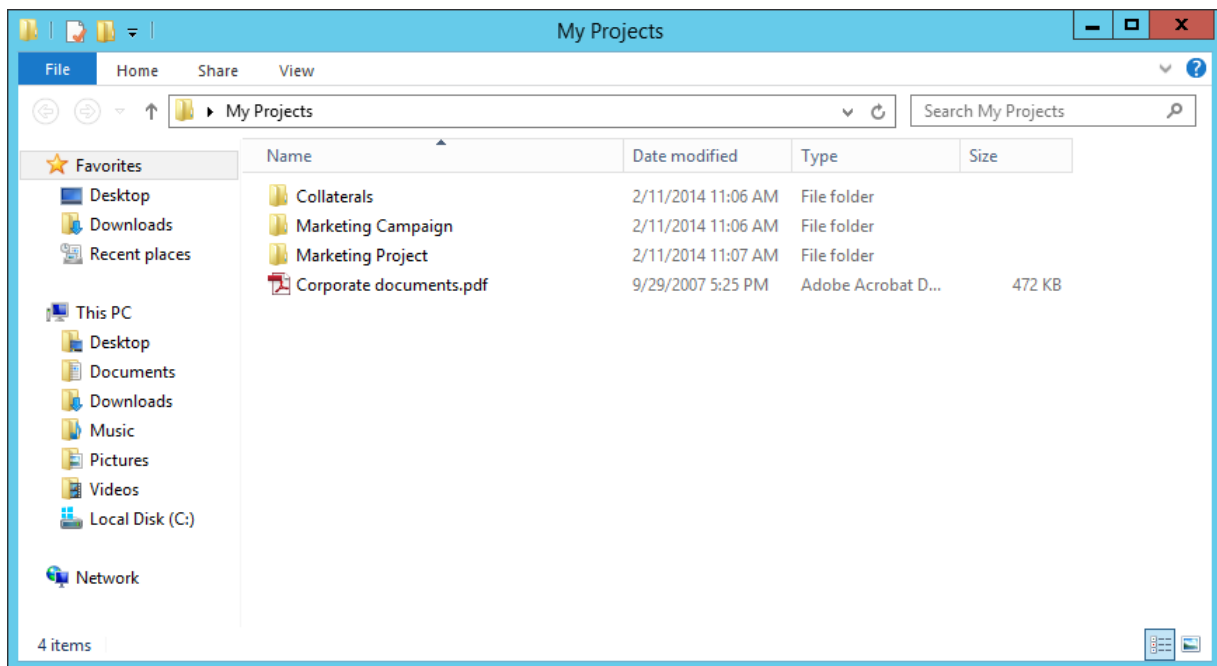
5. Place some files into it by copying them from your computer.

6. Now it's time to share a folder with a colleague. You can do this in two different ways: directly from Windows Explorer or using your web browser. Follow step 7 to share content from your desktop using Windows Explorer, or follow step 8 to share content using your preferred web browser.

   Note: You can also share just a single file as described at the bottom of this article.

7. If you want to do it right from your desktop, select the **Marketing Campaign** folder
   a. Right Click on it.
   b. From the context menu, select **Share with Acronis Access**
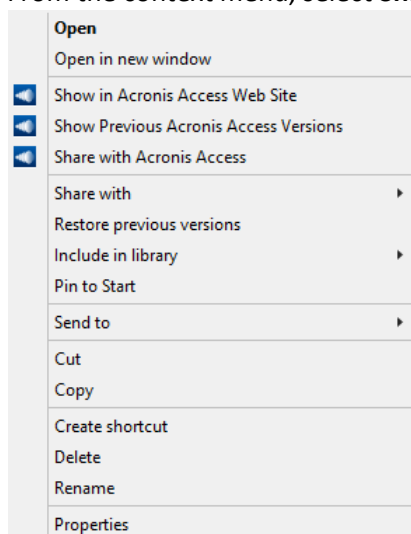
c.   This will launch a web browser and show you the invite dialog.

d.   In the **Invite others** dialog enter an email address and an appropriate text message.

