

Acronis Cyber Cloud

Integration with Splashtop

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Introduction

This document describes how to enable and configure the integration of Acronis Cyber Cloud with Splashtop.

You can quickly establish a remote desktop session from within Acronis Cyber Protect Cloud using Splashtop, without having to switch between consoles.

Terminology

- **Splashtop account** - the account you will use to access the Splashtop web console (my.splashtop.com) as well as other integration services
- **Splashtop Business App** - the Splashtop application used to connect to remote devices, installed on the administrator's computer
- **Splashtop Streamer** - the application that allows remote access to managed devices

Prerequisites

The following conditions should be met in order to be able to use this integration:

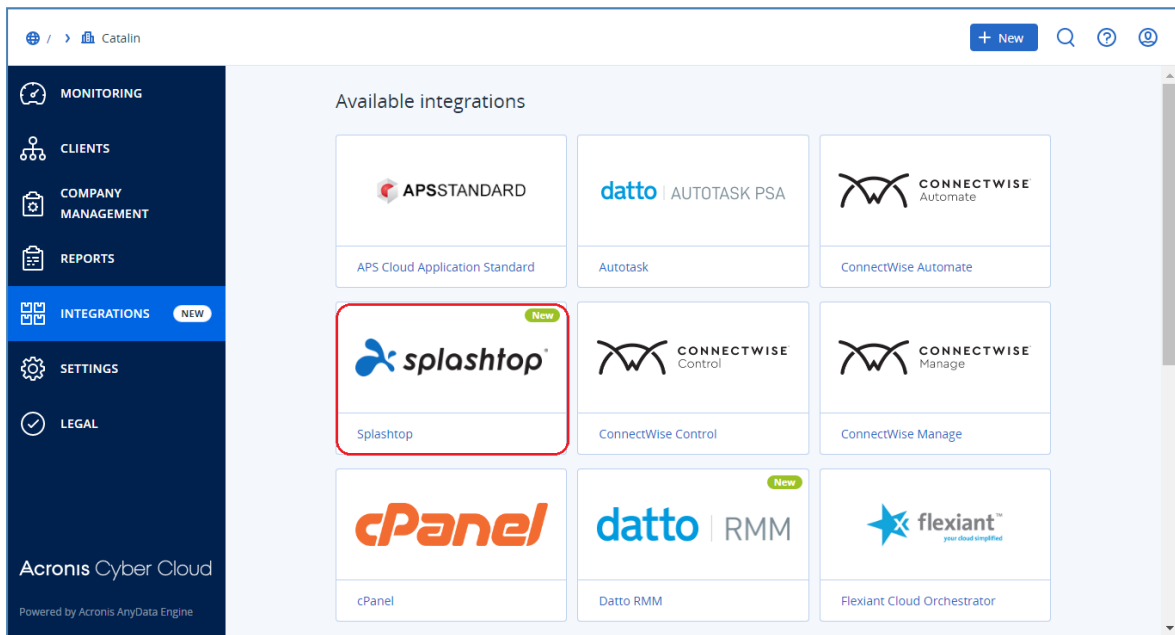
- Splashtop Business App should be installed on the device where the Acronis Cyber Protect Cloud console runs under Windows or macOS operating systems.
- Splashtop account credentials are necessary to log into the Business App.
- Managed devices should have Splashtop Streamer agent installed. Remote access from Acronis Cyber Protect Cloud is available only for devices operating under Windows or macOS.
- Managed devices must also meet the system requirements of both the [Acronis Cyber Protect agent](#) and the [Splashtop Streamer](#).

Configuration

See how you can enable/disable or edit an integration.

