

Acronis Access Advanced

Client Guide

Copyright Statement

Copyright © Acronis International GmbH, 2002-2016. All rights reserved.

“Acronis” and “Acronis Secure Zone” are registered trademarks of Acronis International GmbH.

“Acronis Compute with Confidence”, “Acronis Startup Recovery Manager”, “Acronis Active Restore”, “Acronis Instant Restore” and the Acronis logo are trademarks of Acronis International GmbH.

Linux is a registered trademark of Linus Torvalds.

VMware and VMware Ready are trademarks and/or registered trademarks of VMware, Inc. in the United States and/or other jurisdictions.

Windows and MS-DOS are registered trademarks of Microsoft Corporation.

All other trademarks and copyrights referred to are the property of their respective owners.

Distribution of substantively modified versions of this document is prohibited without the explicit permission of the copyright holder.

Distribution of this work or derivative work in any standard (paper) book form for commercial purposes is prohibited unless prior permission is obtained from the copyright holder.

DOCUMENTATION IS PROVIDED “AS IS” AND ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, ARE DISCLAIMED, EXCEPT TO THE EXTENT THAT SUCH DISCLAIMERS ARE HELD TO BE LEGALLY INVALID.

Third party code may be provided with the Software and/or Service. The license terms for such third-parties are detailed in the license.txt file located in the root installation directory. You can always find the latest up-to-date list of the third party code and the associated license terms used with the Software and/or Service at <http://kb.acronis.com/content/7696>

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.

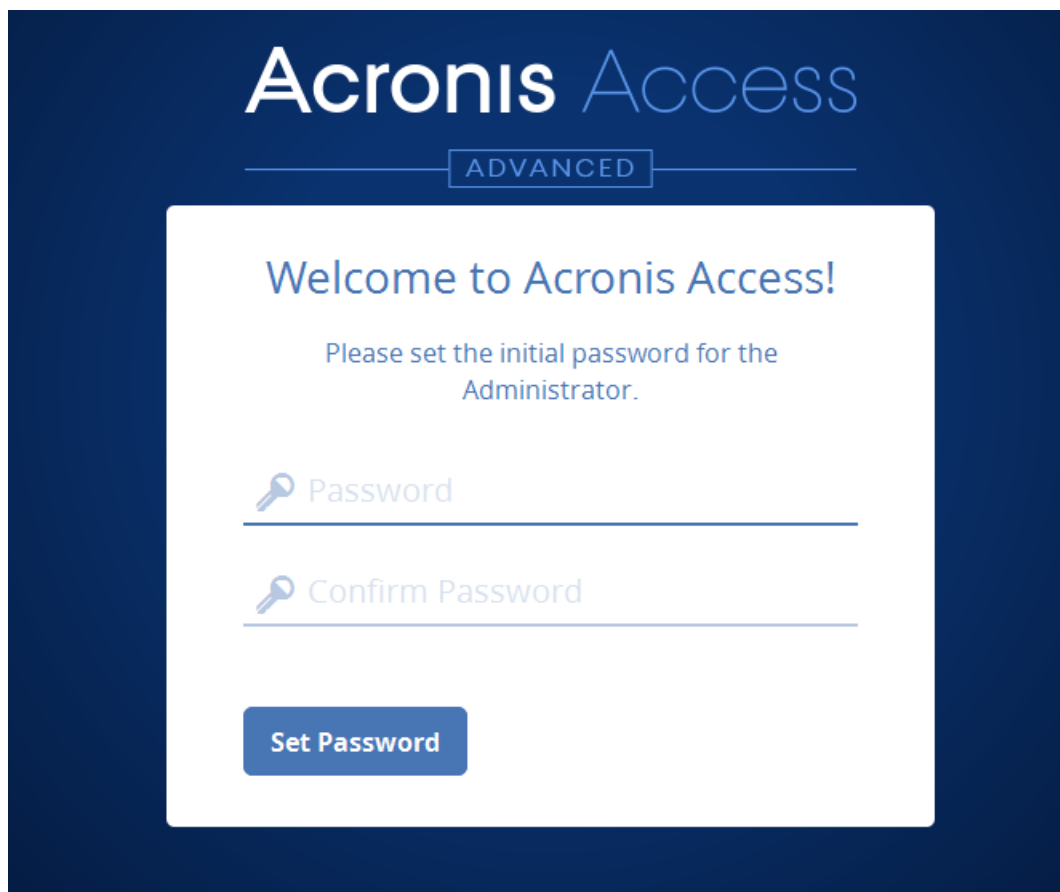
1 Introduction

The Acronis Access Client guide will help you understand the user-side of Acronis Access. There are 3 main types of clients - a Web Client, a Desktop client and Mobile clients for iOS and Android.

For the server-side and administration documentation, please visit Acronis Access Advanced.

2 Web Client

1. Launch your web browser and navigate to the URL or IP address of your 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.

Note: If you are logged in as the default administrator, you won't have access to the Web Client. You must use an account different from the default administrator.

2.1 Sync & Share

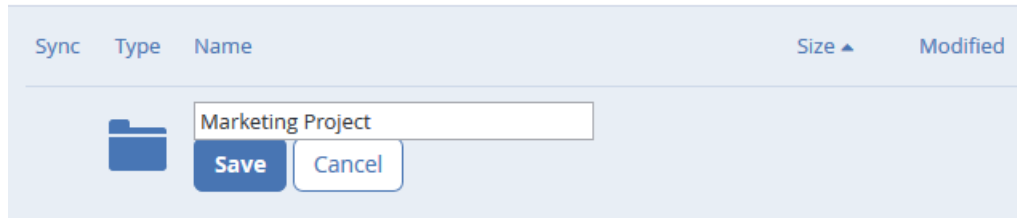
In this section

.....	4
.....	5
Syncing Sync&Share content	9
Links	10
.....	10
Quota	10

Creating a folder

1. Click the **Create Folder** button and enter a name for the new folder.
2. Press the **Save** button.

Sync & Share



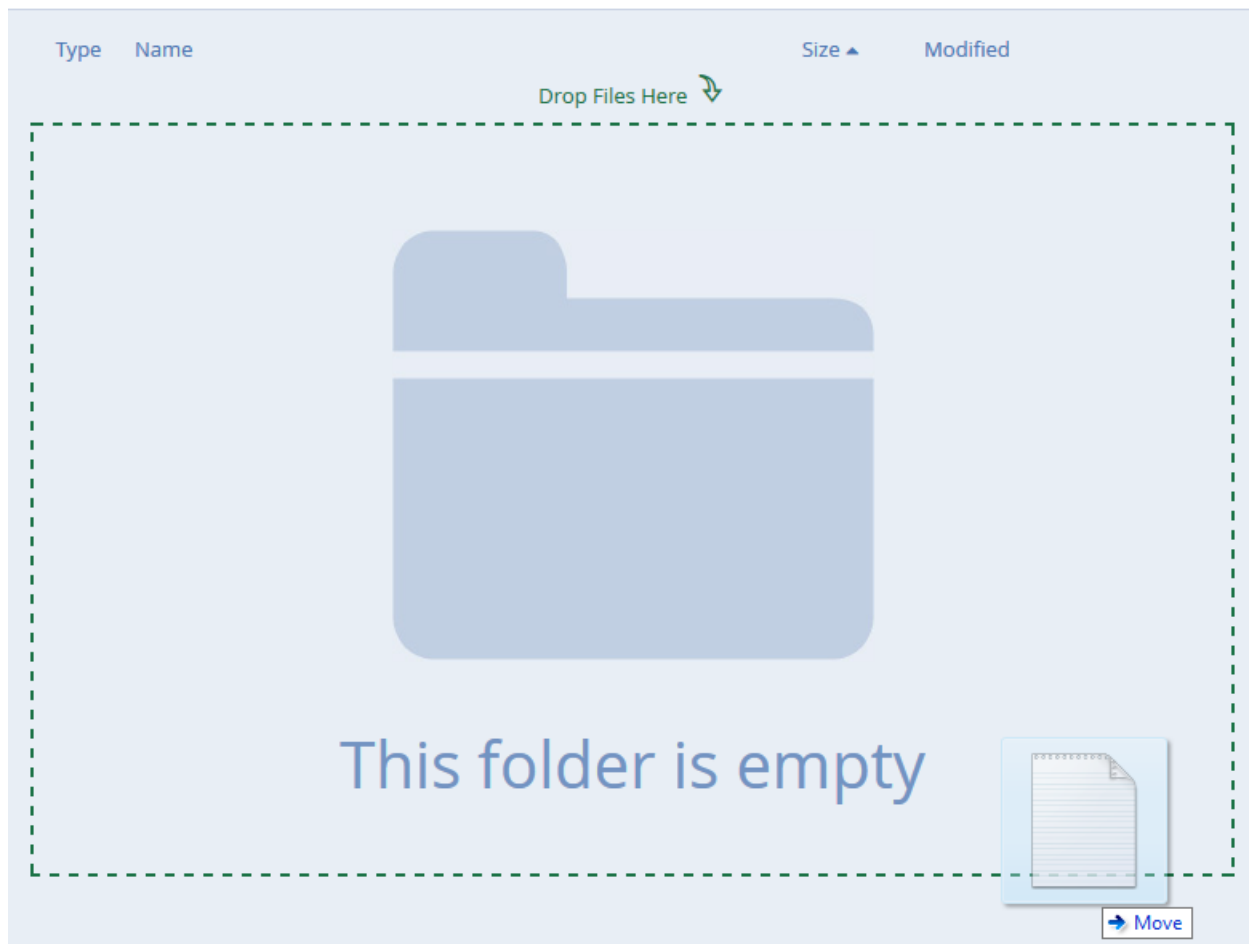
A screenshot of a 'Create Folder' dialog box. It features a folder icon on the left. In the center, there is a text input field containing the text 'Marketing Project'. Below the input field are two buttons: 'Save' and 'Cancel'. The dialog box is set against a light blue background with a header bar containing the text 'Sync & Share' and some column headers like 'Sync', 'Type', 'Name', 'Size', and 'Modified'.

Uploading files

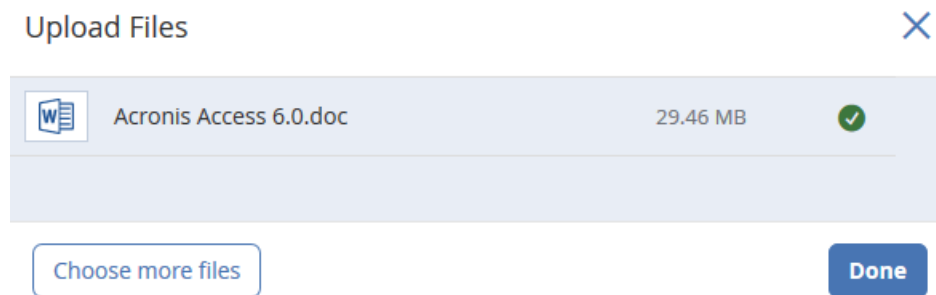
1. Open the Sync & Share tab.
2. Navigate into the folder you wish to upload the files to.
3. Click the **Upload Files** button and click the **Choose Files...** button.

Note: You can also just drag & drop the desired files and into the upload zone.

Sync & Share > Marketing Project

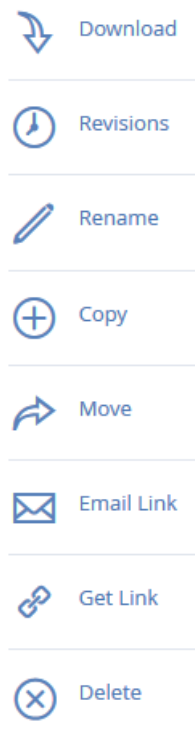


4. Select the desired files from your computer.



5. Once the files finish uploading, press **Done**.

Clicking on a file or folder shows the available actions in the right sidebar.



Downloading a file

If you want to download a file, simply click on its name. You can also click on the row to the right of the file or folder name and press **Download** from the sidebar.

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**.

Revisions and restoring older versions of files

This is a very powerful feature that allows you to access file history. If you have uploaded or synced multiple versions of the same file, you will have access to all versions of it. You can see the file size, when each revision was uploaded and by who. If desired, you can restore old versions and make them the current one or simply download them.

To restore an older version of a file:

1. Select the desired file.
2. From the right sidebar press **Revisions**.
3. Find the desired revision and select it.
4. Press **Restore Selected**.

Note: The current file version will not be deleted. It will become the second most recent one.

Copying a file or folder

If you want to copy a file or folder, do the following:

1. Click on the row to the right of the file or folder name and select **Copy**.
2. In the new lightbox, navigate to the folder where you want to paste the file and press **Copy**.

Moving a file or folder

1. Click on the row to the right of the file or folder name and select **Move**.
2. In the new lightbox, navigate to the folder where you want to move the file and press **Move**.

Sharing a Folder

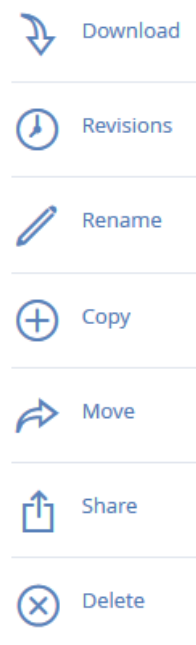
Note: If you want to share a file or folder that was shared with you by another user, you need to have the permissions to invite other users to that share. If you do not have the permissions to invite other users, you will not be able to share the files and folders with another user. The option **Sharing**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

To share a folder with a colleague or business partner, do the following:

Note: Non-licensed users cannot **invite** or **view** other members even if they are given the rights. The user(s) must be licensed in order to use these features.

1. Click on **Sync&Share**.

2. Click on the folder you want to share and select **Sharing** from the sidebar.



3. In the **Sharing** lightbox, enter an email address and an appropriate text message.
4. Select if the invited users should have only read-only access. When enabled, invited users will be able to only download and read documents included in the shared folder.
5. Select whether the invited users can invite other users to this share.
6. Select whether the invited users can see the other users that have access to this share.
7. Select the invitation's language and press **Share Folder**. An email containing your information and access instructions will be generated and sent to the recipient.

Invite to Marketing Project

×

Invite members to this folder

john.price@glilabs.com ×

Message (optional)

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

☒ Allow editing and deletion

☐ Allow to invite other members

☐ Allow to view other members of this share

Invitation Language **English** ▾

Share Folder

Cancel

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 **Sharing** in the right sidebar 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. Locate the desired file and click on the row next to its name.
- a) **Sending a link via email**
 - a. Select **Email Link** from the sidebar.
 - b. Enter the desired expiration time and language for the invitation.
 - c. Select the access restrictions. Public means that anyone can access the link, while Acronis Access users only means that users must enter Acronis Access credentials in order to open it. **'Shared to' users** means only the users that receive the email with the link will be able to access it.
 - d. Enter the email address(es) of the user(s) you want to receive the download link.
 - e. Select whether the link should expire immediately after the first use.
 - f. Press **Send**.
- b) **Sending a link via other methods**
 - a. Select **Get Link** from the sidebar.
 - b. Enter the desired expiration time.
 - c. Select the access restrictions. Public means that anyone can access the link, while Acronis Access users only means that users must enter Acronis Access credentials in order to open it.
 - d. Select whether the link should expire immediately after the first use.
 - e. Press **Get Link**.
 - f. Share the link via whatever method you prefer.

Subscribing to email notifications

You can subscribe to email notification alerts for folders shared with you.

1. To do so, simply select or enter the shared folder and click on **Notifications** in the sidebar.

2. Select the conditions you want to be notified for and press **Save&Close**.
3. If at a later time you wish to un-subscribe from these emails, you can find the **stop receiving** link in any of the emails.

Manage Notifications
✕

Default Notifications

Emails Frequency
minutes

☐ 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

2.1.1 Syncing Sync&Share content

You can control which folders (if any) you want to sync to the desktop client through the Web client. All folders that you create are set to automatically be synced. Folders shared with you are not automatically set to sync. Configuration is done via the sync button for each folder.

Requirements

- The Acronis Access Server must be configured to use push notifications (this is the default setting).
- Users must authenticate with a Username/Password combination.
- Users must select the folders for syncing from the Web Client interface.

Syncing Content

1. Open the Web Client and log in.
2. Click on the Sync&Share tab and navigate to the folder you want to sync with the desktop client.
3. Click on the sync icon next to the folder name.

Note: Sync&Share Folders that you own will always have 2-way sync enabled. Folders shared to you with Read-Only permissions will be synced 1-way.

4. Select the type of sync and press the Sync button.
5. The desired content will now be synced to your desktop sync folder.

2.1.2 Links

On this page you can see a detailed view of all the links that you have shared. You can easily find the folder where they reside or you can revoke them if they are no longer necessary. You can use the provided filter to see only the type of links that you need (e.g. revoked, live and etc.).

After you click on a file, the right sidebar will appear with all available options:

- Pressing **Link Details** will result in a lightbox popping up with all the links pointing to this file. From here you can view the link and edit it. You can edit the expiration date, the type (Public or Private) and the use type (single or multiple) of the link.
- Pressing **View in Folder** will take you to the folder where the file resides and will select the file.
- Pressing **Revoke All** will revoke all shared links. This action is irreversible.

Note: When you rename a file, the link and the file will both be renamed.

Note: If you delete or move a file, the link will automatically be revoked.

You can look at the history of events by opening the **Log** tab. Search and filter options are available. Event importance is marked with different colors.

Log



Timestamp ▲	Type	User	Message	Filter	X Reset
2014-11-11 18:07:53	Info		Removed share 'Marketing Project' because there were no members.	Type	
2014-11-11 18:07:52	Info	John Price <john.price@glilabs.com>	Added new share 'Marketing Project'.	All	
2014-11-11 18:06:39	Info	John Price <john.price@glilabs.com>	Added new file 'ExtremeZ-IP README.txt'.	Search Text	
2014-11-11 18:05:28	Info	John Price <john.price@glilabs.com>	Added new folder 'Marketing Project'.	Apply	
2014-11-11 18:04:55	Info	John Price <john.price@glilabs.com>	Added new file 'Acronis Access 6.0.doc'.		
2014-11-11 18:03:04	Info	John Price <john.price@glilabs.com>	Deleted file "Access 7 Thumbnails.docx".		
2014-11-11 18:02:58	Info	John Price <john.price@glilabs.com>	Restored file 'Access 7 Thumbnails.docx' => 'Access 7 Thumbnails.docx'.		

2.1.3 Quota

If your administrator has enabled **Quotas**, you will have limited storage you can use on the server (e.g. 2GBs of data only). This amount includes all active files, previous revisions of files, and deleted files that have not yet been purged. You can see how much space you have used and how much you

have remaining, by placing your cursor on the bar under the **Sync&Share** tab or clicking on your user icon and selecting **Manage Quotas**.

Managing your quota

You can configure your quota's notifications and purging options to suit your needs.



To do this, log in to the Acronis Access web interface and click on the user icon and click on **Manage Quotas**.

Quota notifications

You can configure an email notification that will notify you when you reach a certain percentage of your quota.

1. Select the **Send an email notification** checkbox.
2. Enter a number of days. This is the frequency at which you will be emailed about your quota's status.
3. Enter a percentage for your remaining quota. This sets a personal limit, so you will only be notified when you reach the selected percentage of free space remaining.
4. Press **Save**.

Proactive purging

You can set a minimum amount of space that must remain free and if you add more files, the deleted files and old revisions of files will be automatically purged to maintain the set amount of free space.