Invite Others to "Marketing Project"   ✕

Invite collaborators to this folder using a list of email addresses

> ✕ john <john@glilabs.com>

Send a message with your invitation

> John, this is the project we are working on. Please make any changes to the
> included documents as needed.

☐ Invite collaborators to share with read-only access
☐ Allow collaborators to invite other collaborators
☐ Allow collaborators to view other members of this share

Invitation Language

English ⌄

Share Folder   Cancel

8.   If you prefer to use your web browser instead, open https://server.com/ https://server.com/, where **server.com** is the Acronis Access server address, and log in using your username and password credentials.

a. Go to the **Projects** page and locate the **Marketing Campaign** folder.
b. Click on the **Actions** button sign near the **Marketing Campaign** folder, and then click **Invite**.

c. In the **Invite others** dialog enter an email address and an appropriate text message.

9. Regardless of the method used to invite a person, the recipient will then receive one or two emails, depending on whether he is an internal (Active Directory) or external user.

1. For an external user, the first email with subject **You have been invited to Acronis Access.** contains a link to set a personalized password.
2. The second email with subject **You have been given access to Marketing Campaign** contains your message and a link for accessing the shared files.

10. Once the invited user clicks on the link to access the system (and set his password if needed) you and your colleague will share access over the files in the **Marketing Campaign** folder.

Make sure you tell your colleague about the desktop client, so you can synchronize files automatically among your computers.

Note: The maximum path length is different between Mac OS X and Windows which can lead to syncing errors in cross platform deployments. On Windows there is an OS limitation of 260 characters (MAX_PATH) total for the entire path, including the "C:\mysharefolder\" part. So on Windows the max filename length will be 260 - [share folder path length] - 1 (for NULL terminator).

e.g. The user is sharing C:\my_shared_documents and is trying to download a file into C:\my_shared_documents\this_is_a_folder\ the max file name length of that subdirectory would be 260 - 40 - 1 = 219 characters. The Mac OS X limit is 1024 characters.

Sharing a single file

*Note: If you want to share a file or folder that was shared with you by another user, you need to have the permissions to invite other users to that share. If you do not have the permissions to invite other users, you will not be able to share the files and folders with another user. The option **Send Download Link** under the Actions menu will not be visible as well.*

1. Open the Acronis Access Web Interface.
2. If you've logged in with an administrator account, press **Leave Administration** in the upper right corner.
3. Press the **Actions** button for the file you want to share.
4. Press **Send Download Link**.
5. Enter the email address(es) of the user(s) you want to receive the download link.
6. Set link expiration.
7. Select the language of the email.
8. Press the **Send** button.

3.1.2.3   Updating

The Access Desktop Client has an auto-update feature. This feature allows two very important things:

- Easy and hassle-free updating of the client for basic users.
  The client updates itself automatically, requiring little user interaction.
- Version control for administrators.
  The administrators can set a certain version of the Access Desktop Client to be used when updating.

Using the auto-update

If auto-update is configured on the Acronis Access server then at some point the Access Desktop Client will prompt you to update.

1. When it prompts you, you can choose from **OK** and **Remind me later**. Press **OK**.
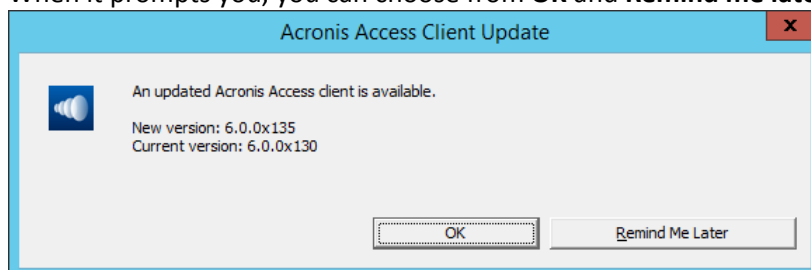
2. Update now will open the Acronis Access client installer.
3. Once theAcronis Access client installer launches, follow the instructions in the installer to install the new version.
4. At the end click **Finish**.
5. The auto updater will finish the installation and relaunch the Access Desktop Client application.
6. Done.