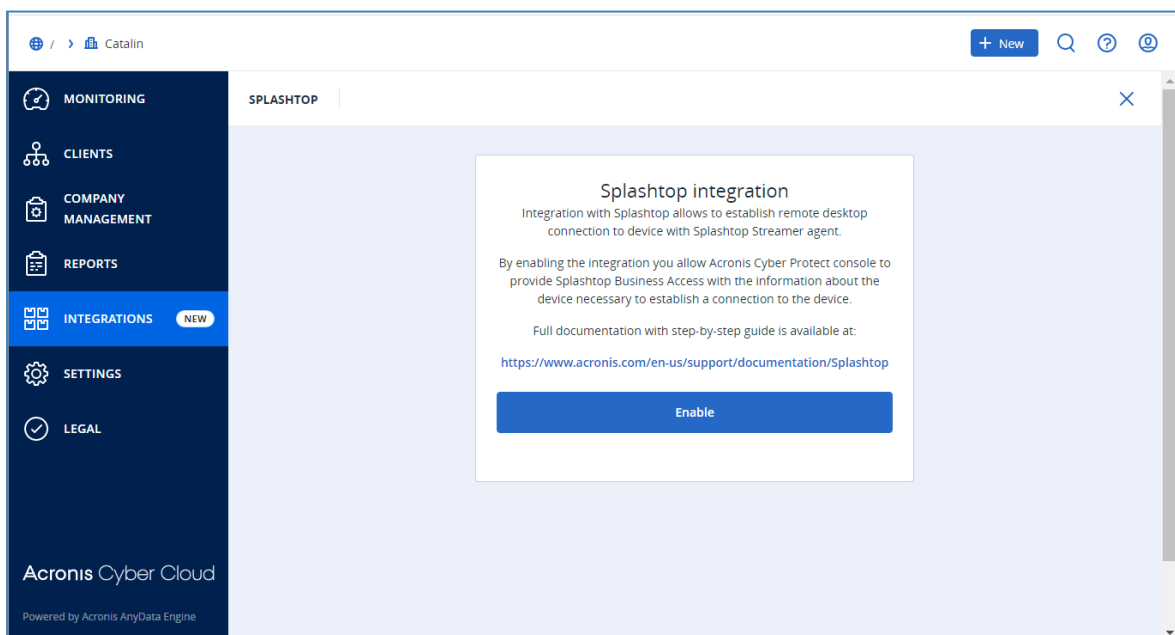
Enable integration

1. Go to the **Acronis Management portal** > **Integrations** and click on the **Splashtop** tile.

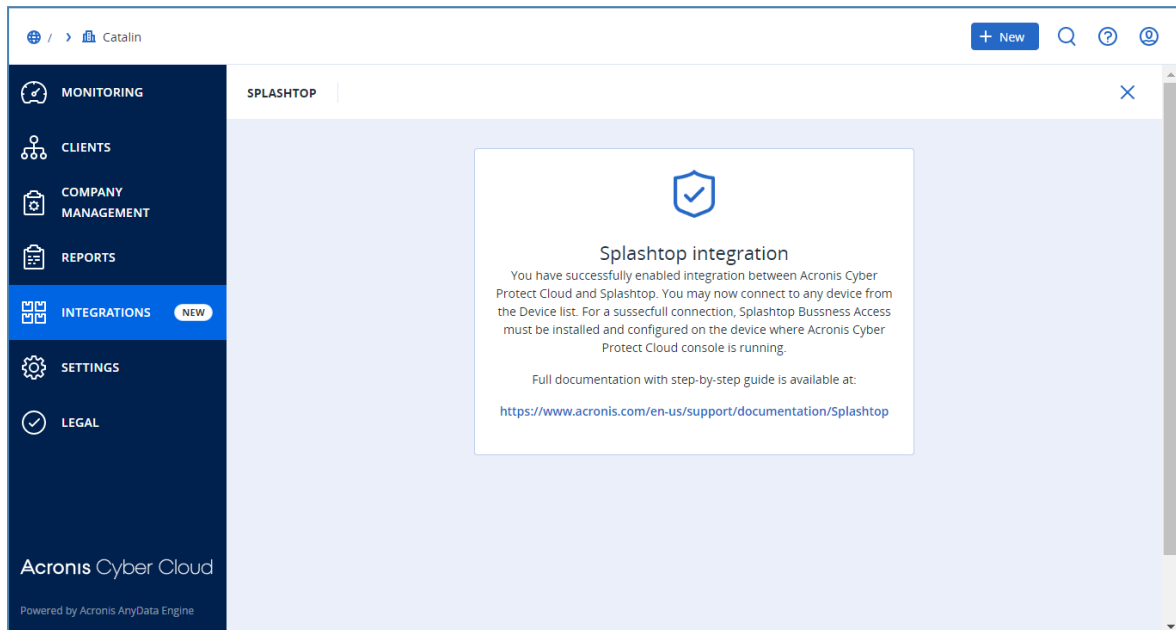


See [more information](#) about enabling and managing integrations.

