

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:

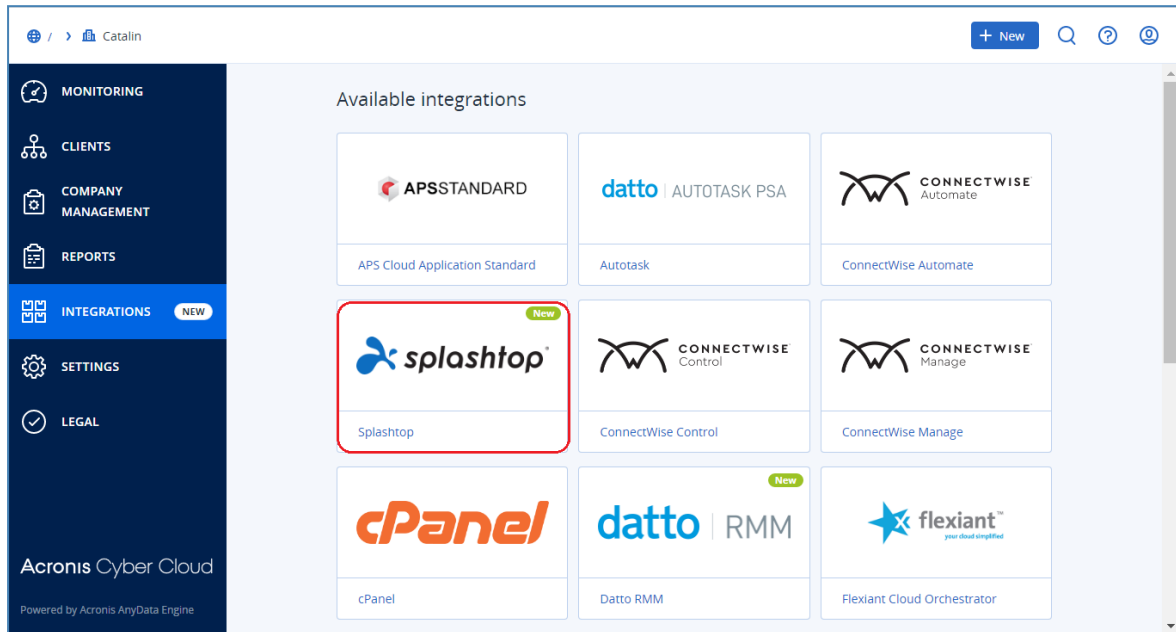
- Splashtop Business App should be installed on the device where the Acronis Cyber Protect Cloud console runs under Windows or macOS operating systems.
- Splashtop account credentials are necessary to log in to the Business App.
- Managed devices should have Splashtop Streamer agent installed. Remote 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.