Or you could check for updates manually

1. Start the Access Desktop Client.
2. Open the **tray Acronis Access app**.
3. Select **Preferences**.
4. In the Acronis Access client version section press **Check Now**.
5. A windows pops-up showing your current version and the latest (selected by the server) version.
6. Press **OK** to update.
7. The Acronis Access client installer will launch, then proceed with steps 3 - 6 shown above (under **Using the auto-update**).

3.1.3   Mac Client

In this section

3.1.3.1   Installing and Configuring the Mac Acronis Access Desktop Client

1. Using your web browser, go to the log-in page of your Acronis Access server, for instance https://myserver_ https://myserver/

2. Log in.
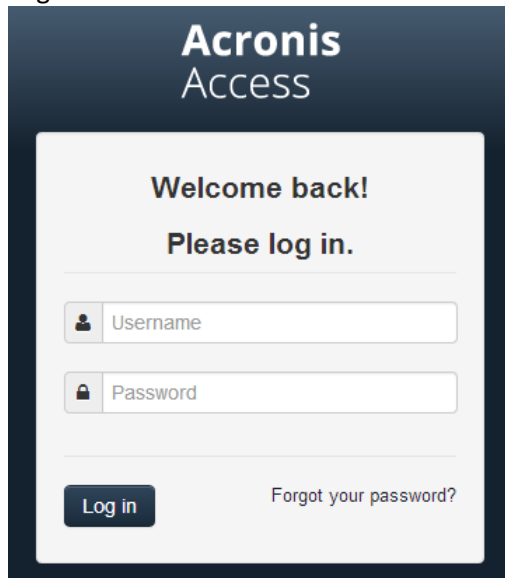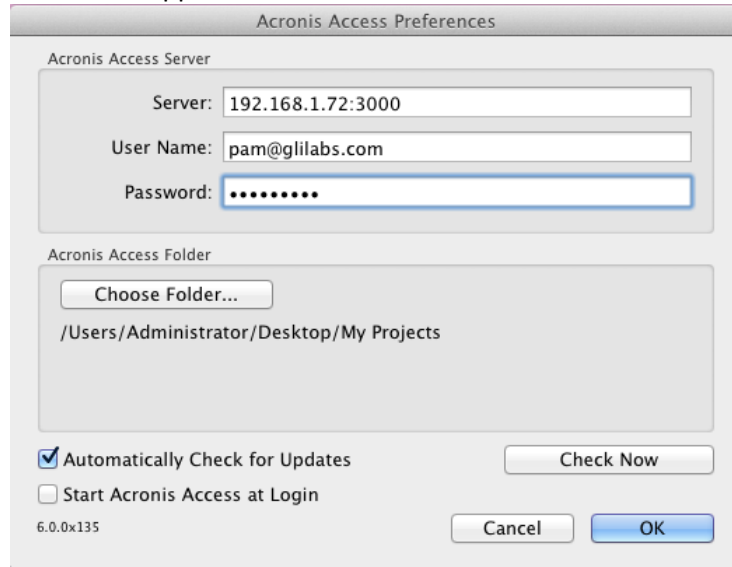
3. Click on your account.
4. Click the **Download Access Desktop Client** link and save the installer to your computer.
5. Double-click the **Acronis AccessClientInstaller.dmg** file. The following window appears:

6. Drag the Acronis Access icon into the **Applications** folder.
7. Go to your Applications folder and launch **Acronis Access**.

8. An **AA** icon appears in the **Menu bar**. Click on it and select **Preferences**.

9. Click the "**Choose Folder...**" button, select the folder where your files will be synced, and then click **OK**.

10. In the **Server URL** field enter the address of the Acronis Access server, including the "https://" or "http://" prefix.

11. In the **Username** field enter your email address.

12. In the **Password** field enter your password. What password you use depends on how your organization has implemented Acronis Access:

    1. If you received an invitation email and you set your own personalized password in Acronis Access Web, this is the one to use.