Note: Purging will **never** remove the latest active revision of a file or folder.

1. Click on **Purge Proactively** and select the checkbox.
2. Enter a value (in MBs). This is the amount of space that must remain free.
3. Press **Save**.

Manual purging

If you're nearing your quota but do not wish to enable proactive purging, you can purge unneeded files manually.

Simply open the **Purge Now** tab and select the scope of the purge. You can choose between a set amount of MBs, all deleted files and all old revisions of active AND deleted files.

Once you've selected the desired purging options, press **Purge Now**.

2.2 Network

In this section

Syncing Network Content12

From the **Network** tab, you can access the Data Sources that are assigned to your User or Group policy. Which folders and servers you see, and which actions you can perform is controlled by your policy.

The available actions within a Data Source are:

- Downloading a file or folder
- Moving a file or folder
- Copying a file or folder
- Renaming a file or folder
- Creating a folder
- Deleting a file or folder

Note: For more information on enabling Web Client access to Data Sources, visit the [Server Policy settings article](#).

If your administrator has enabled Home Folders and has assigned one to your user or group policy, your Home Folder will be accessible through the Web Client. It will be displayed under the **Network** tab.

2.2.1 Syncing Network Content

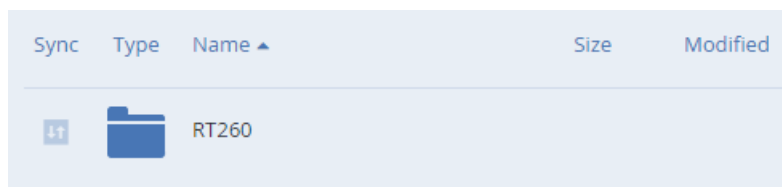
As of Acronis Access 7.0.2, the Acronis Access Desktop Client now has the ability to sync not only **Sync&Share** content, but **Network** content as well.

Requirements

- The desktop client, Acronis Access Server and Gateway Server must all be version 7.0.2 or newer or you will not be able to sync **Network** content.
- The Acronis Access server must be configured to use push notifications (this is the default setting).
- Users must authenticate with a Username/Password combination.
- Users must select the folders for syncing from the Web Client interface.
- Only licensed LDAP users can sync **Network** content.

Syncing Network Content

1. Open the **Web Client** and log in.
2. Click on the **Network** tab and navigate to the folder you want to sync with the desktop client.



3. Click on the sync icon  next to the folder name.

Note: The sync icon represents the type of sync that this folder has enabled. 1 downward arrow means 1-way sync and 2 arrows (one upward and 1 downward) mean 2-way sync.

Note: You will not see this icon if your Acronis Access policy does not allow you to sync **Network** content.

Note: You cannot sync SharePoint sites but you can sync SharePoint libraries.

4. Select the type of sync and press the **Sync** button.

Sync network folder 'Project Folder' ✕

Please choose a sync type for 'Project Folder'. The contents of network folders that are 2-way synced to PC & Mac clients can be edited. All changes will be synced back to the server. Files & folders deleted from 2-way synced folders will be immediately deleted from the source file server, NAS or SharePoint server.

☐ No sync

☐ 1-way sync (Download only)

☒ 2-way sync (Download & Upload)

Sync

Cancel

Warning!: If 2-way sync is selected, all files deleted from your sync folder will also be deleted from the server! These files and folders **cannot** be recovered.

5. The desired content will now be synced to your sync folder.

Note: The folders will be named as **<Folder Name> - <Data Source>**.
e.g. If you have a Data Source called **Test** and in it you have a folder named **RT260**, when that folder is synced, it will be named **RT260 - Test**.

3 Mobile Clients

When you run the Acronis Access app for the first time, you can either try the app in demo mode or you can enroll to your company's server.

To test out the app in the demo mode

Demo mode allows users to try the Acronis Access app even if their company doesn't have a Acronis Access Server. This is an environment setup for demonstration purposes only, not all features are accessible.

1. Install the app and open it.
2. After the welcome screen, select **Use our demo server**
3. You will be enrolled to the demo server.

Note: Once enrolled, you will have read-only access to a few shared folders on the demo server, as well as a couple of sync folders. These folders contain sample files, PDFs, image files, etc. You are able to browse, search, view & edit these available files and save edited files locally within the app if you so desire.

4. You can switch to your company's server at any point in time.

To enroll to your company's Access server

1. Install the app and open it.
2. After the welcome screen, select **Use your company server**.
3. Fill in your server's address, your PIN (if required), username and password.
4. After completing the entire form, tap the **Enroll** button.
5. 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**.
6. 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.
7. 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.

For information on using the Acronis Access clients, please visit the Clients Guide documentation.

In this section

Introduction	15
Access Mobile Client Requirements	15
Installing the Access Mobile Client app	16
Using 'mobilEcho' links.....	17
Acronis Access iOS Client	17
Acronis Access Android Client.....	43

3.1 Introduction

The Acronis Access app provides iPad, iPhone and Android devices with access to files located on Windows file servers, SharePoint repositories, Acronis Access Sync & Share volumes as well as 'network reshare' access to SMB/CIFS compatible file servers (i.e., NAS devices, remote Windows Servers, Linux file servers). Acronis Access administrators can optionally control the Acronis Access application's features and security settings by configuring management policies.

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.

The Acronis Access 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 app. These files can then be accessed even if the mobile client does not have a Wi-Fi or 3G network connection.

With the Acronis Access, 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 app. The Acronis Access app 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.

The Acronis Access software must be installed on a Windows machine and supports file services as well as management control over the Acronis Access applications. When implementing a client management policy, the IT administrator configures specific settings that manage the clients using the mobile application.

3.2 Access Mobile Client Requirements

Supported devices:

- Apple iPad 2nd generation and later.
- Apple iPad mini 1st generation and later.
- Apple iPhone 4S and later.
- Apple iPod Touch 5th generation and later.
- Android smartphones and tablets (devices with x86 processor architecture are not supported).
- Windows smartphones and tablets (Windows RT is not supported).

Note: Windows devices will work with Acronis Access servers version 6.0 and newer.

Supported OS's:

- iOS 7 or later. iOS 8 or later is required for application updates.
- Android 2.2 or later (devices with x86 processor architecture are not supported).
- Windows 8.1 or later (Windows RT is not supported).

Note: Windows devices will work with Acronis Access servers version 6.0 and newer.

The Acronis Access app 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>.
- For Windows PC and Tablet or Phones. .

3.3 Installing the Access Mobile Client app

The Acronis Access app 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 a 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.

Supported devices:

- Apple iPad 2nd generation and later.
- Apple iPad mini 1st generation and later.
- Apple iPhone 4S and later.
- Apple iPod Touch 5th generation and later.
- Android smartphones and tablets (devices with x86 processor architecture are not supported).
- Windows smartphones and tablets (Windows RT is not supported).

Note: Windows devices will work with Acronis Access servers version 6.0 and newer.

Supported OS's:

- iOS 7 or later. iOS 8 or later is required for application updates.
- Android 2.2 or later (devices with x86 processor architecture are not supported).
- Windows 8.1 or later (Windows RT is not supported).

Note: Windows devices will work with Acronis Access servers version 6.0 and newer.

The Acronis Access app 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>.
- For Windows PC and Tablet or Phones. .

3.4 Using 'mobilEcho' links

You can send 'mobilEcho' links for your files and folders to other Acronis Access 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. There are also certain actions that can be used which will trigger when the user opens the link.

The syntax is as follows:

https://server:port(if not the default)]/volume/path/path/file?action=action¶meter=parameter

Note: You can use **https://** links only with Gateway Servers that are version 7.2.3 or newer.

Note: The old syntax

mobilecho://server:port/volume/path/path/file?action=action¶meter=parameter is still valid and will work.

Note: 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.

The supported actions are:

edit - opens the file for editing.

e.g.: **https://accessserver/Projects/plans.doc?action=edit**

preview - opens the file for previewing.

e.g.: **https://accessserver/Projects/plans.doc?action=preview**

bookmark - bookmarks the folder.

e.g.: **https://accessserver/Projects/May2015?action=bookmark**

folder - opens the Add Network Folder dialog for the folder specified.

e.g.: **https://accessserver/Projects/May2015/Statistics?action=folder**

enroll - fills in the user's enrollment information to the specified server.

e.g.: **https://accessserver/enroll?name=john&pin=UHDGSX**

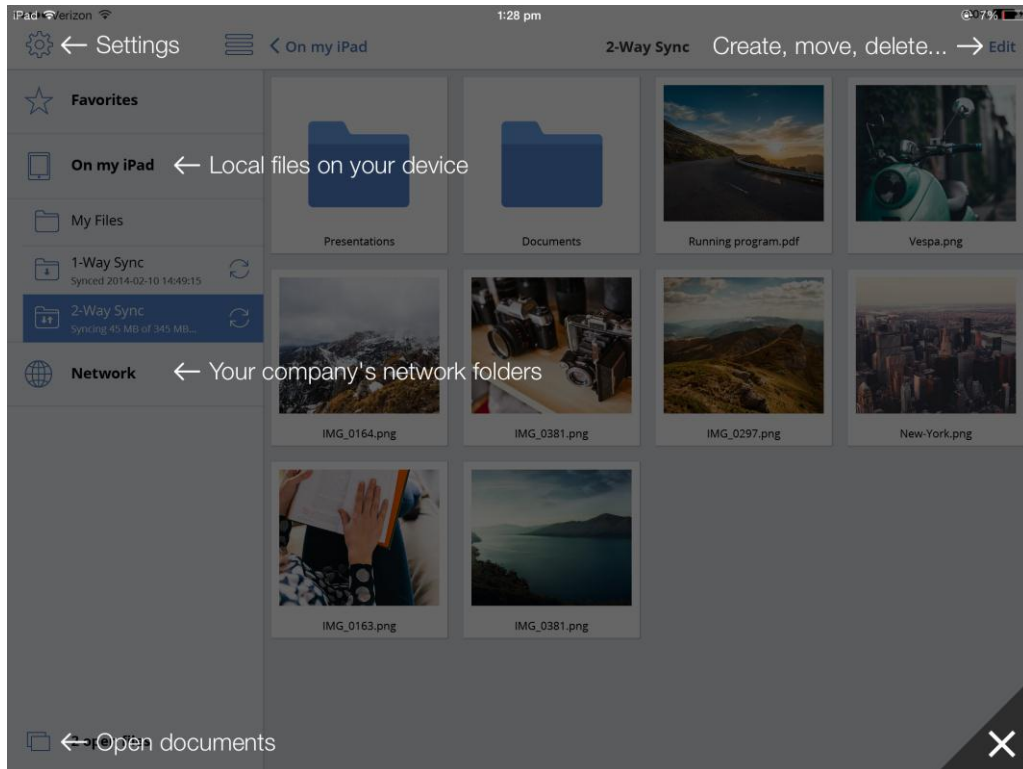
3.5 Acronis Access iOS Client

In this section

Interface Overview.....	18
Configurations.....	20
Working with Files.....	26
Security Features	42
Touch ID support.....	43

3.5.1 Interface Overview

The main window of the Acronis Access application consists of two sections: the Navigation pane on the left side and the File browser on the right side. Depending on your Acronis Access management policy, this window may be missing some options.



Navigation pane

The Navigation pane shows all available Data Sources, separated in three sections:

Favorites - This section contains all of your **Bookmarks**.

On My iPad / On My iPhone - All the files and synchronized folders that are stored on your device. All files and folders in this section are stored locally on your device and can be accessed without a network connection.

- **My Files** – Contains files you choose to store locally on your device. Copy or move files here for offline use. Sub-folders can be created to organize your files.
- **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.
- **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. 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.

Files sent to this app - When opening a file from another app into Acronis Access it will be placed in the **File Inbox**,

Sync Errors - If a sync source encounters any sort of error, the "sync wheel" will be replaced by an informational icon. Tapping this icon will reveal the cause of the error.

Network - Data Sources that have been assigned to your policy (or added manually) are shown in this section. These items are only accessible when you have a network connection. They can be of different types:

- **Home Folder** - 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 from the Acronis Access app.
- **Acronis Access Server** - All servers listed will give you access to the file shares on that server that you have permission to access.
- **Network Folder** - These give you access to specific folders located on an Acronis Access server.
- **Sync & Share Folder** - Sync & Share folders assigned to you by an administrator or shared with you by another Sync & Share user.

Browse pane

Some of these items may not be visible depending on your Acronis Access policy.

- **Edit** – When tapped, you will see a list of all available actions and all files and folders will become selectable.
 - **Selected** - Displays the number of currently selected items.
 - **Bookmark** - Creates a bookmark of the selected folder.
 - **Sync** - Makes this folder a Sync folder. You can choose between a 1-way sync or 2-way.
 - **Delete** - Deletes the selected items.
 - **Copy** - Copies the selected items. They will reside in an the clipboard until pasted.
 - **Move** - Moves the selected items to another location.
 - **Rename** - Renames the selected item.
 - **Open In** - Opens the file in another app.
- **Search** – Shows the search bar. You can choose to search the current folder or the whole volume. You can search by file name or file contents.
- **Paste** - When you **Move** or **Copy** files, they will reside in an invisible clipboard (similar to a computer clipboard). When you navigate to a folder that you can paste the files in, a bar will appear at the top of the **Browse** pane, with the number of items, their size and the **Paste** button.
- **Refresh** – Pull down on the files list in the **Browse** pane to refresh the 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.
- **Plus (+) button** - Displays a list of available actions.
 - **Add Acronis Access Access Server** – Use to manually add a new Acronis Access server as a reachable Data Source.
 - **Add Network Folder** - Use to manually add a new **Network** folder as a reachable Data Source.

Note: The two "Add..." buttons are only available in the main **Network** section.

- **Create New File** - Creates a new Word, Excel, PowerPoint or Text file in the current directory.
- **Create New Folder** - Creates a new folder in the current directory.
- **Photos & Videos** - Imports images from your **Albums** to the current directory in Acronis Access.

- **Sync This Folder** - Makes this folder a Sync folder. You can choose between a 1-way sync or 2-way.
- **Bookmark This Folder** - Creates a bookmark for this folder.
- **Settings** button – Opens the app's **Settings** menu.

3.5.2 Configurations

In this section

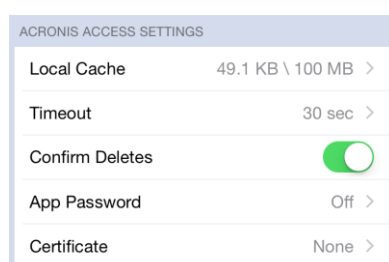
Application Settings	20
Server Configuration	22
.....	23
Self-provisioning Network Folders.....	24
Using client certificate authentication.....	25

3.5.2.1 Application Settings

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

In this section

.....	20
.....	21
.....	21
PDF Settings	21
.....	22
.....	22



Local Cache – Controls the amount of device storage space the 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.

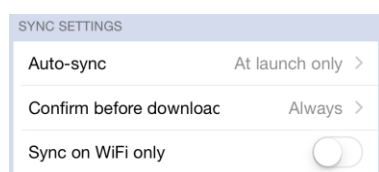
- **App Password** – When set to **ON**, an app password will be required when starting the Access Mobile Client application. If the application password is currently enabled, you will be prompted to enter the current password in order to turn off the setting.

- **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 Accessclient is enrolled in client management, your IT administrator may be able to reset your App Password remotely.

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.



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.

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.

Applied Policy - If enrolled, displays the policy which governs the app's functionality.

PDF Settings

Note: These settings are controlled by your administrator, so you might not be able to configure them.

The new PDF settings allow you to customize the PDF viewing experience to best fit your device(s), text and personal preference.

- **Fit to Width** - When enabled, resizes the page so it will fit the width of your device's screen.
- **Night Mode** - When enabled, the device uses the Night Mode color scheme for a more comfortable viewing experience in low-lit areas.
- **Scroll Direction** - Lets you choose if the pages should change vertically or horizontally.
- **Page Transitions** - Lets you choose the transition visual effects. **Slide** will just change the pages, **Continuous** will let you scroll through the pages as if they are 1 connected piece and **Curl** will flip the pages like a book.

- **Page Display Mode** - Lets you choose if the PDF should be displayed as two pages or just one single page.
- **Thumbnails** - Sets the size for the thumbnails of the pages when you open a PDF. You can choose between **Small**, **Large** and **None**.
- **Hyperlink Action** - Lets you choose if hyperlinks should be opened in the **Inline Browser**, **Safari** or should not open at all.
- **Hyperlink Highlighting** - Lets you choose the color that will highlight hyperlinks. You can also disable the highlighting by selecting **Disabled**.

Version – Displays the version of the Acronis Access application installed on your device.

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

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

3.5.2.2 Server Configuration

In this section

Adding a New Server.....	22
Editing Your Servers	23
Deleting an Existing Server.....	23

Adding a New Server

You can manually add Acronis Access servers as Data Sources. Your Acronis Access policy may prohibit you from doing so.

Note: On some devices, you will have to tap and hold the **Recent Apps** software button in order to see the **Add Server** and **Settings** options.

Cancel Add Acronis Access Server Save

SERVER SETTINGS

Server Address DNS name or IP address

Display Name Optional

AUTHENTICATION METHOD

Username/Password ✓

Client Certificate

Username Login Name

Save Password ☐

To add a server:

1. In the **Network** section, tap the "+" button.
2. Select **Add Acronis Access Server**.
3. Enter the Acronis Access Server Address. You can enter the server DNS name or IP address.
4. Optionally, you can set a **Display Name** to help you identify your server in the list of network folders and servers. If you don't set one, the server will be displayed with the **Server Address**.

5. Enter the username or email address that will be used to connect to the server.
6. If you would like to save your password so you don't have to enter it every time you connect, enable **Save Password**.

Note: This option may be prohibited by your administrator and you will not see it. If you enable the Save Password option, a password field will appear and you will need to enter your password.

7. When done configuring the new server, tap the **tick** button.

Editing Your Servers

To modify server settings, tap the 3 dot button of the desired server and select **Edit**. Make any necessary changes and press **Save**.

Deleting an Existing Server

To remove an Acronis Access server that was added manually, simply tap on the 3 dot button on the desired server and select **Remove**.

An application password can be set manually from the Acronis Access **Settings** menu or can be enforced by your management policy.

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 **Continue**.
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:

1. Tap the **Settings** icon.
2. Tap the **App Password** option.
3. Tap **Change Password**, which is only available after a Acronis Access app password has been configured.
4. Enter your current password.

5. Enter and confirm your new password.

Your policy set by the system administrator may enforce a mandatory password for the application. You will be forced to set a password for the application on the first time you open it and you will be required to enter the password every time you open the app. If having an app password is enforced, the **App Password** setting cannot be disabled from the application's **Settings** menu.

3.5.2.3 Self-provisioning Network Folders

Users are able to add their own Data Sources from existing Acronis Access servers or SharePoint servers. 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 management, 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 management, 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. In the main **Network** section, tap on the "+" button.
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**.

3.5.2.4 Using client certificate authentication

Acronis Access accepts SSL user identity certificates for authentication with a Acronis Access 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 have 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.