2. In the window that opens, make sure to read the informative message, then click **Enable**.



3. If successfully enabled, you will see the following confirmation screen:



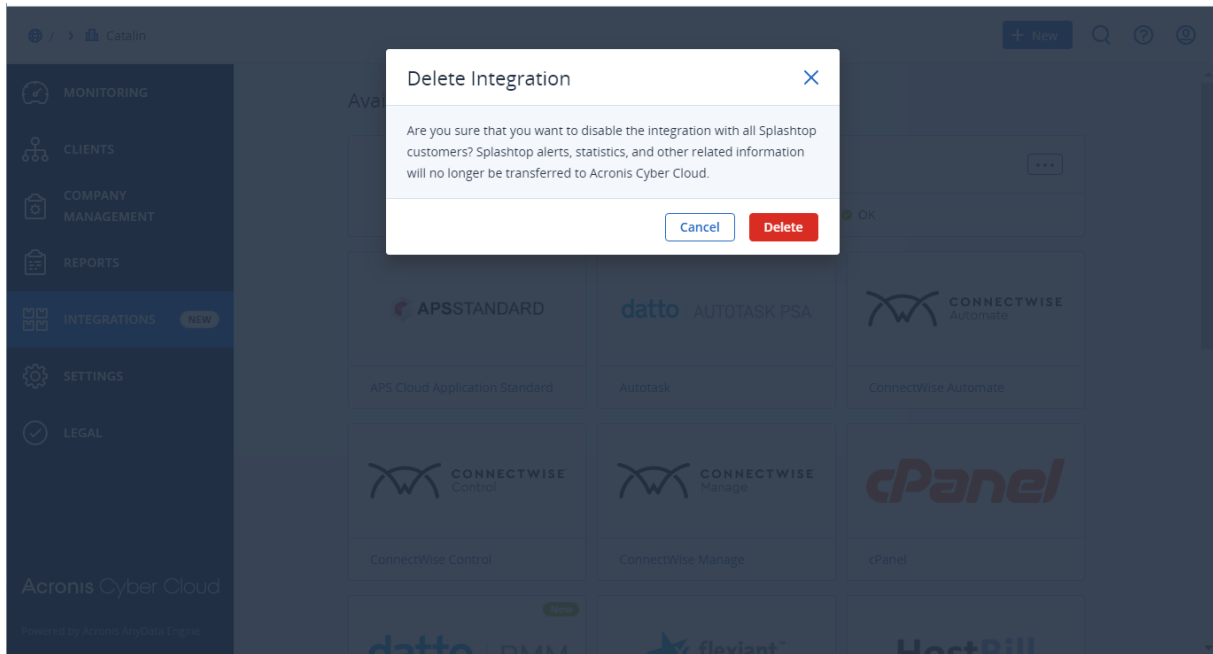
Edit configuration

For integrations already enabled, an always active integration tile is displayed.

If an admin user selects **Settings** in the tile menu, the console will show the [same confirmation screen](#) as when enabling the integration for the first time.

Disable integration

To disable the integration, go to the integration tile and select **Delete**.



Once the integration is removed, this will be communicated to the console and the **Connect via Splashtop** button will not be displayed.