    2. If Acronis Access uses your organization's Active Directory, enter your network password.

       Note: In case of doubt, please ask your IT department what to use.

13. Click **OK** to save the configurations.

Once you have successfully installed and configured your Access Desktop Client, it's time to start using it.

3.1.3.2   First Steps

If you haven't installed your Access Desktop Client yet, you can do so by by following the Client Installation and Configuration (p. 80) guide.

1. Open the folder you selected for syncing during the configuration process. This is just a normal folder, so instead of calling it Sync Folder you should use more regular names. In this example we named it **My Projects**.

2. Create a folder named **Marketing Campaign** inside **My Projects**.

3. Create another folder inside **My Projects** with a name **Collaterals**.
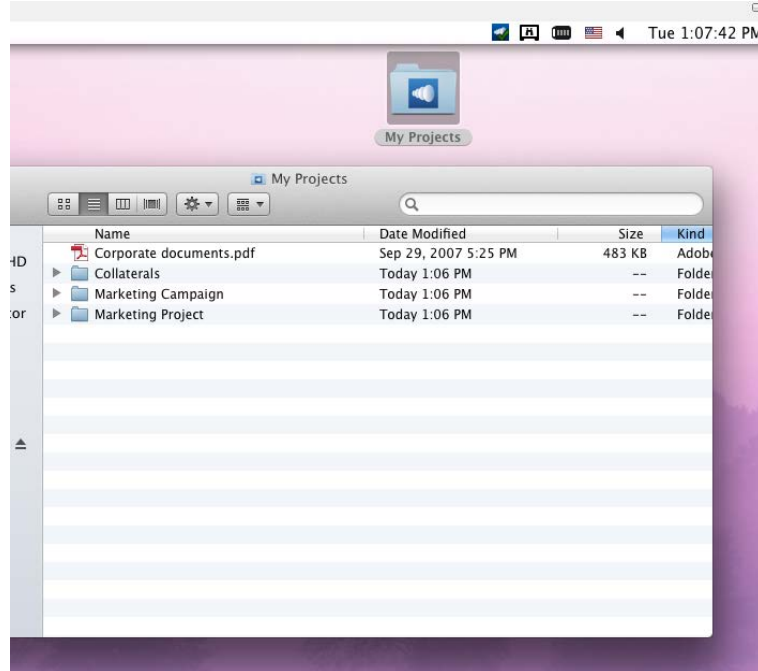
4. Place some files into it by copying them from your computer.

5. Now it's time to share a folder with a colleague. You can do this in two different ways: directly from the Finder or using your web browser. Follow step 6 to Share content using the Finder or step 7 to Share content using your preferred web browser.

   Note: You can also share just a single file as described at the bottom of this article.

6. If you want to do it right from your desktop, in Finder select the **Marketing Campaign** folder

   a. Control Click or Right Click on it.

b. From the context menu, select "Services" and then "Acronis Access: Share Folder"

7. This will launch a web browser and show you the invite dialog. In the **Invite others** dialog that appears, enter an email address and an appropriate text message.

1. If you prefer to use your web browser instead, open https://server.com/ https://server.com/, where **server.com** is the Acronis Access server address, and log in using your username and password credentials.

a. Go to the **Projects** page and locate the **Marketing Campaign** folder.

b. Click on the **Actions** button sign near the **Marketing Campaign** folder, and then click **Invite**.

c. In the **Invite others** dialog enter an email address and an appropriate text message.

2. Regardless of the method used to invite a person, the recipient will then receive one or two emails, depending on whether he is an internal (Active Directory) or external user.

   1. For an external user, the first email with subject **You have been invited to Acronis Access.** contains a link to set a personalized password.

   2. The second email with subject **You have been given access to Marketing Campaign** contains your message and a link for accessing the shared files.

3. Once the invited user clicks on the link to access the system (and set his password if needed) you and your colleague will share access over the files in the **Marketing Campaign** folder.

Make sure you tell your colleague about the Access Desktop Client, so you can synchronize files automatically among your computers.