3.5.3 Working with Files

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

Note: *If the Access mobile app hasn't connected to a Gateway or Management server for more than 30 days, the users will not be able to use it to edit documents.*

In this section

File and Folder Operations.....26

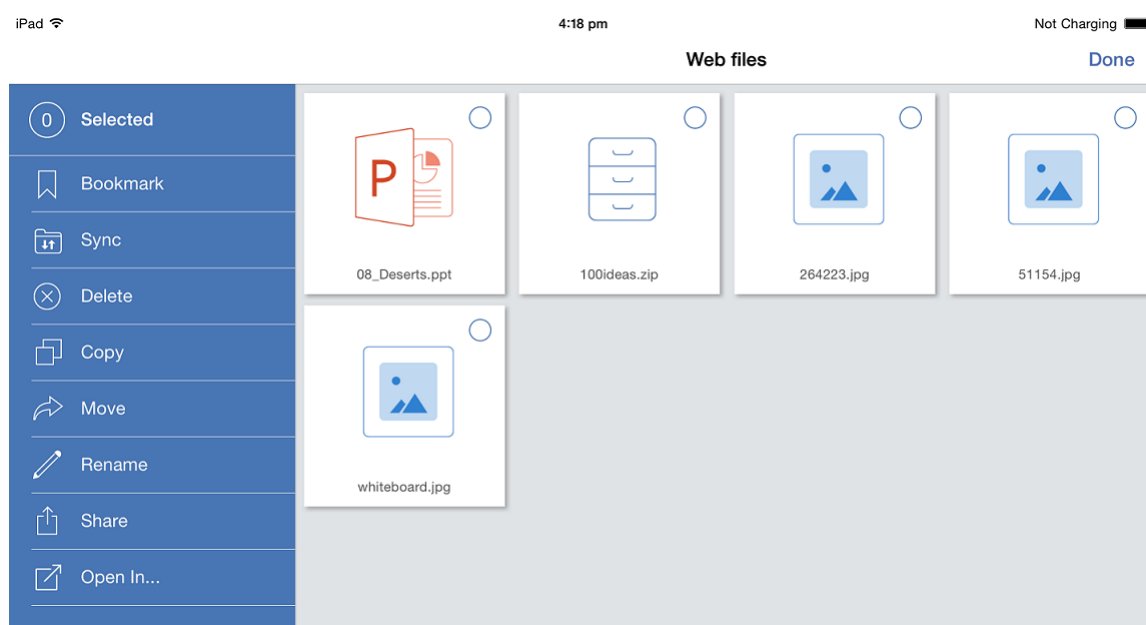
3.5.3.1 File and Folder Operations

Acronis Access can copy, move, rename, and delete files and folders. 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.

Note: *The mobile client does not support colons (:) in the filename!*

You can preview files by simply tapping on them. For all other actions tap the **Edit** button.

Note: As of Access version 7.5, you can also press on a file and hold, which will open the **Edit** menu.

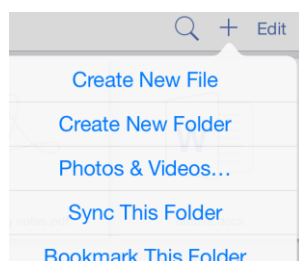


In this section

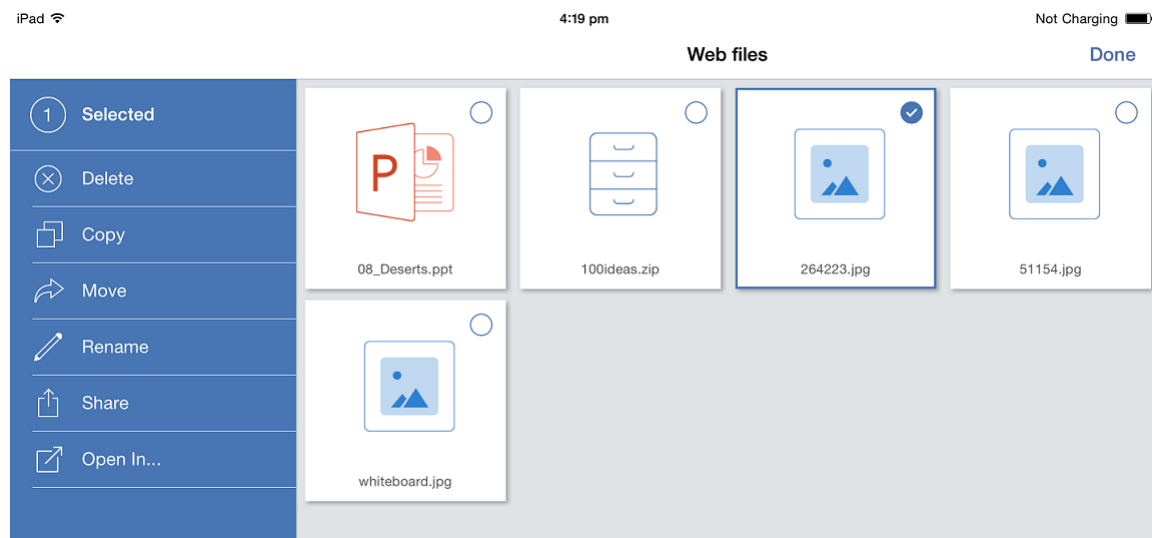
.....	27
.....	28
.....	28
.....	28
.....	29
.....	31
Sharing files between Acronis Access and other apps.....	31
.....	35
.....	36
Using the Active File Drawer	38
PDF Annotation	38

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

Tap the **+** button and select **Create New Folder**



To select multiple items while browsing any folder except the main **Network** section, tap the **Edit** button. You will now be able to select all items (in the current folder) with a simple tap.



If Acronis Access is configured to provide access to files located on a SharePoint server, you will see three additional buttons available in the **Action** pane when selecting 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.*

The Access Mobile Client allows you to bookmark folders that you commonly use, so that you can quickly navigate to them in the future. 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 bookmark a new folder:

1. Locate the folder you would like to bookmark.
2. Tap on the **Edit** button.
3. Select the desired folder and select **Bookmark** from the **Action** pane.
4. Enter a name for your bookmark and tap **Create**.

To access your existing bookmarks, simply open the Favorites section **in the** Navigation **pane**.

To remove a single bookmark:

- Tap the **3 dot** button on the desired bookmark and select **Delete**.

To remove multiple bookmarks:

- Tap the **Edit** button and select all desired bookmarks.
- Tap the **(x)** button.

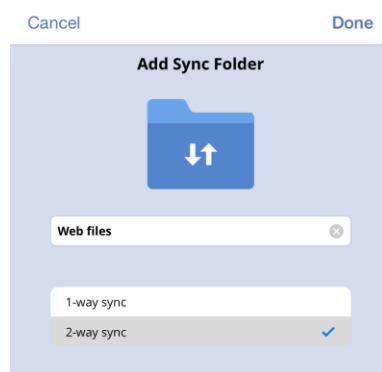
Acronis Access can sync network folders for storage on your device, within the Access Mobile Client app. This allows these folders and their contents to be accessed immediately without downloading files on-demand from the server, and ensures that these files are available, whether you are online or offline.

To sync a folder:

1. Locate the desired folder.
2. Tap **Edit**.
3. Select your folder and tap **Sync** from the **Action** pane.
4. Alternatively, you can simply enter the desired folder, press the plus (+) button and select **Sync This Folder**. This is the only method to sync a root network folder.
5. Enter a name for the folder, select a sync type (1-way or 2-way) and tap **Add**.

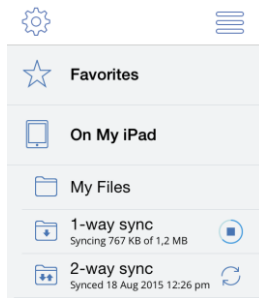
Note: 2-way Sync Folder - Files are initially synced from the server to your device. Any changes made on the server-side or client-side are synced. Use this type of sync folder if you'd like to be able to edit files in the sync folder and have them sync back up to the server.

Note: 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 Acronis Access app.



6. The folder will appear under the **On my iPad / iPhone** section.

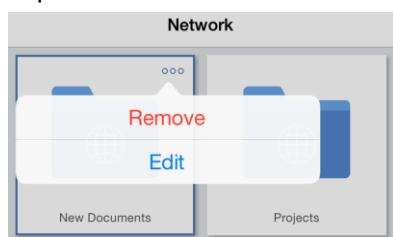
7. You may be prompted to confirm the initial file sync operation before the folder's contents are synced.



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:

1. Open the **On My iPad / iPhone** section.
2. Locate your desired folder and tap the **3 dots** button on it.
3. Tap the **Remove** button.
4. Tap **Yes** at the confirmation 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

You can close the Acronis Access app and your files will continue to sync seamlessly for 10 minutes after closing the app, after that the syncing will stop.

1. Navigate to the folder where the necessary file resides.
2. Press **Edit**, tap on the desired file(s) and select the **Share** option from the left sidebar menu.
3. Select whether you want to send the file as an **Attachment** in an email or as a **Link**.
4. An email message window will appear. Acronis Access uses the email accounts that are configured in your iPad email app.
5. Specify a **To:** email address.
6. You can modify the Subject or add text to the body of the message if you wish.
7. To send the email, tap the **Send** button.

Note: Your administrator may have disabled emailing files and/or links.

Sharing files between Acronis Access and other apps

Acronis Access versions 7.6 and up now support the Document Provider Extension, allowing our users to share files from other applications to Acronis Access.

Sending files from Acronis Access to other applications

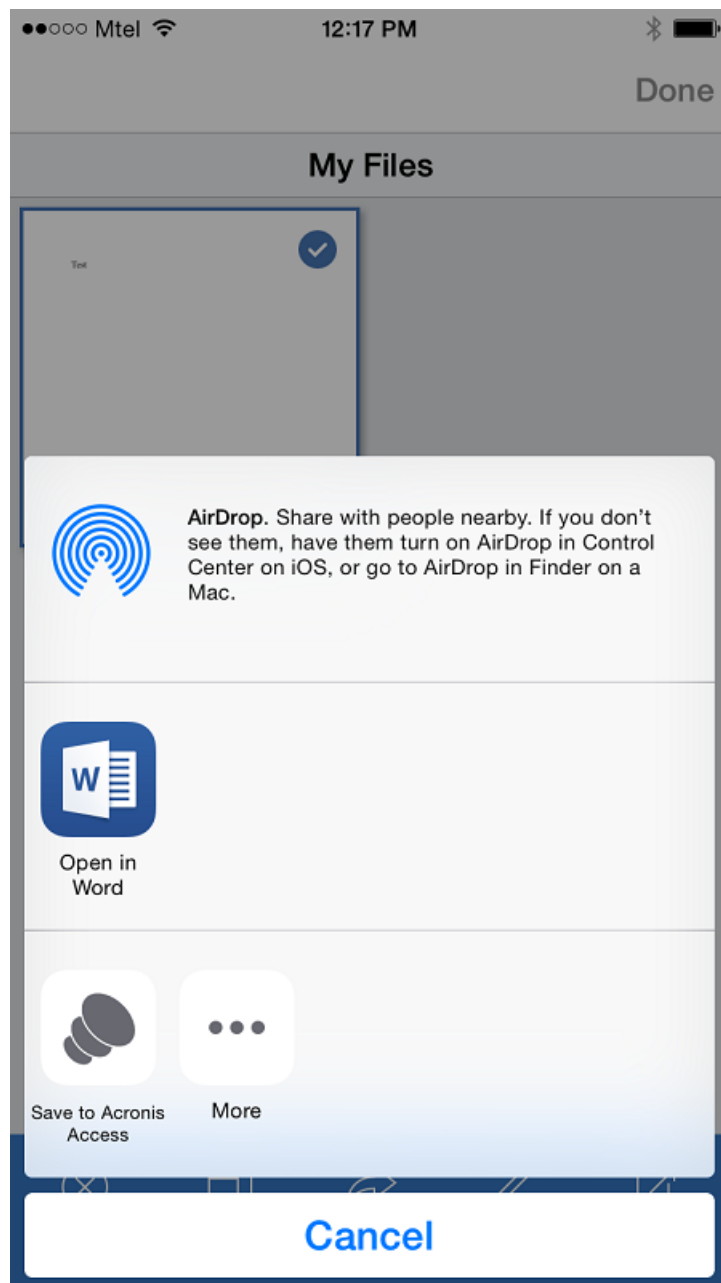
1. Open the Acronis Access app and navigate to the files/folders you wish to share with another app.

2. Either open the desired file and tap the **Share** button or enter **Edit** mode by tapping on the pencil, select all the files/folders you wish to share and then select **Open In** from the menu.

Done



3. Select the desired application that will receive/open the selected file(s). An app might be missing from the list if it doesn't support this functionality.



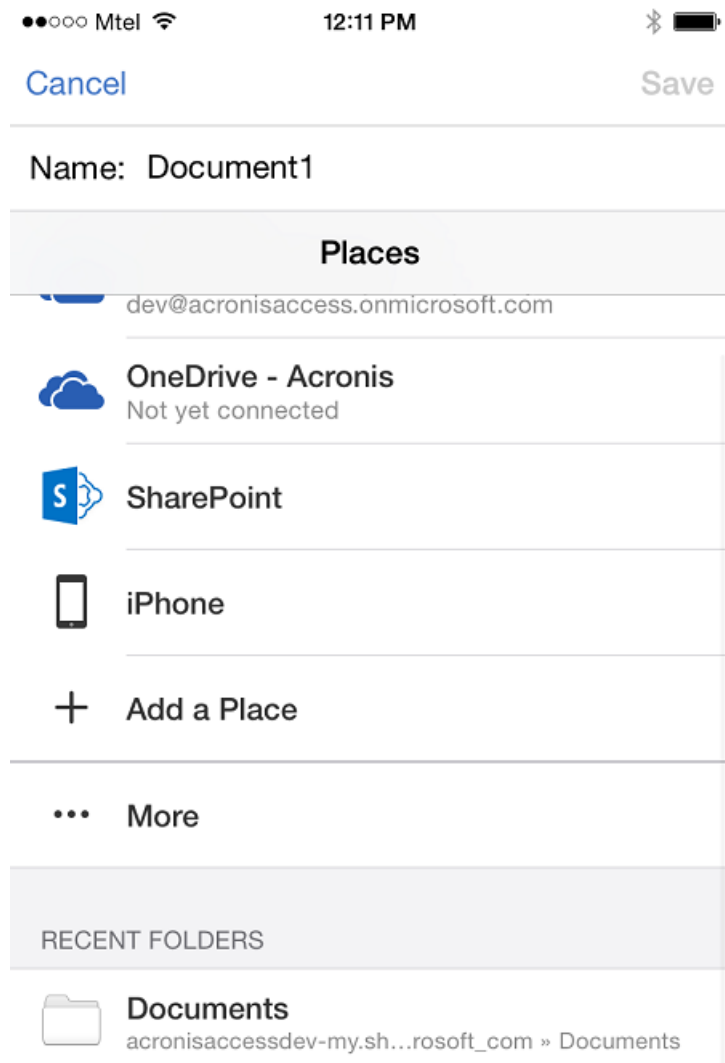
Sending files from other applications to Acronis Access

1. Open the app of your choice.

Note: If the selected app does not support the **Document Provider Extension**, you will not be able to share the file to Acronis Access.

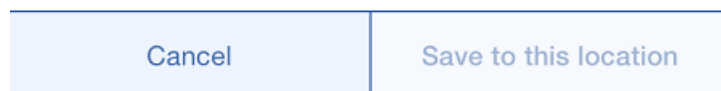
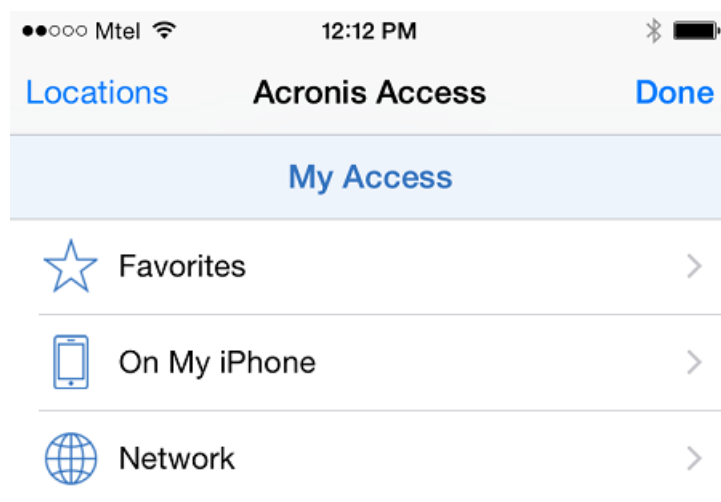
2. Select the file(s) you wish to send to Acronis Access.

- Find the **Open In** option and select Acronis Access from the list of apps. If you are editing a file and wish to save it in Acronis Access, tap **Save** -> **Locations** and select Acronis Access. You may have to tap on **More...** to find it.



- A window with Acronis Access will open and from there you will have to navigate to the folder where you wish to save the file(s). You will remain in your current app after saving.

Note: On smaller devices it may appear as if you have been redirected to the Acronis Access app.



Additional considerations

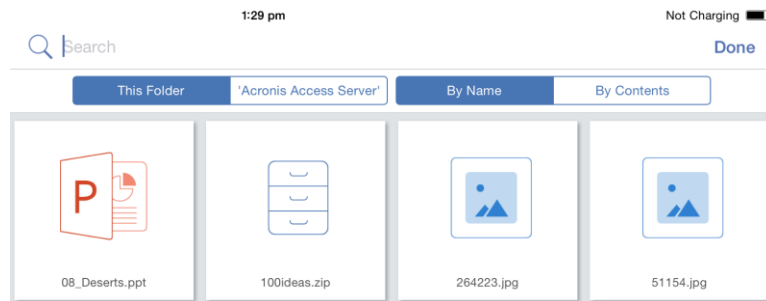
- Even if you are not enrolled in management this functionality is enabled by default.
- You may not be able to save a file from another app in any accessible Data Source folder if your user or group policy does not permit the creation of files.
- If you're experiencing issues with the Document Provider Extension, please take a look at this knowledge-base article explaining the causes for most problems.

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.



Note: 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**.

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 or add a new ones.

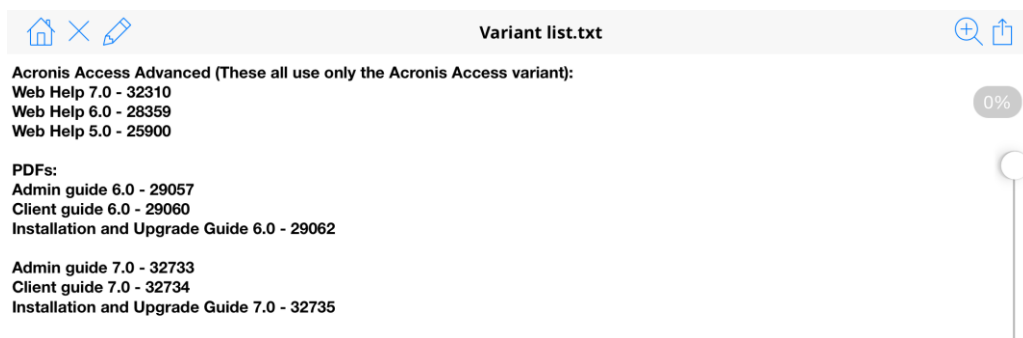
The SmartOffice functionality integrated into the Acronis Access app has the following limitations:

Word documents:

- Editing Graphics is not supported.
- Editing Shapes is not supported.
- Inserting an image from the gallery is supported only for .docx files.
- Inserting an image from the camera is supported only for .docx files.