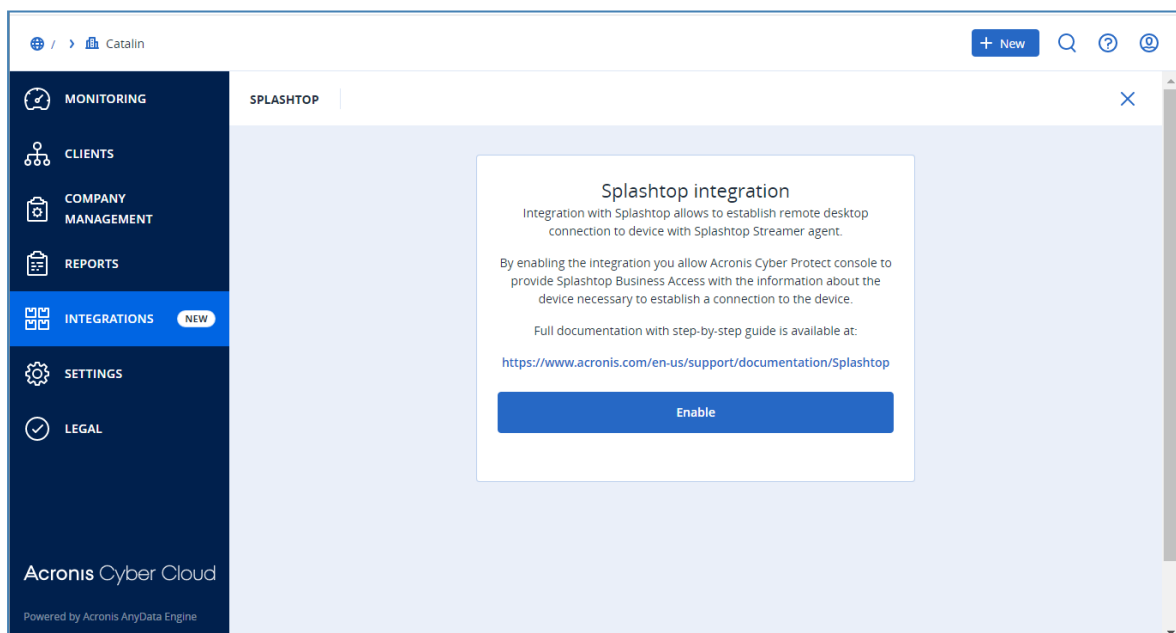
Enable integration

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

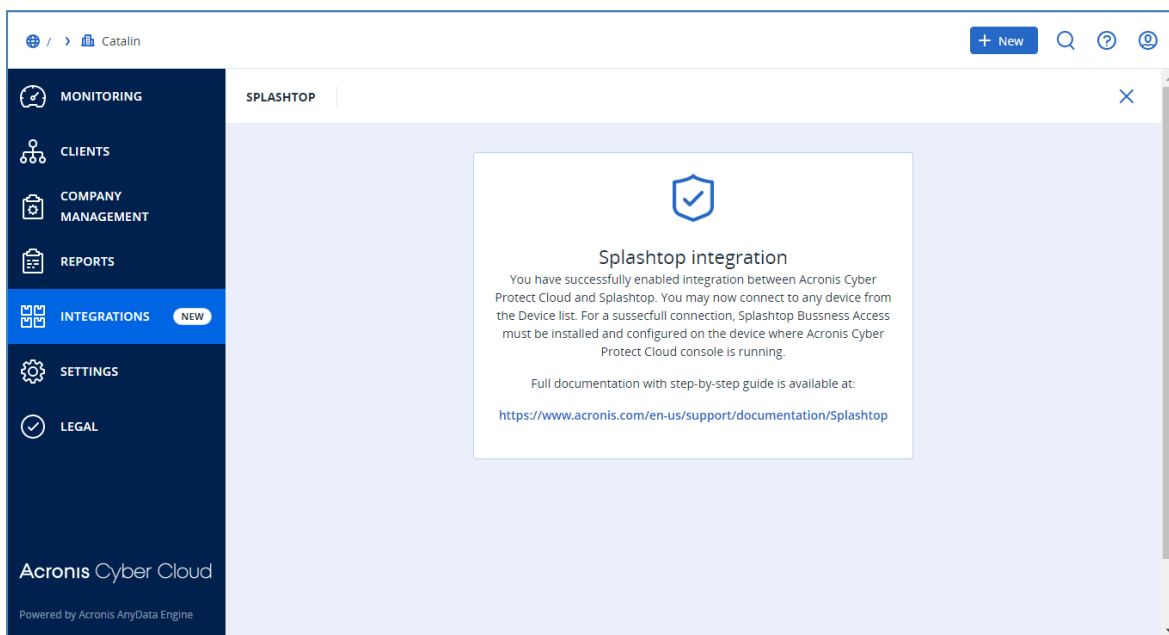


See [more information](#) about enabling and managing integrations.

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:



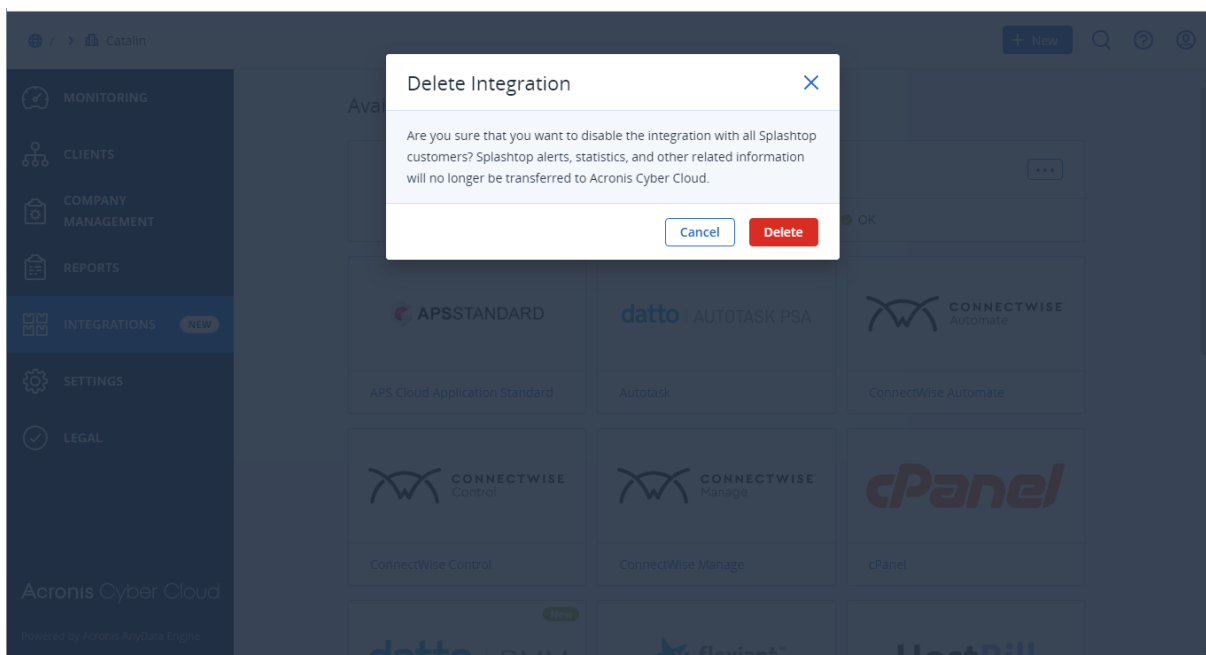
Edit configuration

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**.

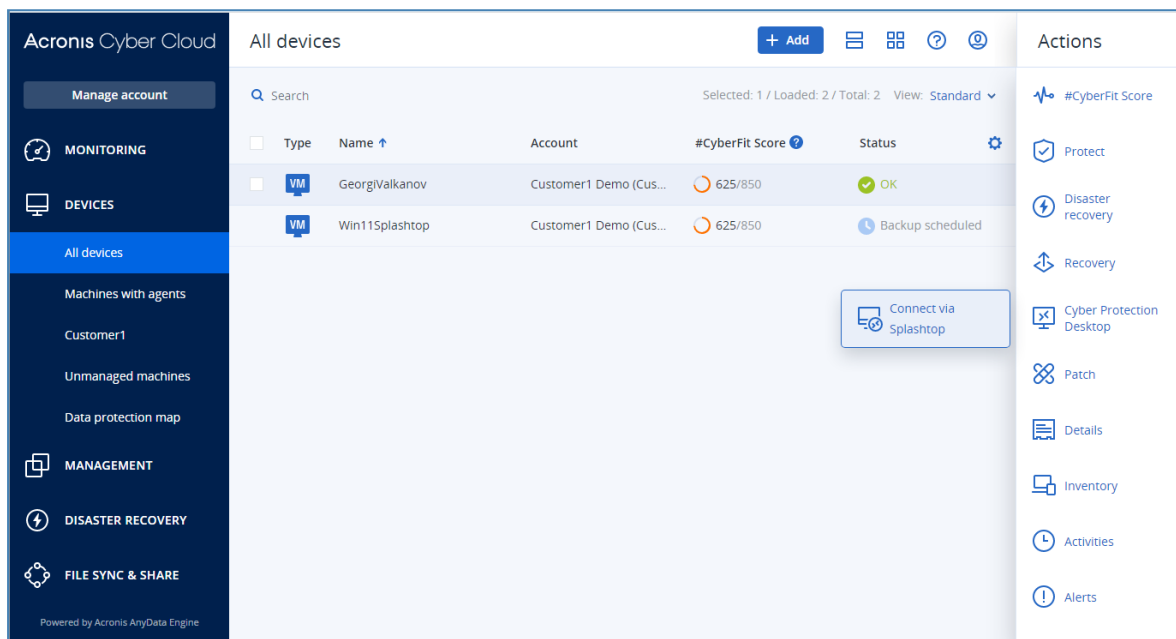


Once the integration is removed, this will be communicated to the console and the **Connect via Splashtop** button will not be displayed.