*Note: The maximum path length is different between Mac OS X and Windows which can lead to syncing errors in cross platform deployments. On Windows there is an OS limitation of 260 characters (MAX_PATH) total for the entire path, including the "**C:\mysharefolder**" part. So on Windows the max filename length will be 260 - [share folder path length] - 1 (for NULL terminator).*

e.g. The user is sharing C:\my_shared_documents and is trying to download a file into C:\my_shared_documents\this_is_a_folder\ the max file name length of that subdirectory would be 260 - 40 - 1 = 219 characters. The Mac OS X limit is 1024 characters.

Sharing a single file

*Note: If you want to share a file or folder that was shared with you by another user, you need to have the permissions to invite other users to that share. If you do not have the permissions to invite other users, you will not be able to share the files and folders with another user. The option **Send Download Link** under the Actions menu will not be visible as well.*

1. Open the Acronis Access Web Interface.
2. If you've logged in with an administrator account, press **Leave Administration** in the upper right corner.
3. Press the **Actions** button for the file you want to share.
4. Press **Send Download Link**.
5. Enter the email address(es) of the user(s) you want to receive the download link.
6. Set link expiration.
7. Select the language of the email.
8. Press the **Send** button.

3.1.3.3   Updating

The Access Desktop Client has an auto-update feature. This feature allows two very important things:

- Easy and hassle-free updating of the client for basic users.
  The client updates itself automatically, requiring little user interaction.
- Version control for administrators.
  The administrators can set a certain version of the Access Desktop Client to be used when updating.

Using the auto-update

If auto-update is configured on the Acronis Access server then at some point the Access Desktop Client will prompt you to update.

1. When it prompts you, you can choose from **Install update**, **Remind me later** and **Skip this version**.
2. Press **Install update** to open the Acronis Access Client installer.
3. Press **Install and Relaunch**.

Or you could check for updates manually.

1. Press the **AA** icon in the **Menu bar**.
2. Select **Preferences**.
3. In the Access Desktop Client version section press **Check Now**.
4. A windows pops-up showing your current version and the latest (selected by the server) version. Press **Install update**.
5. Press **Install and Relaunch**.

3.1.4 Notifications

The Access Mobile Client shows tray notifications when synchronising files, in case of minor errors, major errors and when the user pauses the client. In case of an error, the cause can be viewed by clicking on the tray icon of Acronis Access. This will result in a window popping up, giving details on any present errors.

Green icon - The client is working.

Yellow icon - This is a warning, the client is working but there is some loss of functionality.

Red icon - The client has encountered a critical error, resulting in complete loss of functionality. This error may be caused by a bad configuration of the client or the server.
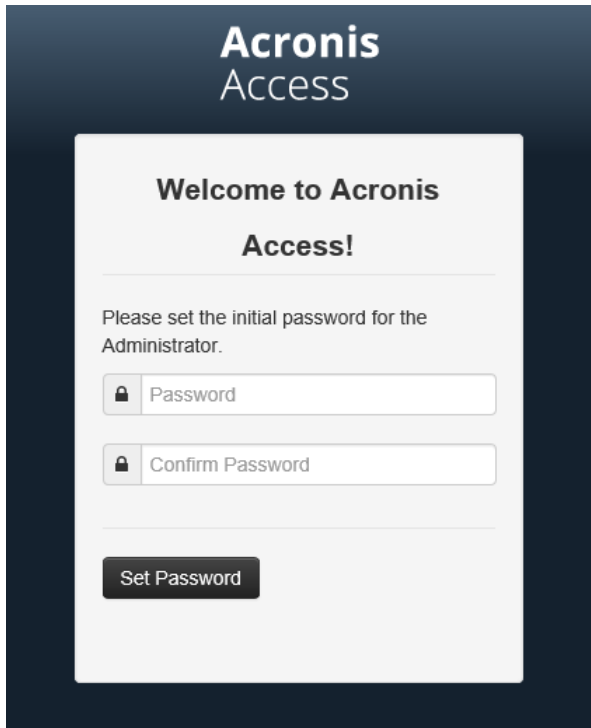
Orange icon - The client is paused.