PowerPoint presentations:

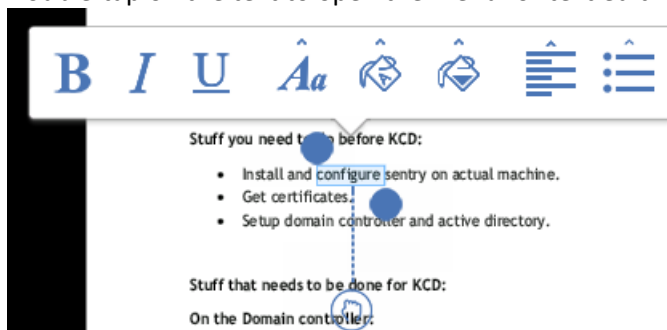
Animations and Transitions are not supported.



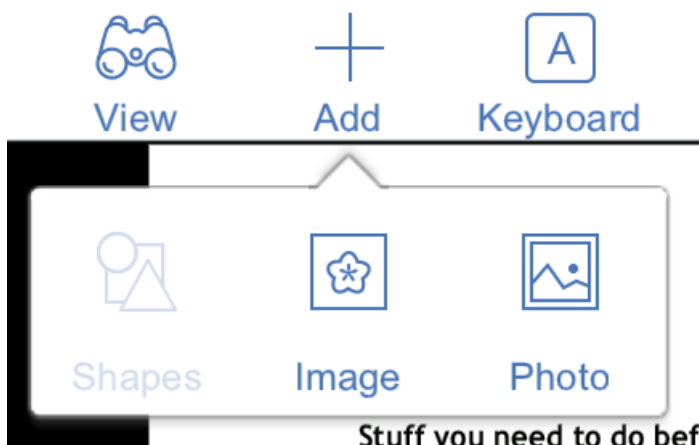
With the SmartOffice integrated editor, you can:

- 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.

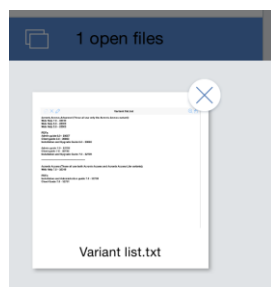



To insert an image or shape simply tap the Add button at the top of the screen and select either shape, image or photo.



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.

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.

As of version 7.0.5, the Access iOS mobile app can unzip archives. This feature is controlled by your Acronis Access and you may not be allowed to use it.

Unzipping an archive

Note: Unarchived data will be downloaded from the server to your **My Files** folder that resides on the device.

1. Navigate to the archive that you wish to unarchive.
2. Tap on it and select **Unarchive** from the menu.
3. Enter a password for the archive if necessary.

PDF Annotation

PDF Annotations are supported on devices using the Acronis Access app version 7.5 and newer.

Note: You will be asked to set an "**Author Name**" the first time when you tap on the **Edit** button or try to add annotations. This name will be used to identify which user last updated the file.

In this section

Setting a default action, moving the annotation menu and undoing changes	38
.....	39
.....	39
.....	40
.....	40
.....	40
.....	41
.....	41
.....	41
Linking to External PDFs.....	42

Setting a default action, moving the annotation menu and undoing changes

Open the annotation menu by tapping on the Pencil icon () in the top menu.

To set a default action on one of the 3 main annotation buttons:

- Press and hold the desired button. When you pick an annotation type from the menu that pops-up, it will become the default action. Now you can simply tap the button to automatically start using that annotation instead of having to go through the pop-up menu.

To move the annotation menu:

- Press and hold the 3-lines button (|||) and then drag it to either the left or right side. The annotation menu will now be displayed there when you tap on the Pencil icon.

To undo changes:

- Press the Undo button until all unwanted changes are reverted.

Open the annotations menu by tapping on the Pencil icon (Pencil icon) on the top menu.

1. Press and hold the T icon on the left side. You can use the left/right arrows to navigate the available options on smaller screens.

To add a note:

1. Find the Note icon (Note icon) and tap it.
2. Now tap anywhere in the document, to place your note.

To highlight, underline, strikeout or wavy underline text:

1. Find the appropriate icon and tap it.
 - Highlight icon -
 - Underline icon -
 - Wavy Underline icon -
 - Strikeout icon -
2. Now press and hold where the start of the text selection will be and move your finger to the end of the selection.

1. Open the annotation menu by tapping on the Pencil icon (Pencil icon) in the top menu.
2. Press and hold the Image icon (Image icon).

To insert an Image or Picture:

1. Tap on the Image icon (Image icon) from the new menu.
2. Select if you wish to add a picture from the **Camera** or from the **Photo Library**.
3. Navigate to and select an image, place it in the correct spot and tap outside of the image's bounds.

To insert a Stamp:

1. Tap on the Stamp icon (Stamp icon) from the new menu.
2. Select the stamp you wish to use.

To insert an Audio message:

1. Tap on the Microphone icon (🎤) from the new menu.
 2. Tap on the text where you want the message to be.
 3. Press Record, create your message and press stop.
 4. To play the message, simply press the Play button.
-
1. Open the annotation menu by tapping on the **Pencil** icon in the top menu.
 2. Press and hold the Marker icon (🔍).

To add a Shape:

1. From the new menu, pick any of the available shapes
 - Line/Arrow - Press and drag to create your Line or Arrow.
 - Rectangle - Press and drag to create a Rectangle.
 - Ellipse - Press and drag to create an Ellipse
 - Polygon - Create your shape by taping from point to point.
 - Polyline - Create your shape by taping from point to point

Freeform drawing:

1. From the new menu, pick either the Pen icon (🖋️) or the Highlighter icon (🖍️).
 - When drawing in Pen mode, your drawings will hide the text/items under them.
 - When drawing in Highlighter mode, your drawings will be transparent and will show the underlying text/item.

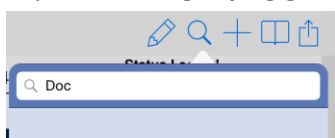
Settings:

After selecting one of the above actions, you can customize them, by tapping on the colored circle (●) that appears when you select them.

(●)

- For the drawings, you can configure the color, fill color, Opacity and Thickness.
- For the shapes, you can configure the color, fill color, Opacity, Thickness, Line Style and Line Start. Depending on the shape, some items may be missing.

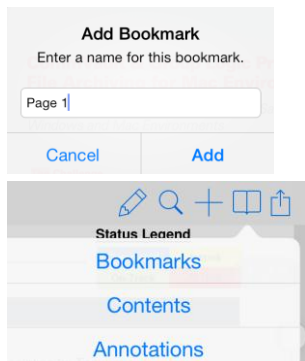
1. Tap on the **Magnifying glass** icon in the top menu and write your query.



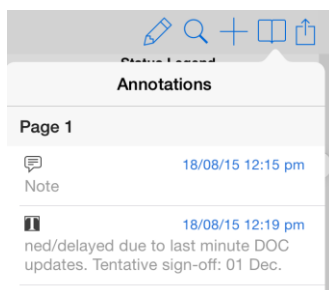
2. Tap on the desired your search results to be taken to that page and all of the found items are highlighted.

1. Tap on the **3 dot** icon in the top menu.

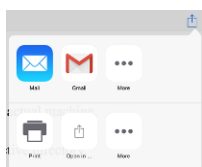
2. Select **Contents** and then tap on **Bookmarks**.
3. Press the **Plus** to bookmark the page you are currently on.
4. You can edit the name of the bookmark by pressing **Edit**.



1. Tap on the **3 dot** icon in the top menu.
2. From there you can open the **Page/Tile View**, **Contents**, **File Metadata** and **Share** options.
 - **Page / Tile view** - Switches between displaying the current PDF as either regular full-screen pages or as small tiles for each page.
 - **Contents** - Shows a list of all the annotations and bookmarks.
 - **File Metadata** - Displays information about the creation of the file and its author.
 - **Share** - Let's you send or print the file.

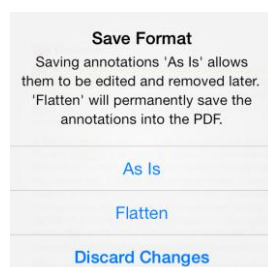


1. Tap on the **3 dot** icon in the top menu and press **Share**.
2. Select either **Print** or **Mail**.



- **Print** - opens a menu to select printer and settings before printing.
 - **Mail** - opens your email client so you can send the file as an email.
1. Tap the **Save icon**.
 - **Save Changes** - overwrites the current file.
 - **Discard and Close** - discards the changes and closes the file.
 2. Select how to save the annotations.
 - **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.



Linking to External PDFs

It is possible to have a link in one PDF point to a location in another PDF. The link type is called a “remote go-to action.” In order to create such a link using Adobe Acrobat, you must have both files open, create a link in the source file, add the “Go To Page View” action to that link, and when the “set link” dialog displays, navigate to the location in the destination file and click OK.

Note: This linking mechanism requires the directory structure to be preserved in a relative format. You may need to manually modify the created link to set a relative path and the location on your Access storage must be identical [relatively] to the location where this link was created.

3.5.4 Security Features

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 a Acronis Access management policy. For more information about creating an application password see Setting an Application Password (p. 23).

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 Communications

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.
3. 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.

3.5.5 Touch ID support

Acronis Access 7.2 and newer support the use of Touch ID. This allows you to easily login into the app without having to enter an app password. When enabled, you will be presented with the standard Touch ID interface when launching our application.

Note: We do not support using Touch ID to authenticate to any kind of Data Source. Touch ID can be used strictly to open the Acronis Access app without having to enter an app password.

Note: Please make sure your device supports Touch ID before proceeding with this guide.

Enabling and using Touch ID

1. In order to use Touch ID with Acronis Access, you must first make sure that Touch ID is enabled on your device. Please read this article on enabling this feature:
<https://support.apple.com/en-gb/HT201371>
2. Open the Acronis Access app and open the **Settings** menu.
3. Tap on the **App Password** setting.
4. Make sure that you have an app password. If you do not, create one now.

Note: If you do not have an app password already setup, you will not see the Touch ID option.

5. Enable Touch ID.

Note: This setting might be missing if your device doesn't support it.

6. You will now be able to authenticate to the Acronis Access app with just your fingerprint.

In case you cannot open Acronis Access with Touch ID

1. Even with Touch ID enabled, you can still use your password if necessary.
2. Simply open the app and select **Use App Password**.

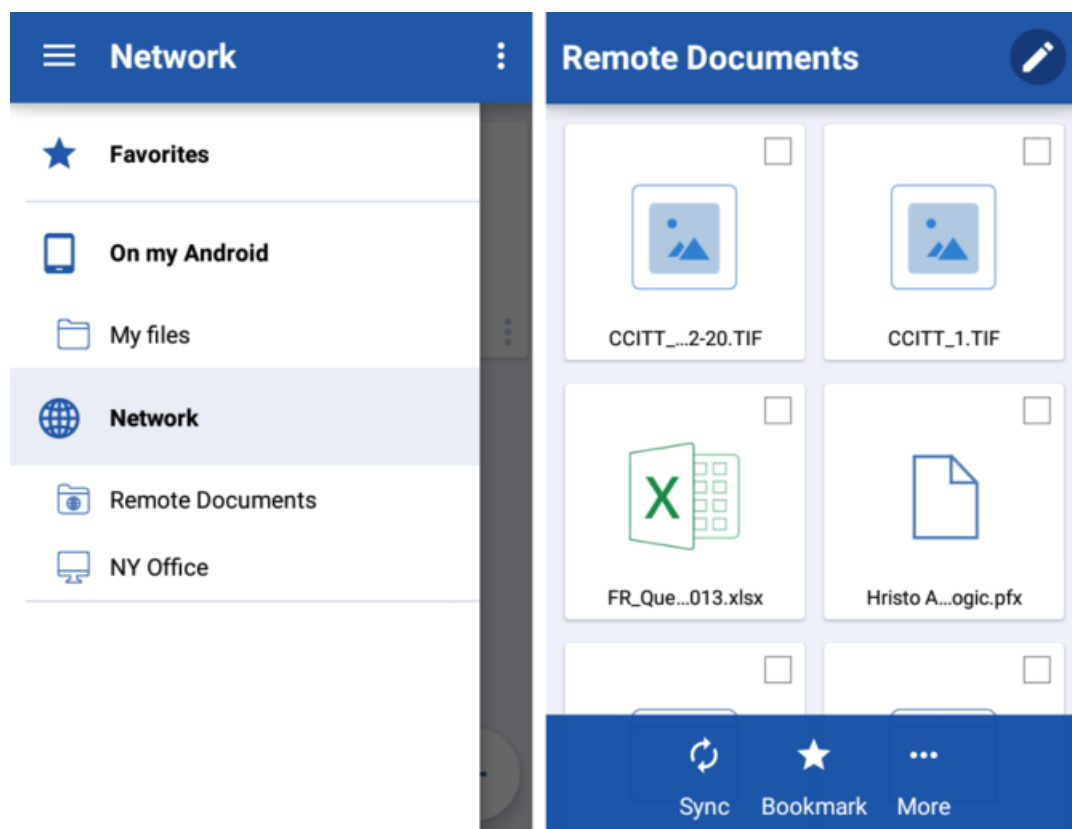
3.6 Acronis Access Android Client

In this section

Interface Overview.....	44
Configurations.....	46
Working with Files.....	51

3.6.1 Interface Overview

Note: You may have to tap and hold the **Recent Apps** software button on your device to see some of these options.



Navigation pane

The Navigation pane shows all available Data Sources, separated in three sections:

Favorites - This section contains all of your **Bookmarks**.

On My Android - All the files and synchronized folders that are stored on your device. All files and folders in this section are stored locally on your device and can be accessed without a network connection.

- **My Files** - Contains files you choose to store locally on your device. Copy or move files here for offline use. Sub-folders can be created to organize your files.
- **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.
- **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. 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.

Files sent to this app - When opening a file from another app into Acronis Access it will be placed in the Acronis Access Clipboard. Once you open the Acronis Access app, you will be able to paste it in any folder you have the rights to.

Network - Data Sources that have been assigned to your policy (or added manually) are shown in this section. These items are only accessible when you have a network connection. They can be of different types:

- **Home Folder** - 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 from the Acronis Access app.
- **Acronis Access Server** - All servers listed will give you access to the file shares on that server that you have permission to access.
- **Network Folder** - These give you access to specific folders located on an Acronis Access server.
- All Sync & Share folders that have been shared with you are shown in this section. These items are only accessible when you have a network connection.
- SharePoint servers or Libraries are also displayed here.

Browse pane

Some of these items may not be visible depending on your Acronis Access policy.

- **Edit** – When tapped, you will see a list of all available actions and all files and folders will become selectable.
 - **Selected** - Displays the number of currently selected items.
 - **Bookmark** - Creates a bookmark of the selected folder.
 - **Sync** - Makes this folder a Sync folder. You can choose between a 1-way sync or 2-way.
 - **Delete** - Deletes the selected items.
 - **Copy** - Copies the selected items. They will reside in an the clipboard until pasted.
 - **Move** - Moves the selected items to another location.
 - **Rename** - Renames the selected item.
 - **Open In** - Opens the file in another app.
- **Paste** - When you **Move** or **Copy** files, they will reside in an invisible clipboard (similar to a computer clipboard). When you navigate to a folder that you can paste the files in, a bar will appear at the top of the **Browse** pane, with the number of items, their size and the **Paste** button.
- **Refresh** – Pull down on the files list in the **Browse** pane to refresh the 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.
- **Plus (+) button** - Displays a list of available actions.
 - **Add Acronis Access Access Server** – Use to manually add a new Acronis Access server as a reachable Data Source.
 - **Add Network Folder** - Use to manually add a new **Network** folder as a reachable Data Source.

***Note:** The two "Add..." buttons are only available in the main **Network** section.*

- **New spreadsheet** - Create a new spreadsheet file.
- **New document** - Create a new text document.
- **New presentation** - Create a new presentation.
- **New folder** - Create a new folder.

- **Import files** - Import files from other applications or folders on the device.
- **3-dot button** - From this button you can change the view type, change the sorting type and open the **Settings** menu.

3.6.2 Configurations

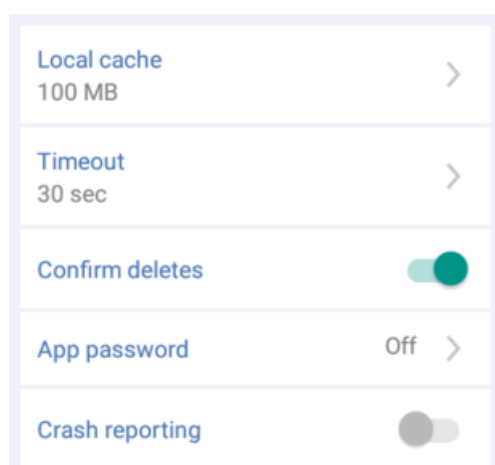
In this section

Application Settings	46
Server Configuration	48
Self-provisioning Network Folders.....	50

3.6.2.1 Application Settings

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

In this section



Local Cache – Controls the amount of device storage space the 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.**

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.

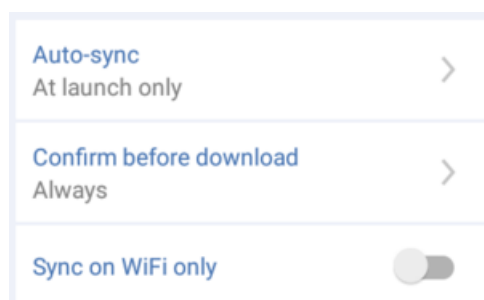
- **App Password** – When set to **ON**, an app password will be required when starting the Access Mobile Client application. If the application password is currently enabled, you will be prompted to enter the current password in order to turn off the setting.
- **Require** – Sets how often the app password 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 Accessclient is enrolled in client management, your IT administrator may be able to reset your App Password remotely.

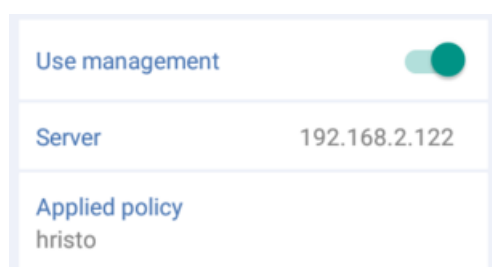
Note: If the Acronis Access application is managed by your corporate Acronis Access Server, some of the **Acronis Access Settings** may be locked by your system administrator.



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.



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.

Applied Policy - If enrolled, displays the policy which governs the app's functionality.

Version – Displays the version of the Acronis Access application installed on your device.

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

3.6.2.2 Server Configuration

In this section

Adding a New Server.....	48
Editing Your Servers	49
Deleting an Existing Server.....	49

Adding a New Server

You can manually add Acronis Access servers as Data Sources. Your Acronis Access policy may prohibit you from doing so.

Note: On some devices, you will have to tap and hold the **Recent Apps** or **Back** software button in order to see the **Add Server** and **Settings** options.

The image shows two side-by-side screenshots of a mobile application interface. The left screenshot is titled 'Add Server' and contains two input fields: 'Server Address' with the value '192.168.2.121' and 'Display Name' with the value 'NY Office'. The right screenshot is titled 'Authentication' and contains two input fields: 'Username/Password' and 'Username' with the value 'Login name or email'. A large blue arrow points from the 'Server Address' field in the first screenshot to the 'Username/Password' field in the second screenshot.