Start a remote session

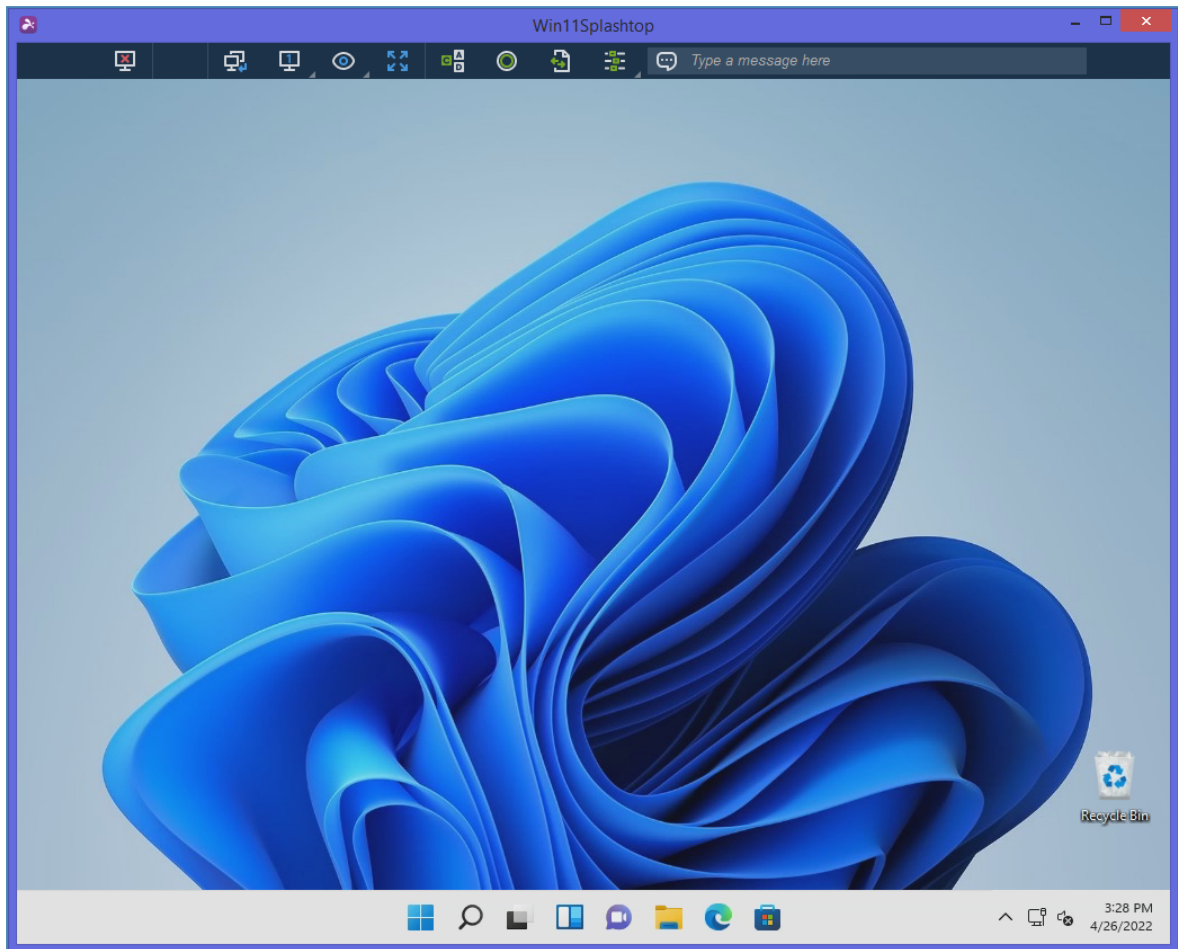
Once you have set up the integration, the **Splashtop** button becomes available at Remote access area > Services console > Device grid.

1. Log into Acronis Cyber Cloud.
2. Select a device and try to connect to it remotely.
3. Click on the device and locate **Splashtop** in the list of remote access tools (this option is available for all Physical workstation devices and for users with administrator rights).

The screenshot displays the Acronis Cyber Cloud dashboard. On the left is a dark blue sidebar with navigation options: MONITORING, DEVICES, and MANAGEMENT. The 'DEVICES' section is expanded, showing 'All devices' as the selected view. The main area is titled 'All devices' and contains a table with columns: Type, Name, Account, #CyberFit Score, and Status. Two devices are listed: 'GeorgiValkanov' (VM) and 'Win11Splashtop' (VM). A 'Connect via Splashtop' button is overlaid on the 'Win11Splashtop' row. On the right, an 'Actions' sidebar lists various tools like Protect, Disaster recovery, Recovery, Cyber Protection Desktop, Patch, Details, Inventory, Activities, and Alerts.

Type	Name	Account	#CyberFit Score	Status
VM	GeorgiValkanov	Customer1 Demo (Cus...	625/850	OK
VM	Win11Splashtop	Customer1 Demo (Cus...	625/850	Backup scheduled

4. Select the **Connect via Splashtop** command to initiate the remote access session.



Useful links

For additional information, check the following references:

<https://www.splashtop.com/downloads#ba>

<https://support-splashtopbusiness.splashtop.com/hc/en-us/articles/214838083-How-do-I-create-deployment-packages->

<https://support-splashtopbusiness.splashtop.com/hc/en-us/articles/212725183>