4 Web Client

Opening the Acronis Access Web Client.

1. Launch you web browser and navigate to: https://myserver https://myserver, where **myserver** is the URL or IP address of the computer running the Acronis Access server.


2. Login with your credentials.

   a. If you have just installed the Acronis Access server, login as **administrator** with the password you set after the installation process. If this is the first time you open the web interface, you will be asked to set the password now.

   b. If you received an email inviting you to Acronis Access you may need to **set your own personal password** at this point or log in using your Active Directory credentials.

   c. If your Acronis Access server has been configured to use Active Directory for authentication and user account provisioning you should be able to login using valid network credentials.

3. If you are logged in as an administrator, you have to leave administrative mode to use the web client.

   ▪ To do so, simply press the **Leave Administration** button at the top-right.

Creating folders and uploading files

1. Click the **Create Folder** button and enter a name for the new folder. In this example we will use **Marketing Project**. Press the **Save** button.
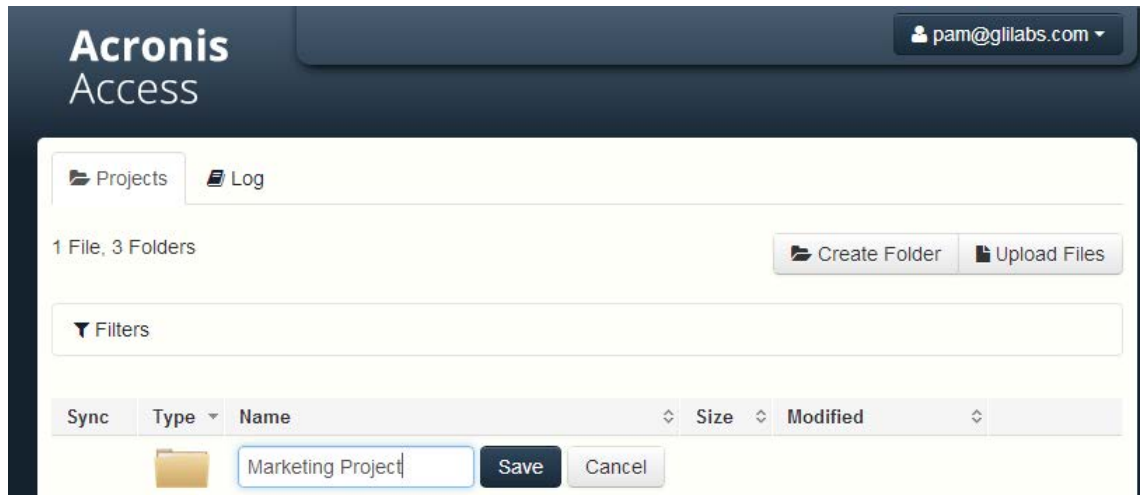
2. Navigate into the new folder by clicking its name.

3. Click the **Upload Files** button, click the **Add Files...** button and select a file or files from your computer.
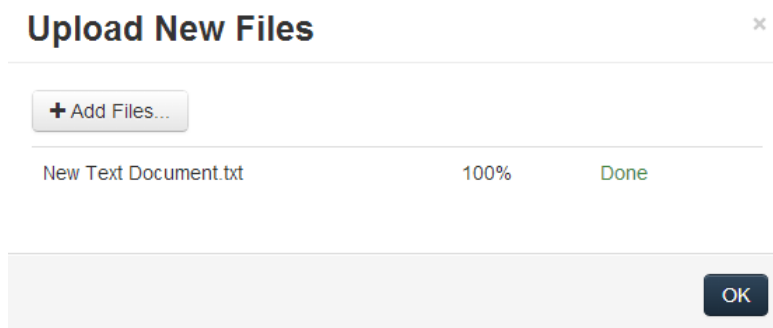
4. The file(s) will be uploaded to the folder you are in. Press **Ok**.