To add a server:

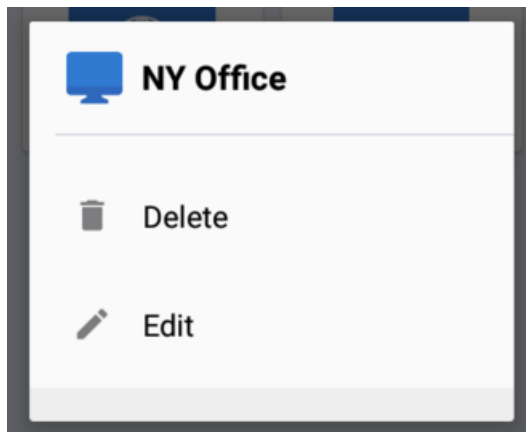
1. In the **Network** section, tap the "+" button.
2. Select **Add Acronis Access Server**.
3. Enter the Acronis Access Server Address. You can enter the server DNS name or IP address.
4. Optionally, you can set a **Display Name** to help you identify your server in the list of network folders and servers. If you don't set one, the server will be displayed with the **Server Address**.
5. Enter the username or email address that will be used to connect to the server.
6. If you would like to save your password so you don't have to enter it every time you connect, enable **Save Password**.

Note: This option may be prohibited by your administrator and you will not see it. If you enable the **Save Password** option, a password field will appear and you will need to enter your password.

7. When done configuring the new server, tap the **tick (Save for tablets)** button.

Editing Your Servers

To modify server settings, tap the 3-dot button of the desired server and select **Edit**. Make any necessary changes and press **Save**.

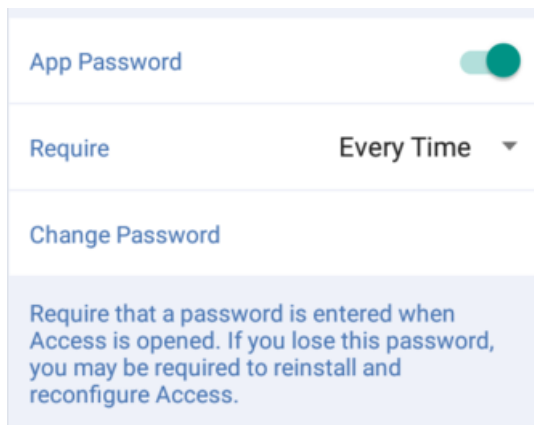


Deleting an Existing Server

To remove an Acronis Access server that was added manually, simply tap on the 3-dot button on the desired server and select **Delete**.

An application password can be set manually from the Acronis Access **Settings** menu or can be enforced by your management policy.

To set an Acronis Access App Password:



1. Tap the **3-dot** button and select **Settings**.
2. Tap the **App Password** option.
3. Turn **ON** the App Password.
4. Enter an application password and confirm it, then tap **Continue**.
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:

1. Tap the **3-dot** button and select **Settings**.
2. Tap the **App Password** option.

3. Tap **Change Password**, which is only available after a Acronis Access app password has been configured.
4. Enter your current password.
5. Enter and confirm your new password.

Your policy set by the system administrator may enforce a mandatory password for the application. You will be forced to set a password for the application on the first time you open it and you will be required to enter the password every time you open the app. If having an app password is enforced, the **App Password** setting cannot be disabled from the application's **Settings** menu.

3.6.2.3 Self-provisioning Network Folders

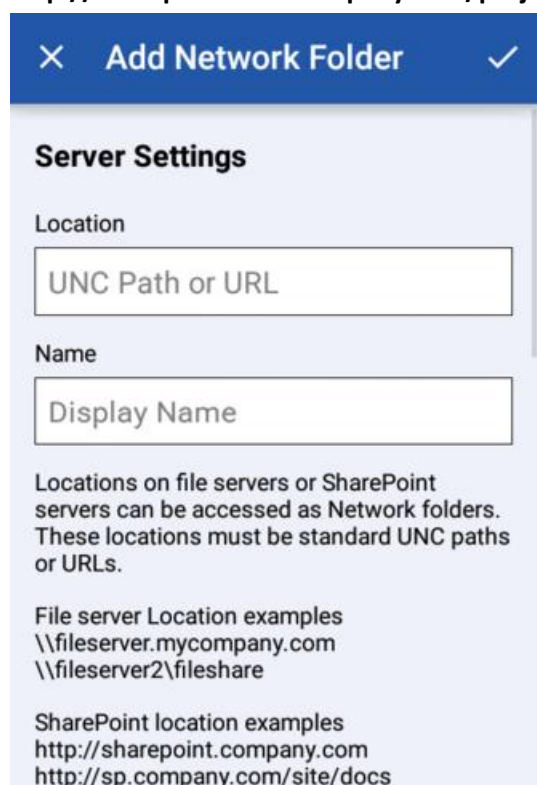
Users are able to add their own Data Sources from existing Acronis Access servers or SharePoint servers. There are two types of folder users can create:

- **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 management, 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 management, 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. In the main **Network** section, tap the "+" button.
3. Tap on **Add Network Folder**.

4. Enter the correct UNC path or URL. (e.g. `\\MU2008\Documents` or `http://sharepoint2010.company.com/projectdocs`).



Add Network Folder

Server Settings

Location

UNC Path or URL

Name

Display Name

Locations on file servers or SharePoint servers can be accessed as Network folders. These locations must be standard UNC paths or URLs.

File server Location examples
\\fileservers.mycompany.com
\\fileservers2\fileshare

SharePoint location examples
http://sharepoint.company.com
http://sp.company.com/site/docs

5. Enter a display name and tap **Save**.

3.6.3 Working with Files

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

Note: If the Access mobile app hasn't connected to a Gateway or Management server for more than 30 days, the users will not be able to use it to edit documents.

In this section

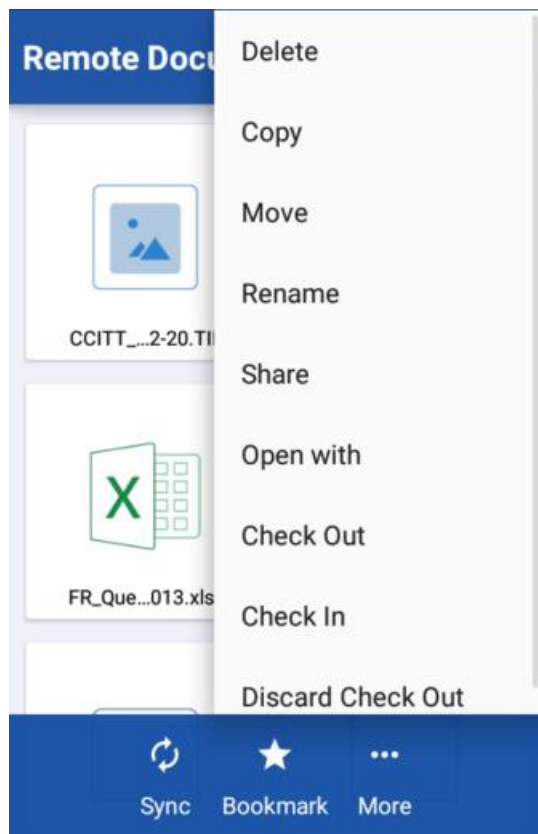
File and Folder Operations.....51

3.6.3.1 File and Folder Operations

Acronis Access can copy, move, rename, and delete files and folders. When performing 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.

Note: The mobile client does not support the following special characters `|, \, ?, *, <, |, \, ?, ", :, >, /` in the filename or filenames beginning with a dot (.).

Files can be previewed by tapping on them. For all other actions, tap the **Edit** button.



In this section

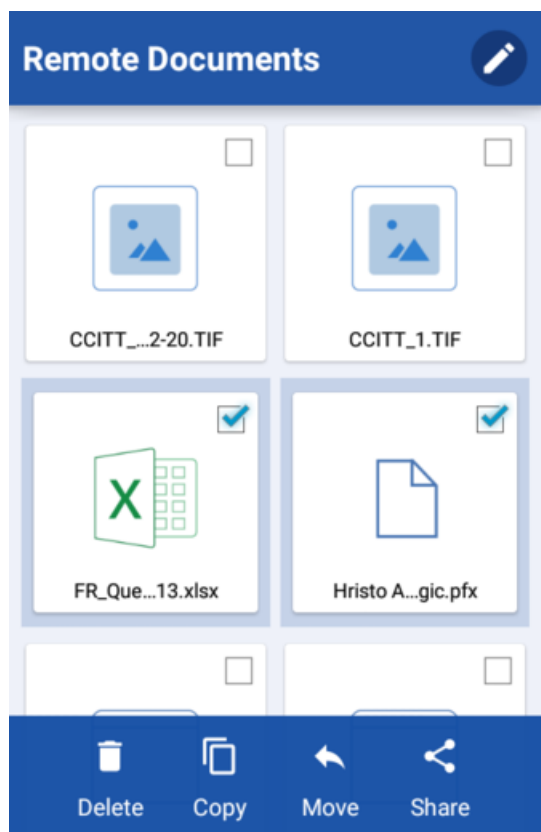
Opening Files.....52

Opening Files

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

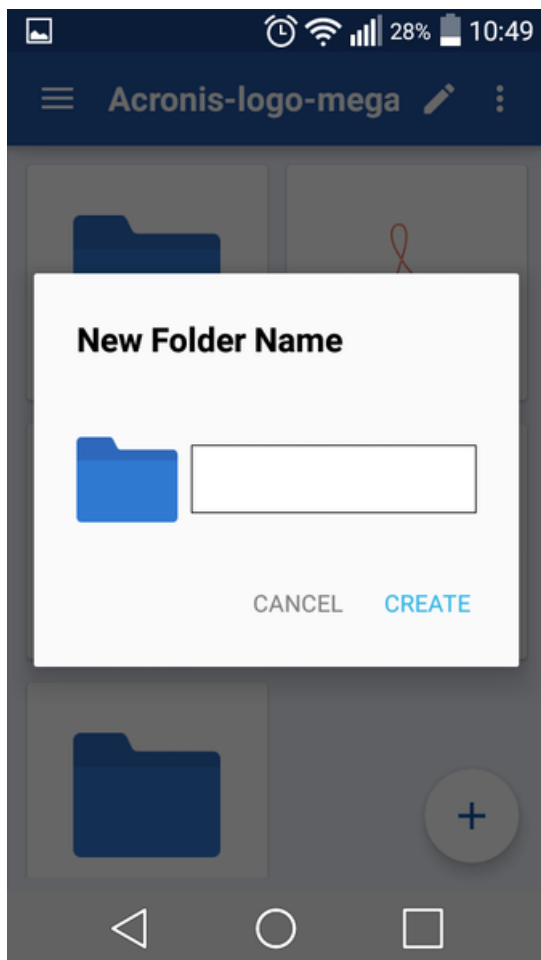
- Tap the desired file to preview it. Acronis Access will open only supported file types.
- From the **Edit** menu, you can select the **Open With** option to open the file in another application.

To select multiple items while browsing any folder except the main **Network** section, tap the **Edit** button. You will now be able to select all items in the current folder with a tap.



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

- Tap the + button and select **Create New Folder**



If Acronis Access is configured to provide access to files located on a SharePoint server, you will see three additional buttons available in the **Action** pane when selecting 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 edit it, use PDF annotation or open it into another application. 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 save it back to the server.

Discard Check In - Removes your **Check Out** of any edited file(s) but any changes you have made to that file will be saved.

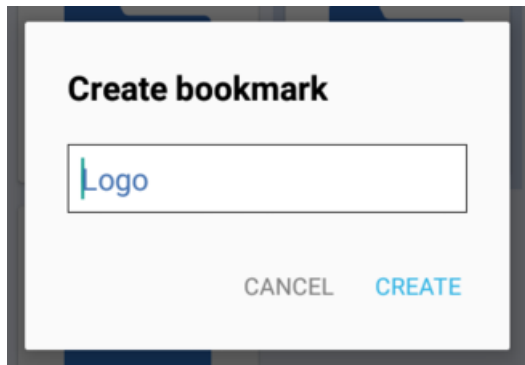
Note: *SharePoint 2007 does not allow the renaming of a checked-out file. It is allowed in SharePoint 2010.*

The Access Mobile Client allows you to bookmark folders that you commonly use, so that you can quickly navigate to them in the future. 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 bookmark a new folder:

1. Locate the folder you would like to bookmark.

2. Tap on the **Edit** button.
3. Select the desired folder and select **Bookmark** from the **Action** pane.
4. Enter a name for your bookmark and tap **Create**.



To access your existing bookmarks, open the Favorites section **in the** Navigation pane.

To remove a single bookmark:

- Tap the **3-dot** button on the desired bookmark and select **Delete**.

To remove multiple bookmarks:

- Tap the **Edit** button and select all desired bookmarks.
- Tap the **(x)** button.

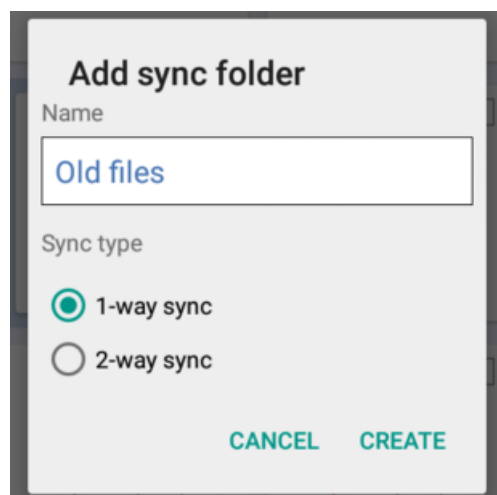
Acronis Access can sync network folders for storage on your device, within the Access Mobile Client app. This allows these folders and their contents to be accessed immediately without downloading files on-demand from the server, and ensures that these files are available, whether you are online or offline.

To sync a folder:

1. Locate the desired folder.
2. Tap the **pencil icon**.
3. Select your folder and tap **Sync** from the **Action** pane.
4. Enter a name for the folder, select a sync type (1-way or 2-way) and tap **Create**.

Note: 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.

Note: 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 Acronis Access app.



5. The folder will appear under the **On My Android** section.
6. You 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:

1. Open the **On My Android** section.
2. Locate your desired folder and tap the **3-dots** button on it.
3. Tap the **Delete** button.
4. Tap **Ok** at the confirmation dialog to remove the sync folder.

Sync icons

If a sync is pending or completed successfully, you will see this icon:



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

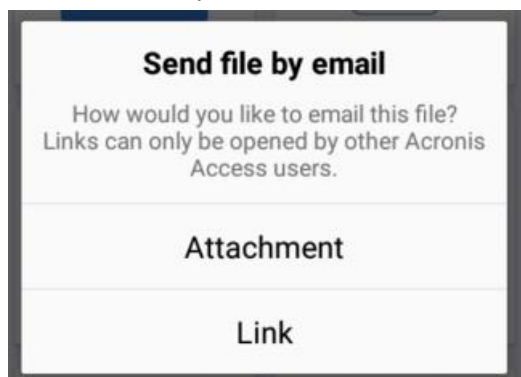


Tapping any sync icon during a sync will prompt you to cancel the current sync.

Background syncing

You can close the Acronis Access app and your files will continue to sync seamlessly for 10 minutes after closing the app, after that the syncing will stop.

1. Press **the pencil icon**, tap on the desired file(s) and select the **Share** option from the bottom menu.
2. Select whether you want to send the file as an **Attachment** in an email or as a **Link**.



3. Select your desired file sharing app (e.g. Google Drive, Dropbox and etc.) or select your preferred email client.
4. For file sharing apps, you will be redirected to them to continue the process.
5. If you select an email client, an email message window will appear. Acronis Access uses the email accounts that are configured in your device's email app.
6. Specify a **To:** email address.
7. You can modify the Subject or add text to the body of the message if you wish.
8. To send the email, tap the **Send** button.

Note: Your administrator may have disabled emailing files and/or links.

You can open files from other applications in Acronis Access. This is done using the **Open With** feature of the other application and choosing **Open With Acronis Access**. When a file is transferred from another application to Acronis Access, the file will reside in the invisible clipboard until you paste it into a folder.

Note: Some applications may not have this **Open With** functionality.

Acronis Access uses an integrated version of SmartOffice. You can open pre-existing files or add a new ones.

The SmartOffice functionality integrated into the Acronis Access app has the following limitations:

Word documents:

- Editing Graphics is not supported.
- Editing Shapes is not supported.
- Inserting an image from the gallery is supported only for .docx files.
- Inserting an image from the camera is supported only for .docx files.

PowerPoint presentations:
 Animations and Transitions are not supported.

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, 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 up will zoom in, and swiping down will zoom out.

3.7 Acronis Access Windows Client

In this section

Tablet	58
Phone	68

3.7.1 Tablet

In this section

Interface Overview	59
Working with files and folders	60
Application Settings	62
Configurations.....	67

3.7.1.1 Interface Overview

Main window

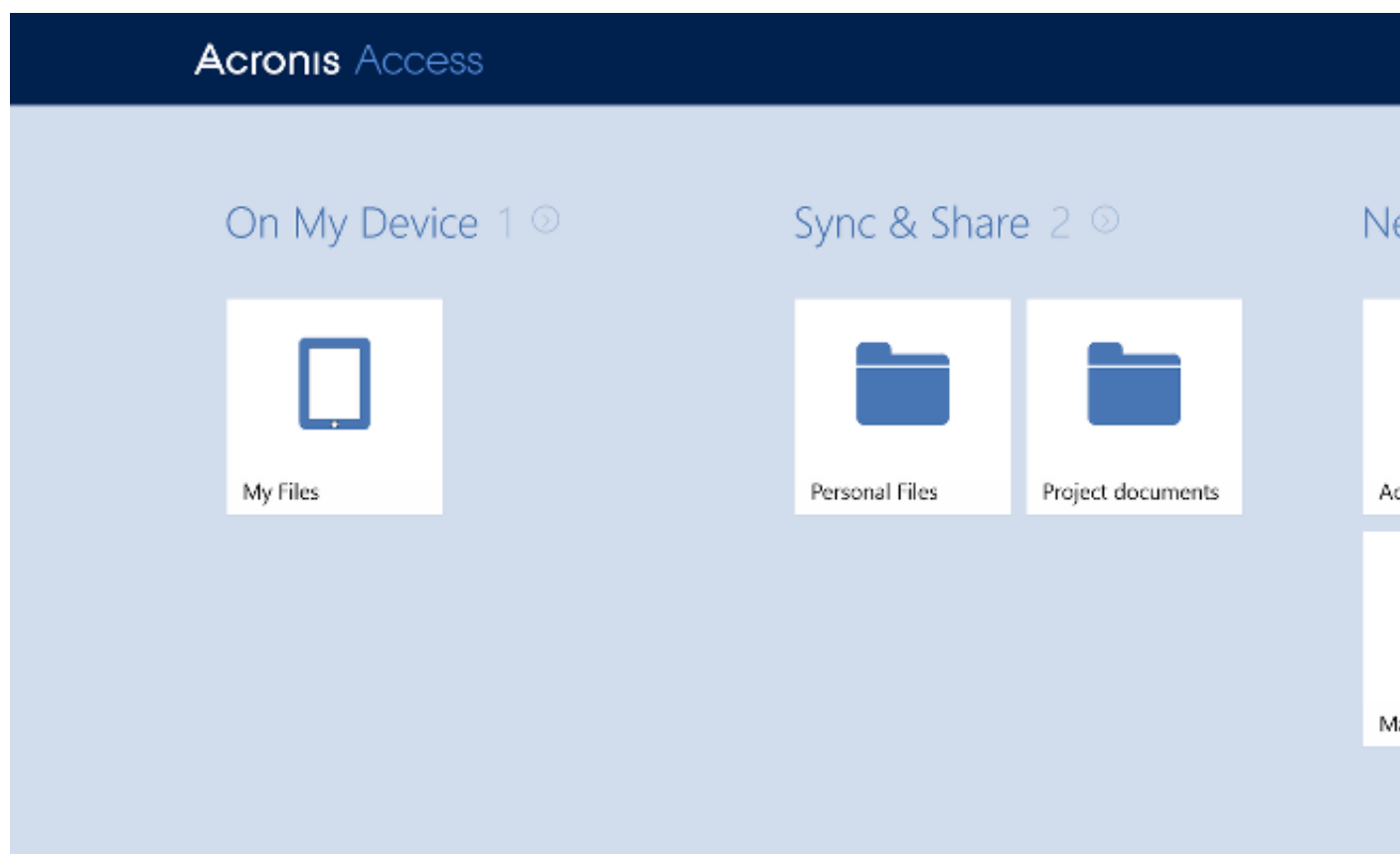
Once you open the app, on the main screen you can see the Local Sources, Data Sources and Gateway Servers you can access. They are split in 4 main categories on your screen.