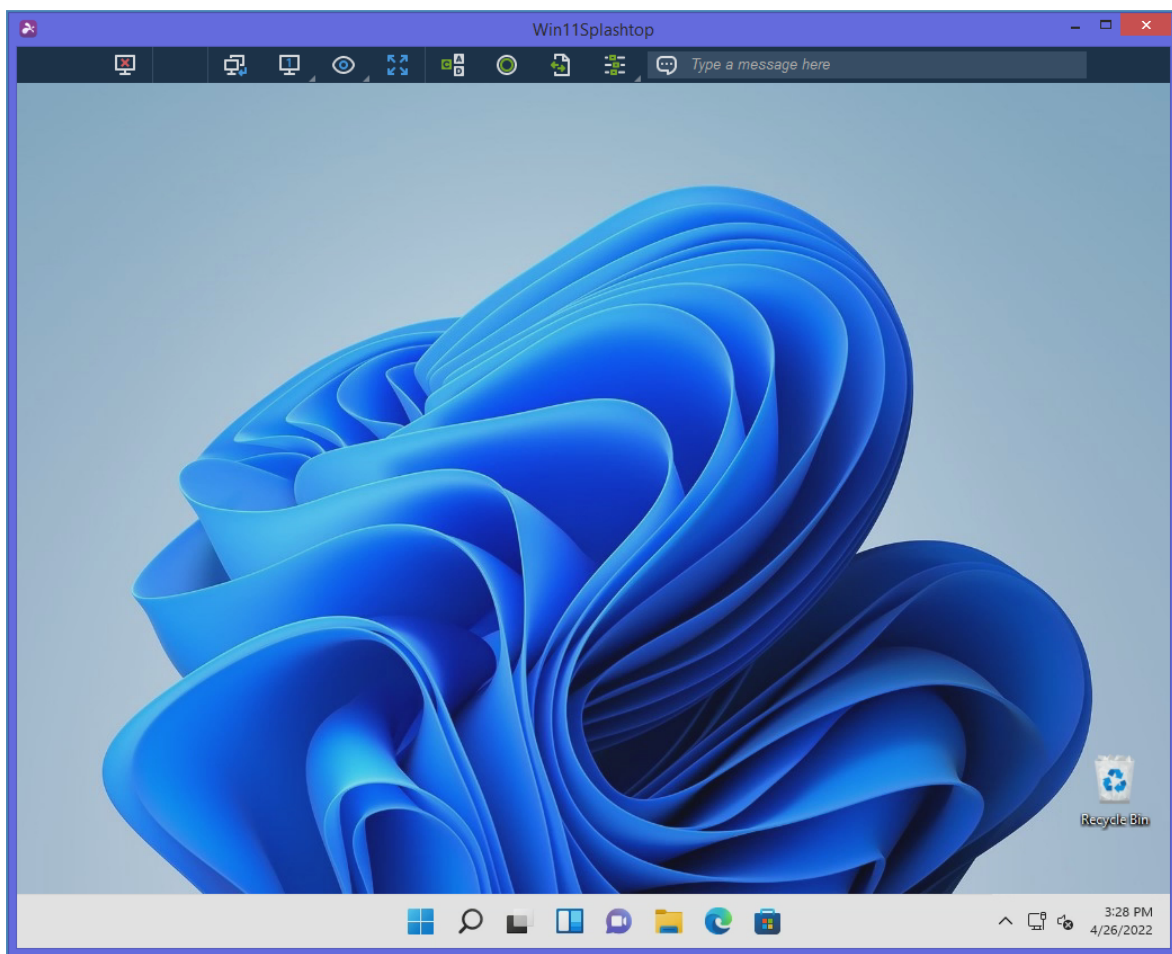
Start a remote session

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

1. Log in to 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).



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>