5. Another way of uploading files is simply dragging and dropping them to the web page.
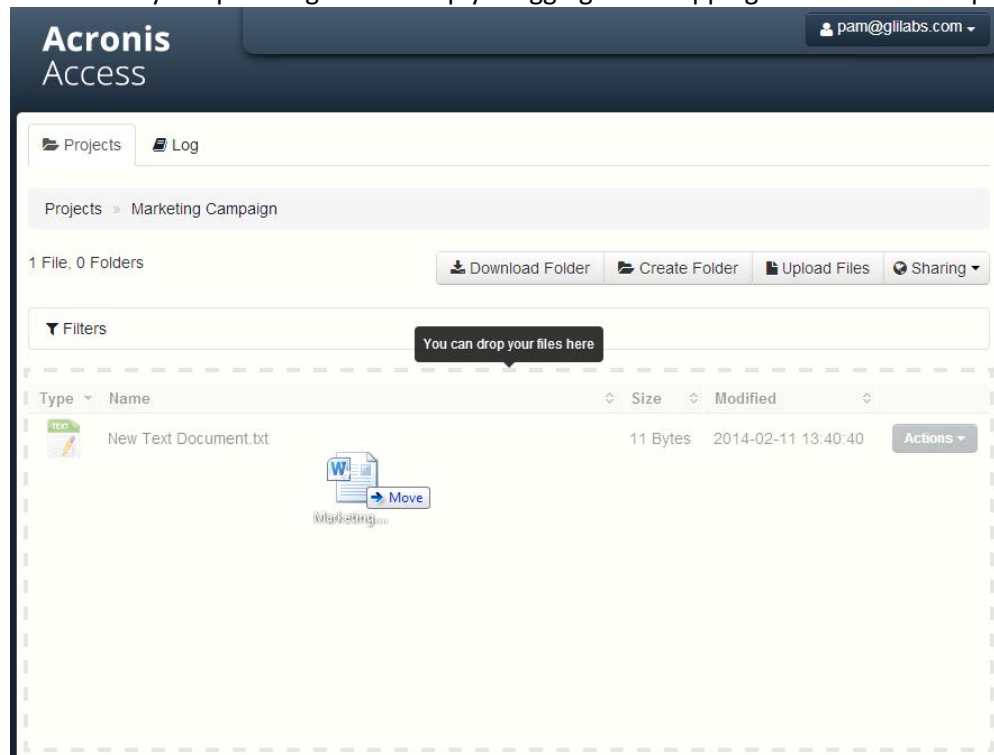
File and folder actions

1. Notice there is an **Actions** button next to every file or folder. Clicking on it shows what actions you can perform and information on the item, including access to previous versions of the same file.
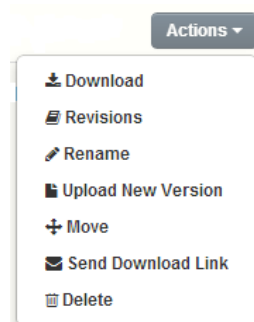
2. If you want to download this or any other file, just click on its name. Alternatively, you can press the **Actions** button and press **Download**.

*Note: When using Internet Explorer you have to make sure that **Do not save encrypted pages to disk** is unchecked in order to be able to download files. This setting is found under **Internet Options** -> **Advanced** -> **Security**.*

3. Now it's time to share a folder with a colleague or business partner. Click on **Projects**, click on the **Actions** button for the folder you want to share and click **Invite**.

4. In the **Invite others** dialog enter an email address and an appropriate text message. An email containing your information and access instructions will be generated and sent to the recipient.

*Note: If the **Invite collaborators to share with read-only access** check box is enabled, invited users can only download and access for reading documents included in the shared folder*

5. You can subscribe to email notification alerts for folders shared with you. To do so, simply press the **Actions** button for that shared folder and click on **Notifications**.

Notifications for 'Collaterals'

Use Your Defaults	Customize Your Notifications

Specify how often you would like to be emailed about changes to this share and which events you would like to be notified about.