Favorites - This section contains all of the folder bookmarks you've added as well as links to frequently opened files. You will not see this section unless you have some bookmarks.

Sync & Share - In this section, you can access all of the Sync & Share folders that are shared with you.

Network - In this section, you can access any Gateway servers that you've manually added and all the Data Sources assigned to you.

On My Device - Here you can access your locally stored files via the My Files tile and the local content of any Sync folders assigned to you.



Bottom menu

Some of these items will appear only after a specific action or depending on your policy settings.

- **delete** - Deletes the selected items.
- **copy** - Copies the selected items.
- **cut** - Moves an item to the clipboard until you use **paste**.
- **rename** - Renames the selected item.
- **open with** - Allows you to choose another app with which to open the selected file.

- **share** - Provides a link with which to share the selected file or folder.
 - **bookmark** - Adds the file or folder to your bookmarks.
 - **sync** - Marks a folder to be synced. You can choose between 1-way or 2-way syncing. This depends on your policy settings.
 - **paste** - Pastes the items currently in the clipboard. Available only after using **copy** or **cut**.
-
- **Deselect** - Deselects all currently selected items.
 - **Select all** - Selects all items in the current folder.
 - **Add New** - Create a new file or folder.
 - **Add Files** - Select files to import into Acronis Access
 - **Refresh** - Refreshes the content of the current Network or Sync & Share folder.

Right Sidebar menu

- **Settings** - This button will open the Acronis Access app settings. All other actions are Windows specific and not a part of Acronis Access.

3.7.1.2 Working with files and folders

Note: The mobile client does not support colons (:) in the filename!

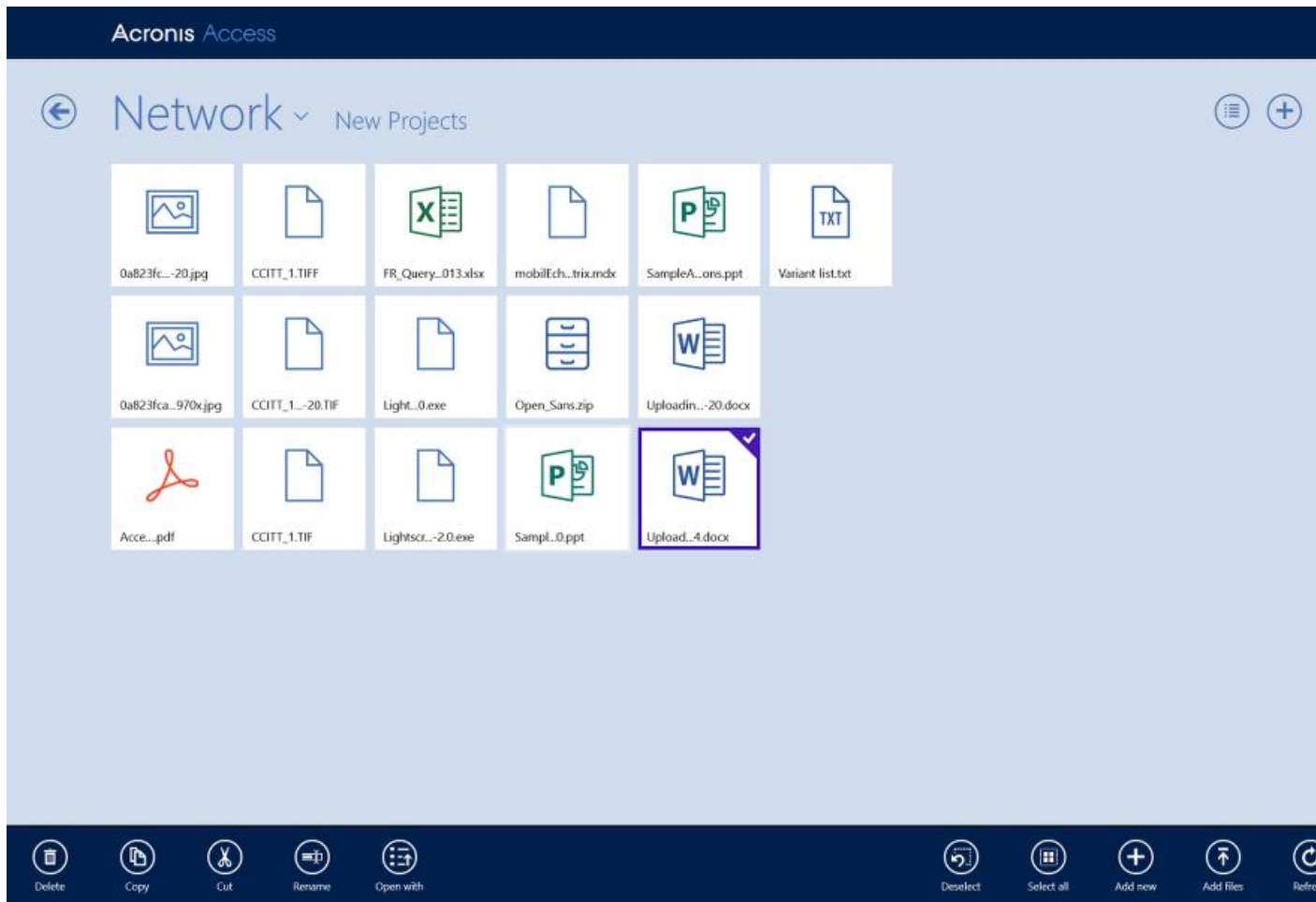
Opening Files and Folders

To open a file or folder, simply tap on its icon.

Selecting Files and Folders

To select a file or folder, press on the desired file and drag it down slightly.

To multi-select files or folders with the pen, press the right-click button and tap on all of the files/folders you want to select.



Creating new files

To create a new file/folder, open the Bottom menu and select **Add New**.

Sharing

To share a folder or file, open the Bottom menu and tap on the **Share** button.

Syncing

To start syncing a folder, select the folder and tap on **Sync**.

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 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 desired 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.

3.7.1.3 Application Settings

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

In this section

Acronis Access Management	62
Sync Settings	63
App Password.....	64
Options.....	64
About.....	65
Permissions	66

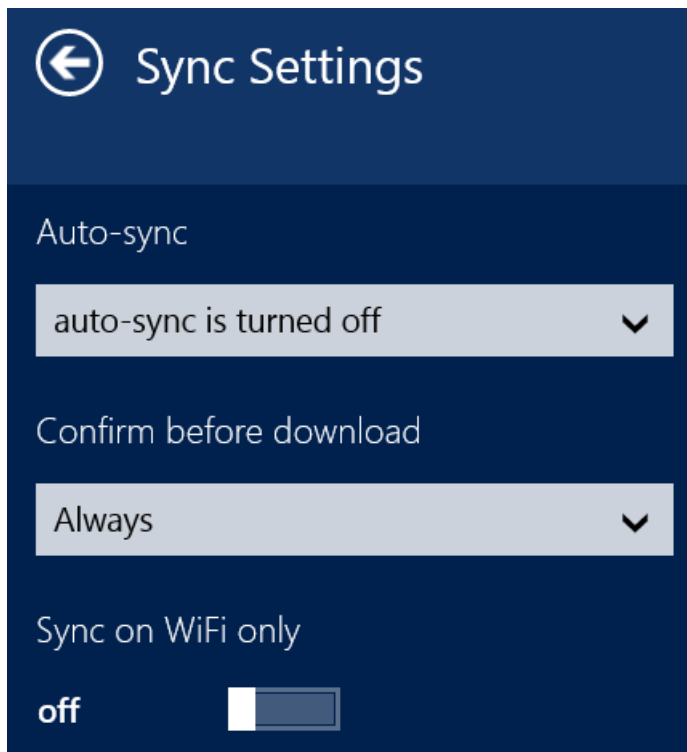
Acronis Access Management

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.

Applied Policy - If enrolled, displays the policy which governs the app's functionality.

Sync Settings

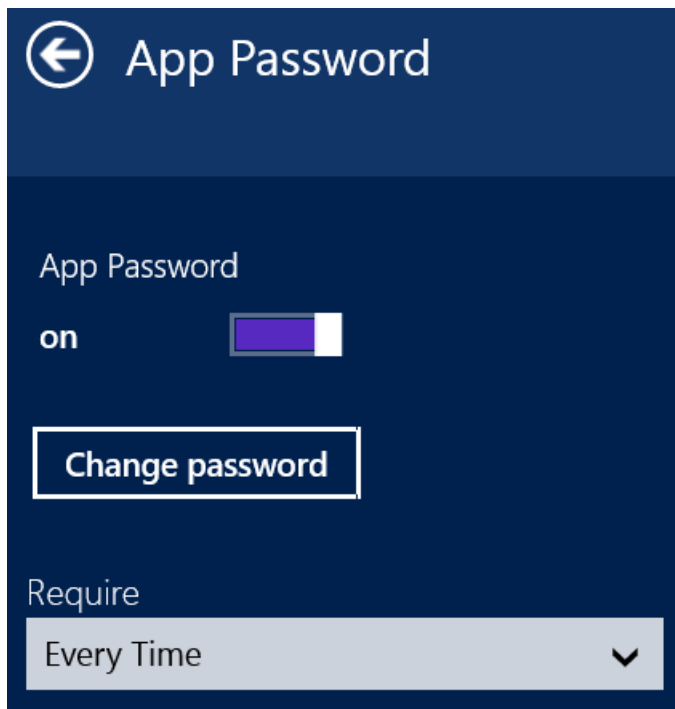


Auto-sync - select if Acronis Access should sync your folders only at launch or over an interval of time.

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.

App Password



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 and reset all your settings.

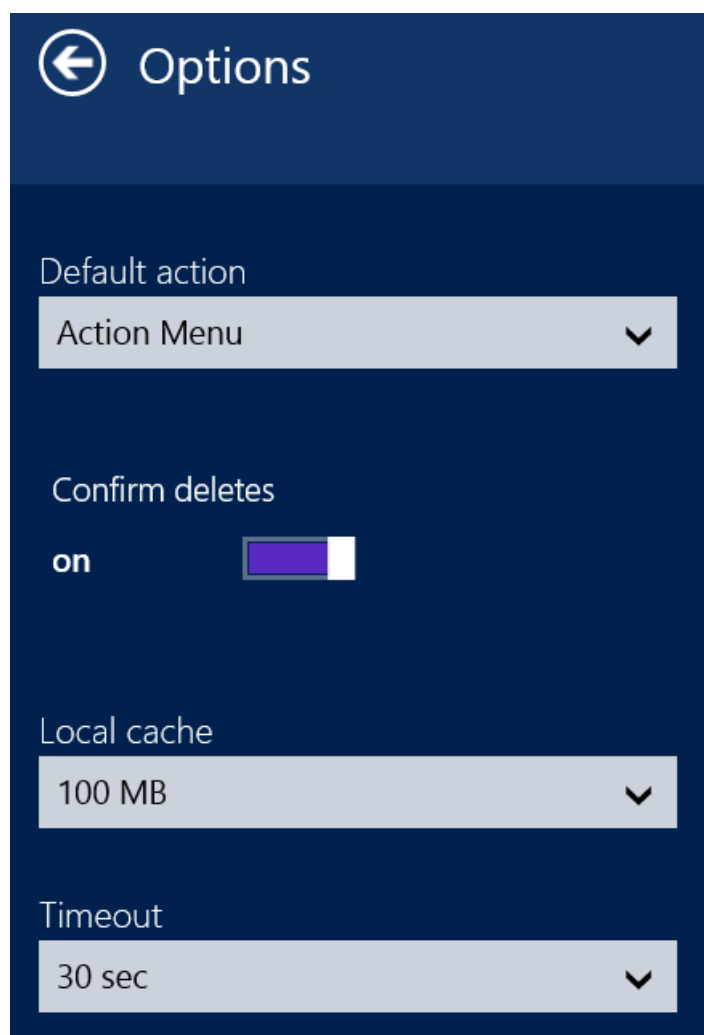
If your Acronis Accessclient is enrolled in client management, your IT administrator may be able to reset your App Password remotely.

Options

Local Cache – Controls the amount of device storage space the 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.



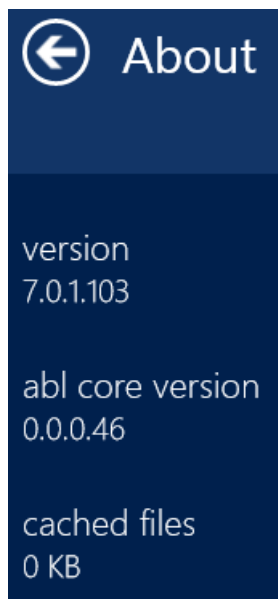
The screenshot shows the 'Options' screen of the Acronis Access app. At the top, there is a back arrow icon and the title 'Options'. Below this, there are four settings sections, each with a label and a control element:

- Default action**: A dropdown menu showing 'Action Menu' with a downward arrow.
- Confirm deletes**: A toggle switch labeled 'on' with a purple slider bar.
- Local cache**: A dropdown menu showing '100 MB' with a downward arrow.
- Timeout**: A dropdown menu showing '30 sec' with a downward arrow.

About

version - Shows the version of the Acronis Access app.

cached files - When enabled, server-based files that have been recently accessed will be saved in a local cache on the device, for use when they are accessed again and have not changed, providing performance and bandwidth conservation benefits. The user can optionally be allowed to change this setting.



Permissions

Notifications - When enabled, you will see pop-up notifications for the app.

Permissions - Lists all the permissions that the Access client is granted.



Acronis Access
By Acronis
Version 7.0.1.103

Notifications

Allow this app to show notifications

On



This app has permission to use:
Your home or work networks
Your Internet connection, including
incoming connections from the Internet
Your Internet connection

3.7.1.4 Configurations

Adding a Gateway Server

To manually add a Gateway Server Data Source, do the following:

1. Open the right sidebar by sliding from the right side.
2. Tap on **Settings**
3. Tap on **Add Acronis Access Server**
4. Enter the server's address.

***Note:** **Display name**, **Username** and **Password** are optional. If you want the server to automatically authenticate you, enter a username and password.*

5. Tap **Add**.

Enrolling in Acronis Access management

Enrolling in management is highly recommended as it enables you to receive the full benefits of using Acronis Access.

1. On the welcome screen, tap the **Use Company Server** button.
2. Now write the address of your Acronis Access Server and tap **OK**.

3. Enter your Active Directory credentials and tap **Enroll**.

3.7.2 Phone

In this section

Interface Overview	68
Working with files and folders	69
Application Settings	70
Configurations.....	74

3.7.2.1 Interface Overview

Main window

Once you open the app, on the main screen you can see the Local Sources, Data Sources and Gateway Servers you can access. They are split in 4 main categories on your screen.

Favorites - This section contains all of the folder bookmarks you've added as well as links to frequently opened files. You will not see this section unless you have some bookmarks.

Sync & Share - In this section, you can access all of the Sync & Share folders that are shared with you.

Network - In this section, you can access any Gateway servers that you've manually added and all the Data Sources assigned to you.

Phone - Here you can access your locally stored files via the My Files tile and the local content of any Sync folders assigned to you.

Bottom menu

On the bottom menu you will always see the icons of the currently available actions and opening the bottom menu will show you their names as well as some additional options. Some of these items will appear only after a specific action or depending on your policy settings.

- **delete** - Deletes the selected items.
- **copy** - Copies the selected items.
- **cut** - Moves an item to the clipboard until you use **paste**.
- **rename** - Renames the selected item.
- **open with** - Allows you to choose another app with which to open the selected file.
- **share** - Provides a link with which to share the selected file or folder.
- **bookmark** - Adds the file or folder to your bookmarks.
- **sync** - Marks a folder to be synced. You can choose between 1-way or 2-way syncing. This depends on your policy settings.
- **paste** - Pastes the items currently in the clipboard. Available only after using **copy** or **cut**.
- **list/grid view** - Changes the view between a grid-styled one and a list.
- **select** - Enters a multi-select mode where you can simply tap all items you wish to select.
- **settings** - This button will open the Acronis Access app settings.

- **Add New** - Create a new file or folder.
- **Add Files** - Select files to import into Acronis Access
- **Refresh** - Refreshes the content of the current Network or Sync & Share folder.

3.7.2.2 Working with files and folders

***Note:** The mobile client does not support colons (:) in the filename!*

Opening Files and Folders

To open a file or folder, simply tap on its icon.

Selecting Files and Folders

To start selecting items, press and hold on an item. You will enter the multi-select mode and will be able to select files with a single tap while in it.

Creating New Files or Folders

To create a new item, tap the plus (+) icon at the bottom and select the desired item type.

Sharing

To share a folder or file, select the desired file and select **Share**.

Sync & Share

1. Enter the login name or email address of the person you want to share the file with.
2. Select the link's expiration and press **Share File**.

Network

1. Enter the email address of the person you want to share the file with and send the email.

Syncing

To start syncing a folder, select the folder and select **Sync**.

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 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 desired 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.

3.7.2.3 Application Settings

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

In this section

Acronis Access Management	70
Sync Settings	71
App Password.....	72
Options.....	72
About.....	73

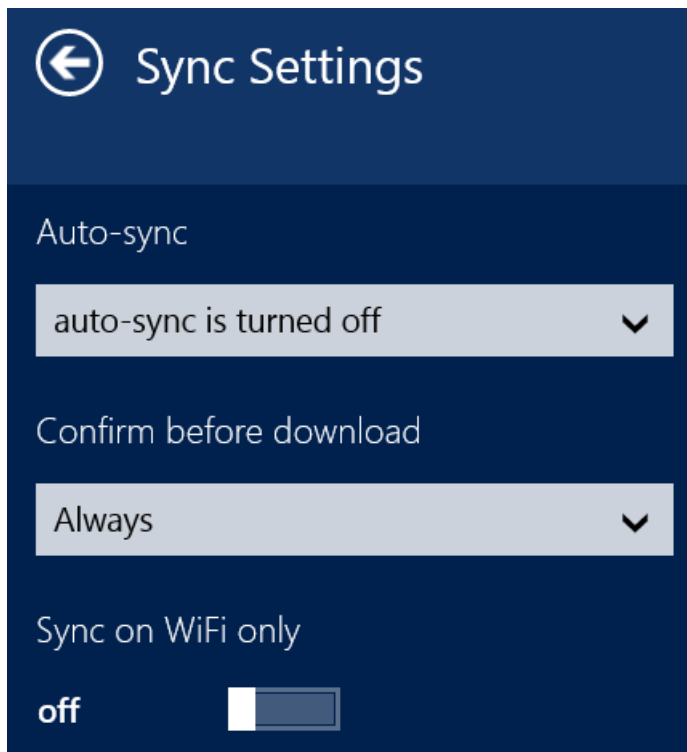
Acronis Access Management

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.

Applied Policy - If enrolled, displays the policy which governs the app's functionality.

Sync Settings

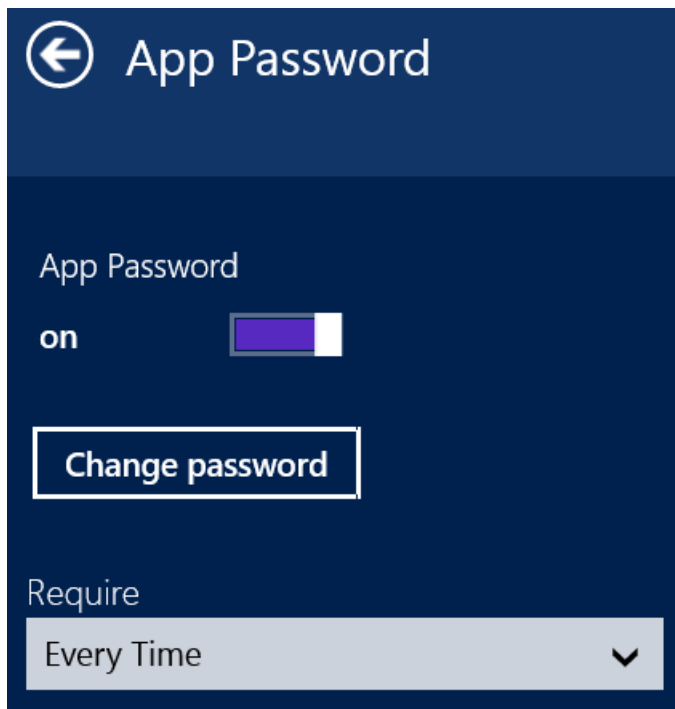


Auto-sync - select if Acronis Access should sync your folders only at launch or over an interval of time.

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.

App Password



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 and reset all your settings.

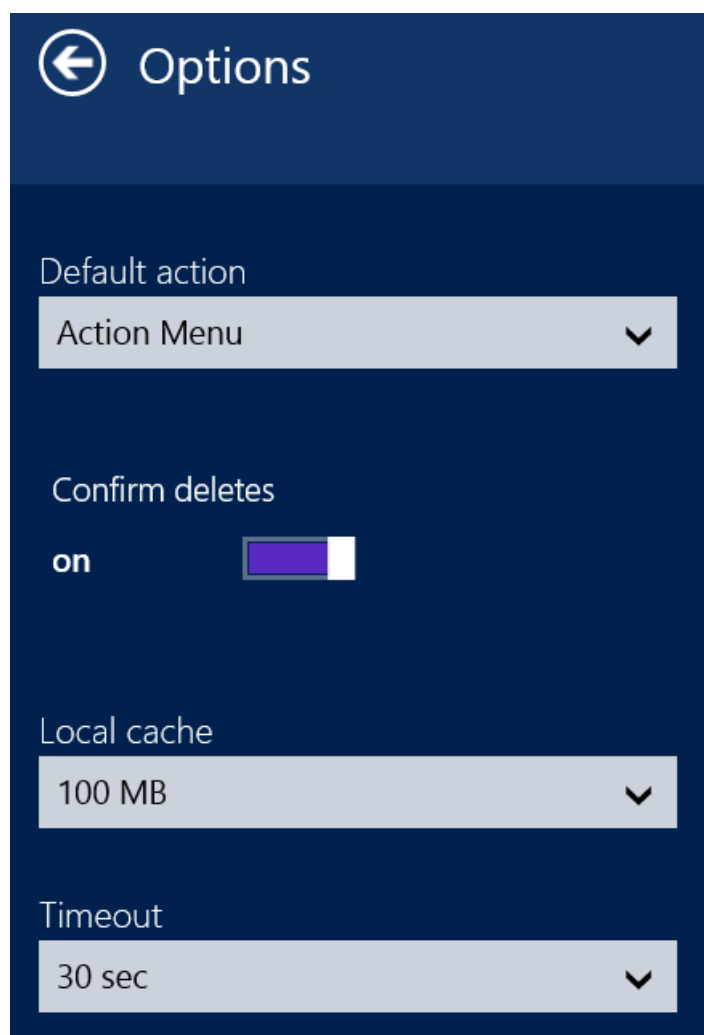
If your Acronis Accessclient is enrolled in client management, your IT administrator may be able to reset your App Password remotely.

Options

Local Cache – Controls the amount of device storage space the 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.



Options

Default action

Action Menu

Confirm deletes

on

Local cache

100 MB

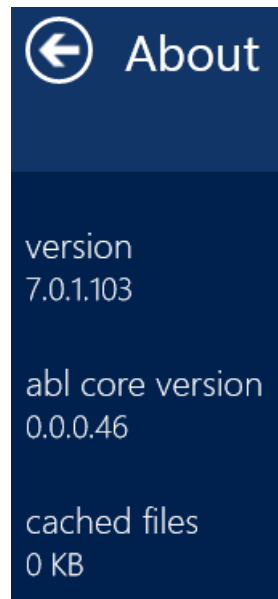
Timeout

30 sec

About

version - Shows the version of the Acronis Access app.

cached files - When enabled, server-based files that have been recently accessed will be saved in a local cache on the device, for use when they are accessed again and have not changed, providing performance and bandwidth conservation benefits. The user can optionally be allowed to change this setting.



3.7.2.4 Configurations

Adding a Gateway Server

To manually add a Gateway Server Data Source, do the following:

1. Expand the bottom menu.
2. Tap on **Settings**
3. Tap on **Add Acronis Access Server**
4. Enter the server's address.

Note: *Display name, Username and Password are optional. If you want the server to automatically authenticate you, enter a username and password.*

5. Tap **Add**.

Enrolling in Acronis Access management

Enrolling in management is highly recommended as it enables you to receive the full benefits of using Acronis Access.

1. On the welcome screen, tap the **Use Company Server** button.
2. Now write the address of your Acronis Access Server and tap **OK**.
3. Enter your Active Directory credentials and tap **Enroll**.

4 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

Before You Begin.....	75
Windows Client	76
Mac client.....	83
Notifications	90
Conflict Resolution	90
Syncing Network Content	91

4.1 Before You Begin

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

The installation process requires that you have:

- Access Desktop Client 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, Windows 10

Note: In order to use the Acronis Access Desktop client on Windows XP, you will need to use relaxed SSL cipher rules. For more information: [Changing the Acronis Access Tomcat SSL Ciphers](#).

- Mac OS X 10.6.8 and higher with Mac compatible with 64-bit software.

Note: The Access desktop client version 7.1.2 is the last version that is compatible with Mac OS X 10.6 and 10.7. If you want to use a newer version of the Acronis Access desktop client, you will have to update your Mac OS.

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 9 and later

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**.

Note: Internet Explorer 11 and earlier do not support uploads of files larger than 4GBs.

- Google Chrome
- Safari 5.1.10 or later

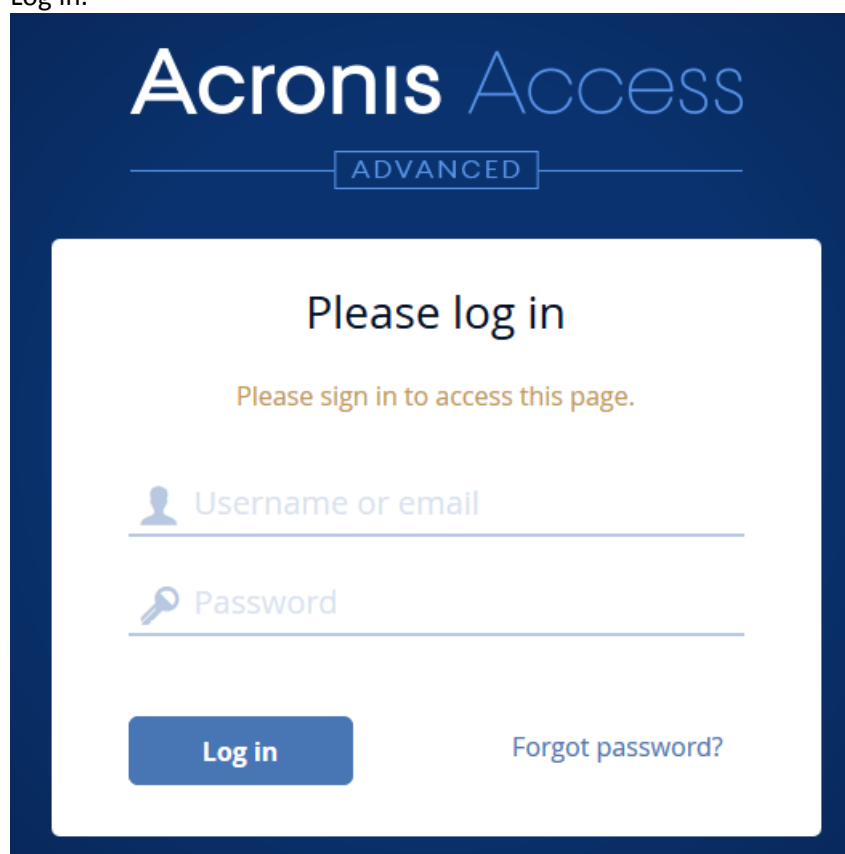
4.2 Windows Client

In this section

Installing and Configuring the Windows Acronis Access Desktop Client	76
First Steps.....	78
Updating.....	81
Removing the Windows Desktop client.....	82

4.2.1 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.



Acronis Access

ADVANCED

Please log in

Please sign in to access this page.

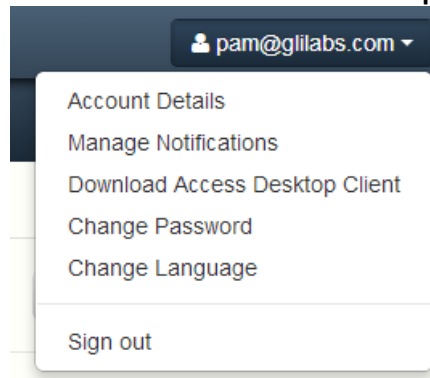
Username or email

Password

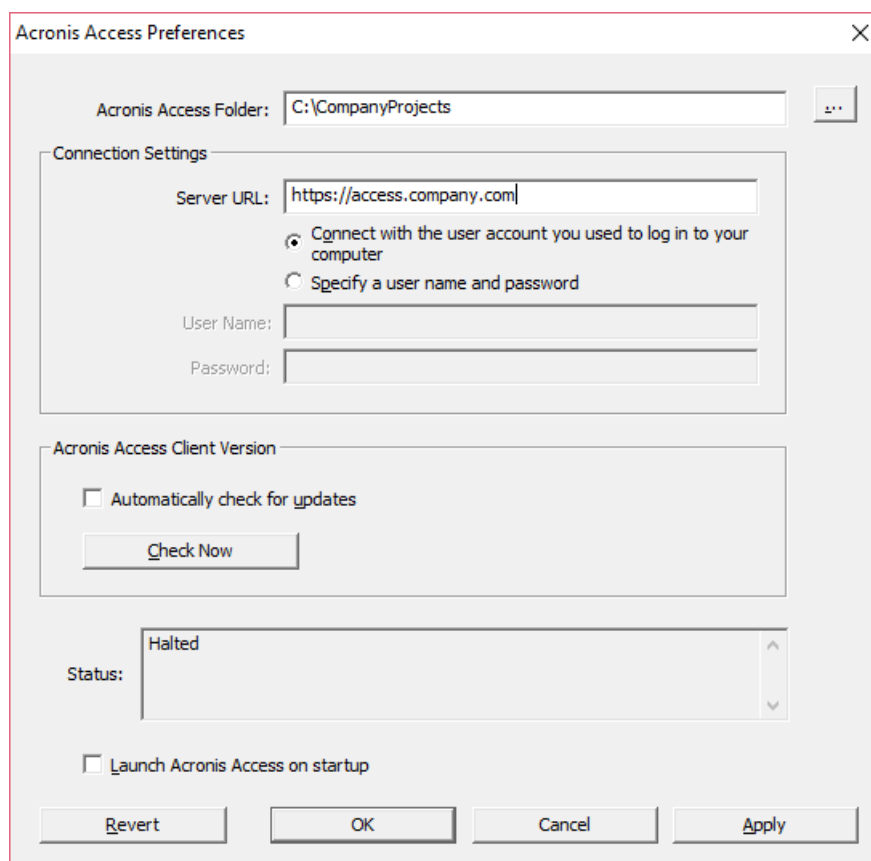
Log in

Forgot password?

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. If your company is using Single Sign-On, select the top radio button and Acronis Access will connect using the credentials that you use to login to Windows. If you cannot use Single Sign-On, select the **Specify a user name and password** radio button and follow the steps below:
 - a. In the **Username** field enter your username or email address.
 - b. In the **Password** field enter your password. What password you use depends on how your organization has implemented Acronis Access:
 - If you received an invitation email and you set your own personalized password in Acronis Access Web, this is the one to use.
 - 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.

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

Note: When reinstalling the desktop client, always choose a new sync folder to prevent any synchronization issues or conflicting files. Do not select a pre-existing sync folder.

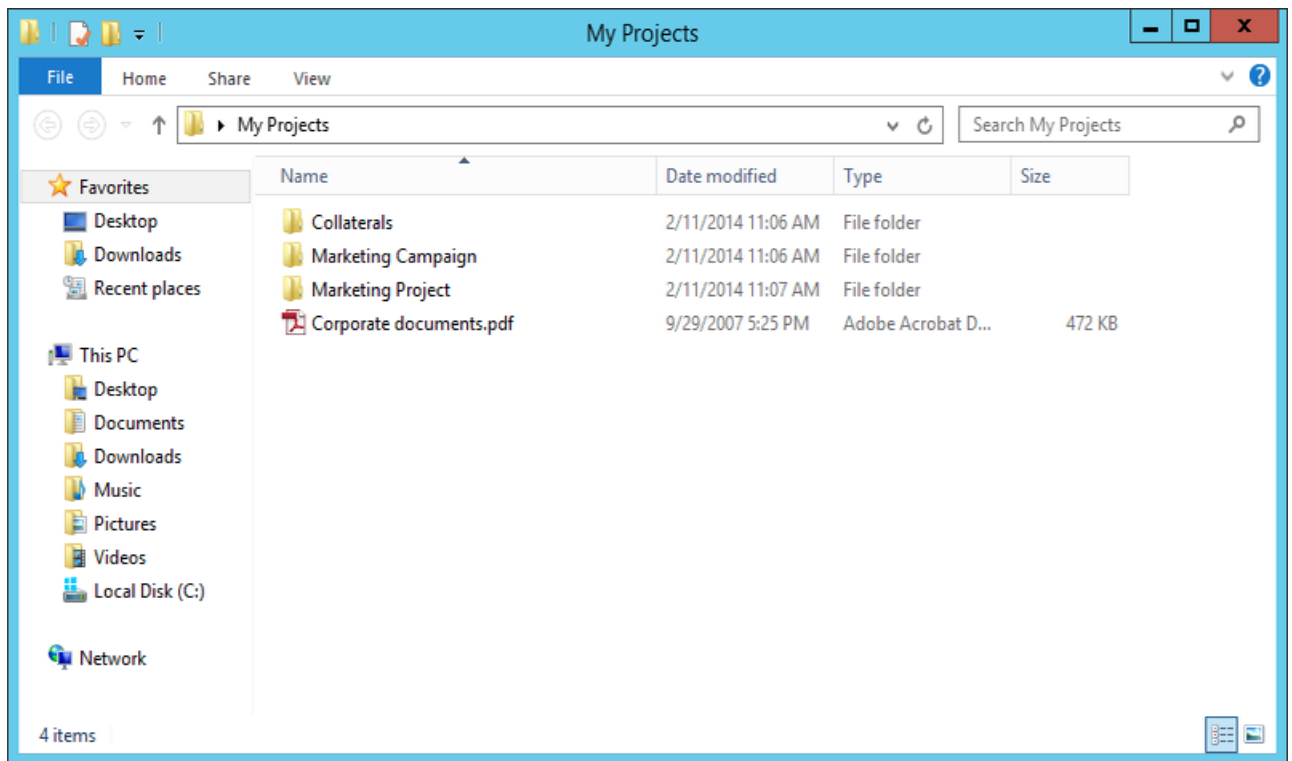
Once you have successfully installed and configured your Access Desktop Client, it's time to start using it.

4.2.2 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. 76) 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.

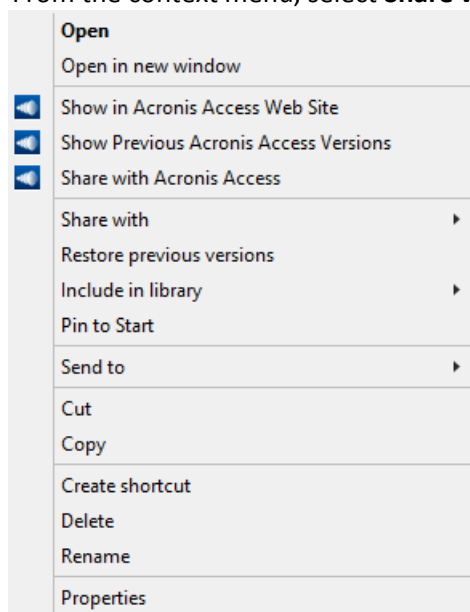
4. Create another folder inside **My Projects** with a name **Collaterals**.



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 to Marketing Project
✕

Invite members to this folder

john.price@glilabs.com ✕

Message (optional)

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

☒ Allow editing and deletion

☐ Allow to invite other members

☐ Allow to view other members of this share


Invitation Language **English** ▼


Share Folder


Cancel

If you prefer to use your web browser instead:

1. 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.
2. Click on **Sync&Share**.
3. Click on the folder you want to share and select **Sharing** from the sidebar.


 Download

 Revisions

 Rename

 Copy

 Move

 Share

 Delete

4. In the **Sharing** lightbox, enter an email address and an appropriate text message.
5. Select if the invited users should have only read-only access. When enabled, invited users will be able to only download and read documents included in the shared folder.

6. Select whether the invited users can invite other users to this share.
7. Select whether the invited users can see the other users that have access to this share.
8. Select the invitation's language and press **Share Folder**. An email containing your information and access instructions will be generated and sent to the recipient.