Frequency (in minutes)

60

☑ Notify when files are downloaded
☑ Notify when files and folders are added
☐ Notify when files and folders are updated
☐ Notify when files and folders are deleted
☐ Notify when users are invited or removed
☐ Notify when errors occur

Change My Defaults

Save   Cancel

Audit logging

You can also look at the history of events by clicking the **Log** tab. Search and filter options are available. You can export the results as XML, CSV or text files.

📂 Projects   📕 Log
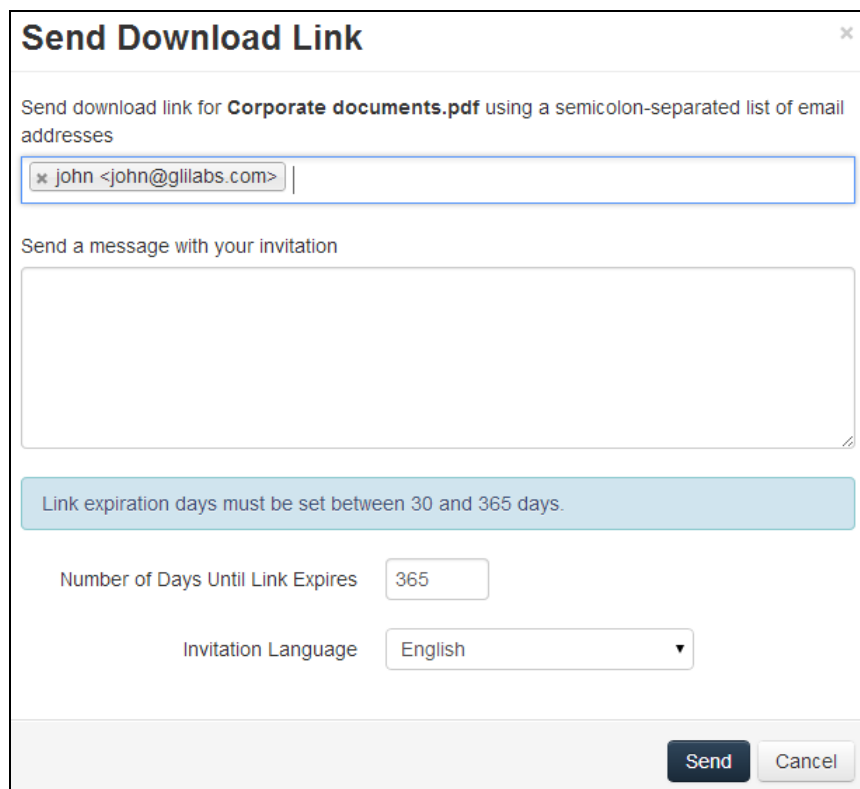
Recent Events

Export ▾

▼ Filters

Timestamp ▾	Type ⇕	User ⇕	Message
2014-02-11 13:54:12	Info	pam@glilabs.com	Invited plamena@t-soft.biz to share 'Collaterals'.
2014-02-11 13:54:12	Info	pam@glilabs.com	Added new share 'Collaterals'.
2014-02-11 13:45:35	Info	pam@glilabs.com	Downloaded file 'Marketing.docx'.
2014-02-11 13:45:34	Info	pam@glilabs.com	Downloaded file 'Marketing.docx'.
2014-02-11 13:44:41	Info	pam@glilabs.com	Updated file 'Marketing.docx'.
2014-02-11 13:44:26	Info	pam@glilabs.com	Deleted file "Marketing.docx".
2014-02-11 13:42:41	Info	pam@glilabs.com	Downloaded file 'Marketing.docx'.

Sharing a Single file

*Note: If you want to share a file or folder that was shared with you by another user, you need to have the permissions to invite other users to that share. If you do not have the permissions to invite other users, you will not be able to share the files and folders with another user. The option **Send Download Link** under the Actions menu will not be visible as well.*

1. Open the Acronis Access Web Interface.
2. If you've logged in with an administrator account, press **Leave Administration** in the upper right corner.
3. Press the **Actions** button for the file you want to share.
4. Press **Send Download Link**.
5. Enter the email address(es) of the user(s) you want to receive the download link.
6. Set link expiration.
7. Select the language of the email.
8. Press the **Send** button.