Invite to Marketing Project

Invite members to this folder

john.price@glilabs.com ✕

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

☒ Allow editing and deletion
☐ Allow to invite other members
☐ Allow to view other members of this share

Invitation Language **English** ▾

Share FolderCancel

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.

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

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.

4.2.3 Updating

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

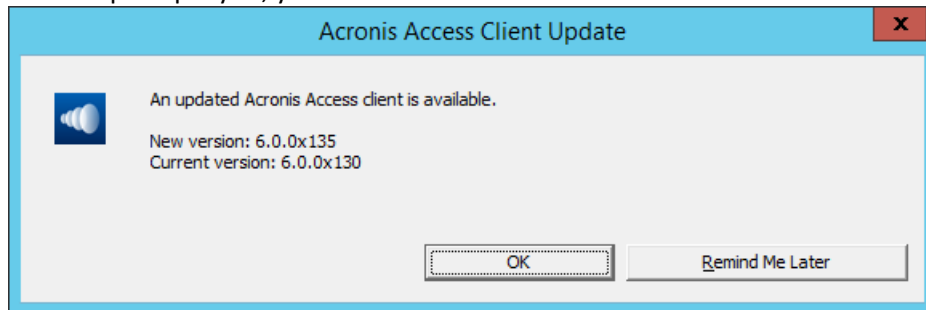
- Easy and hassle-free updating of the client for basic users.
The client updates itself automatically, requiring little user interaction.

- 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 the Acronis 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**).

4.2.4 Removing the Windows Desktop client

To completely remove the desktop client and all of its data, you only have to do the following:

Note: This process is irreversible and you will have to re-install the Acronis Access client if you wish to use it again.

Note: We recommend you choose a new empty sync folder after a re-install. Removing the desktop client and re-installing it but selecting the same sync folder could end up with a full set of duplicated files because on start up, the desktop client will download all the files you have stored on the server.

Uninstall the desktop client

1. Open the **Control Panel** and open **Programs and Features**.
2. Select the Acronis Access client and press **Uninstall**.
3. Follow all the prompts to successfully uninstall the desktop client

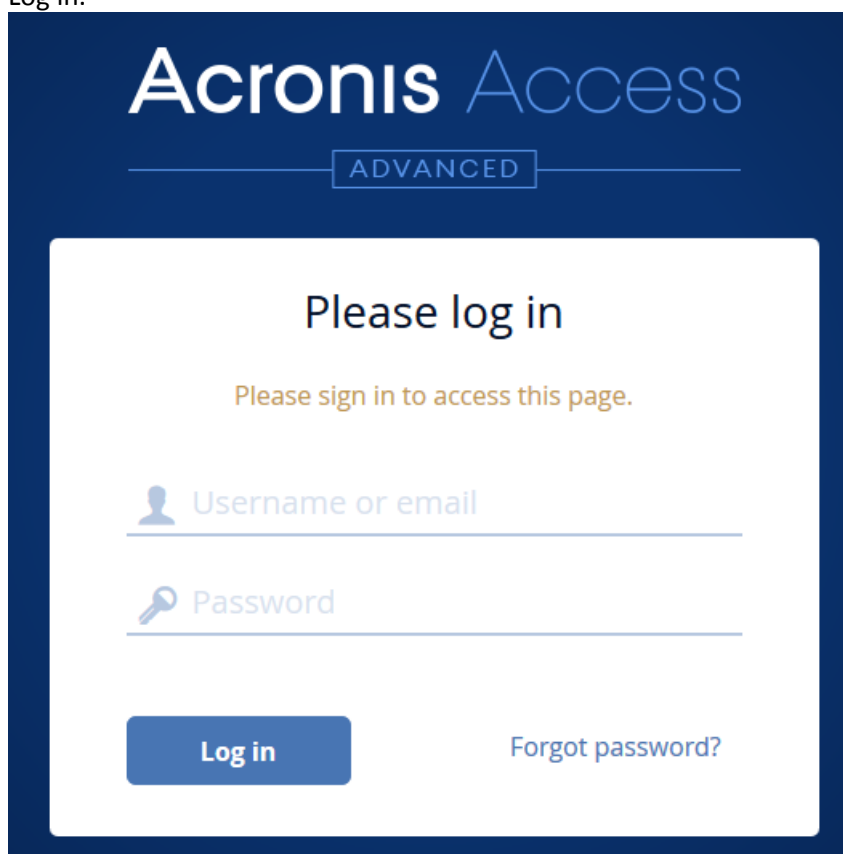
Remove all remaining data

1. Navigate to your Acronis client **ProgramData** folder (by default C:\ProgramData\GroupLogic, Inc\).
2. Delete the folder named **activEcho Client**.

4.3 Mac client

4.3.1 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.



Acronis Access

ADVANCED

Please log in

Please sign in to access this page.

Username or email

Password

Log in

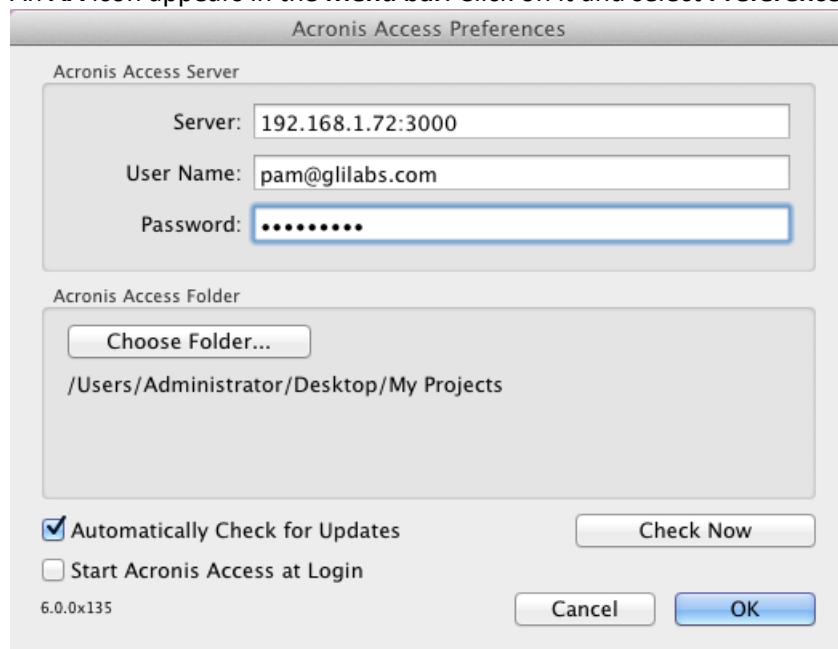
Forgot password?

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.

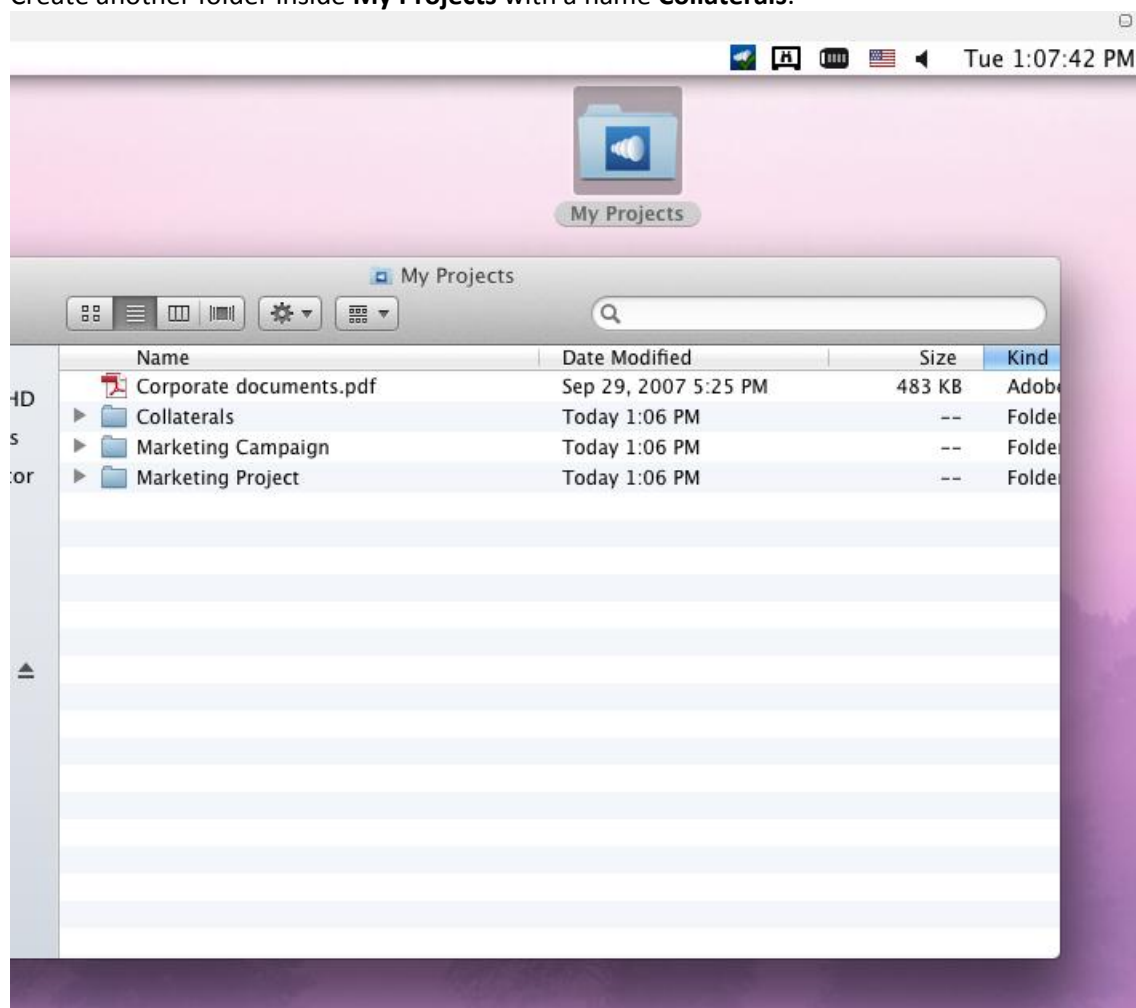
13. Click **OK** to save the configurations.

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

4.3.2 First Steps

If you haven't installed your Access Desktop Client yet, you can do so by following the Client Installation and Configuration (p. 83) guide.

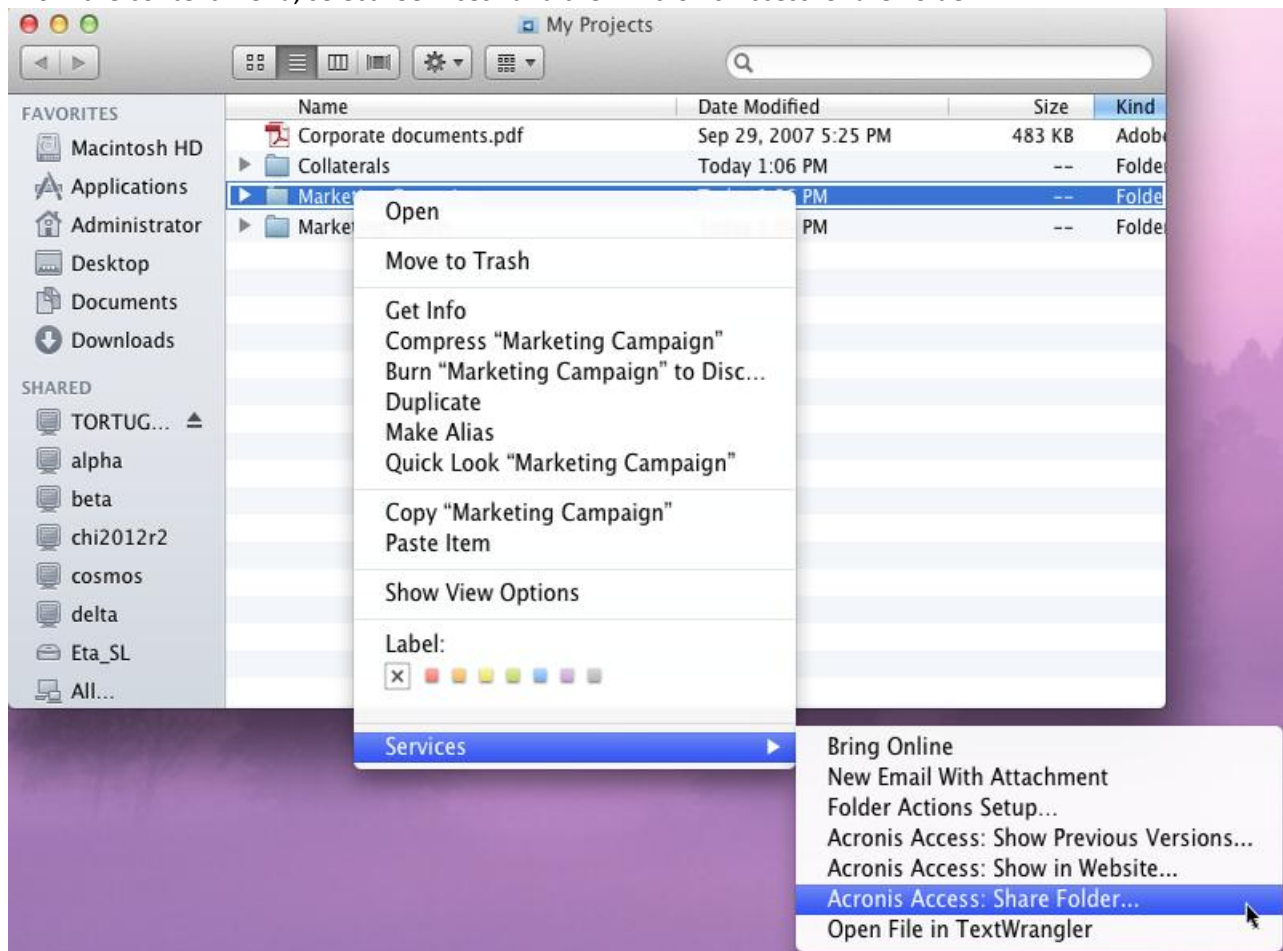
1. Open the folder you selected for syncing during the configuration process. This is just a normal folder, so instead of calling it Sync Folder you should use more regular names. In this example we named it **My Projects**.
2. Create a folder named **Marketing Campaign** inside **My Projects**.
3. Create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

Invite to Marketing Project ✕

Invite members to this folder

Message (optional)

☒ Allow editing and deletion

☐ Allow to invite other members

☐ Allow to view other members of this share

Invitation Language English ▾

Share Folder Cancel

If you prefer to use your web browser instead:

1. 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.
2. Click on **Sync&Share**.
3. Click on the folder you want to share and select **Sharing** from the sidebar.



Download



Revisions



Rename



Copy



Move



Share



Delete

4. In the **Sharing** lightbox, enter an email address and an appropriate text message.
5. Select if the invited users should have only read-only access. When enabled, invited users will be able to only download and read documents included in the shared folder.
6. Select whether the invited users can invite other users to this share.
7. Select whether the invited users can see the other users that have access to this share.

8. Select the invitation's language and press **Share Folder**. An email containing your information and access instructions will be generated and sent to the recipient.

Invite to Marketing Project

×

Invite members to this folder

john.price@glilabs.com ×

Message (optional)

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

☒ Allow editing and deletion

☐ Allow to invite other members

☐ Allow to view other members of this share

Invitation Language English ▾

Share Folder

Cancel

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.

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

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.

4.3.3 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**.

4.3.4 Removing the Mac client

To completely remove the desktop client and all of its data, do the following:

Note: This process is irreversible and you will have to re-install the Acronis Access client if you wish to use it again.

Note: We recommend you choose a new empty sync folder after a re-install. Removing the desktop client and re-installing it but selecting the same sync folder could end up with a full set of duplicated files because on start up, the desktop client will download all the files you have stored on the server.

Uninstall the app

Simply drag the app from the **Applications** folder to the **Trash** (located at the end of the **Dock**), then choose **Finder > Empty Trash**.

Removing remaining data

1. Open the **Finder** and navigate to **~/activecho/**.
2. Delete all the data in the folder.
3. Navigate to **~/Library/Preferences** and, find **com.grouplogics.activecho.plist**, right-click on it and select **Delete**.
4. Open the **Spotlight** search bar and type in **keychain**.
5. Go to **Passwords** and remove **com.grouplogics.activecho**.

6. Either open a **Terminal** and enter the command **killall cfprefsd** or restart your computer.

4.4 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.

4.5 Conflict Resolution

We've introduced a new conflict resolution functionality to ensure that no data is lost when multiple users are making changes to the same files. Conflict resolution is in effect only when new content is added to the file - moving, copying and renaming a file will not trigger it.

WARNING!: Older versions of the clients will not have this new conflict resolution functionality and will always overwrite the file. To ensure that this new functionality is in use, make sure that all clients are up to date. You can enforce an update for the desktop clients, for more information visit: [How to support different desktop client versions](#)

When a user uploads a file from a desktop client, if the revision number provided by the client is the latest revision, the newly uploaded file will be made the new latest revision of the existing file. If the revision specified is not the latest revision, the uploaded file will be saved as a new file based on the following logic:

The new file will be named as follows:

OriginalFilename Username Date <ordinal>.extension

e.g. MarketingProject John 2014-06-05.txt

The <ordinal> value is added only if needed to avoid conflicts:

e.g. Filename John 2014-06-05.txt and Filename John 2014-06-05 1.txt

4.6 Syncing Network Content



As of Acronis Access 7.0.2, the Acronis Access Desktop Client now has the ability to sync not only **Sync&Share** content, but **Network** content as well.

Requirements

- The desktop client, Acronis Access Server and Gateway Server must all be version 7.0.2 or newer or you will not be able to sync **Network** content.
- The Acronis Access server must be configured to use push notifications (this is the default setting).
- Users must authenticate with a Username/Password combination.
- Users must select the folders for syncing from the Web Client interface.
- Only licensed LDAP users can sync **Network** content.

Syncing Network Content

1. Open the **Web Client** and log in.
2. Click on the **Network** tab and navigate to the folder you want to sync with the desktop client.

Sync	Type	Name ▲	Size	Modified
		RT260		

3. Click on the sync icon  next to the folder name.

Note: The sync icon represents the type of sync that this folder has enabled. 1 downward arrow means 1-way sync and 2 arrows (one upward and 1 downward) mean 2-way sync.

Note: You will not see this icon if your Acronis Access policy does not allow you to sync **Network** content.

Note: You cannot sync SharePoint sites but you can sync SharePoint libraries.

4. Select the type of sync and press the **Sync** button.

Sync network folder 'Project Folder' ✕

Please choose a sync type for 'Project Folder'. The contents of network folders that are 2-way synced to PC & Mac clients can be edited. All changes will be synced back to the server. Files & folders deleted from 2-way synced folders will be immediately deleted from the source file server, NAS or SharePoint server.

☐ No sync

☐ 1-way sync (Download only)

☒ 2-way sync (Download & Upload)

Sync

Cancel

Warning!: If 2-way sync is selected, all files deleted from your sync folder will also be deleted from the server! These files and folders **cannot** be recovered.

5. The desired content will now be synced to your sync folder.

Note: The folders will be named as **<Folder Name> - <Data Source>**.
e.g. If you have a Data Source called **Test** and in it you have a folder named **RT260**, when that folder is synced, it will be named **RT260 - Test**.
