

Acronis Access Client Guide



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2 Mobile Client

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2.1.1 Introduction

2.1.2 About the Access Mobile Client

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.

2.1.3 Acronis Access Server Software

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

2.1.4 Access Mobile Client Requirements

Supported devices:

- Apple iPad 2nd, 3rd, 4th generation, Air, Air 2
- Apple iPad Mini 1st, 2nd, 3rd generation
- Apple iPhone 3GS, 4, 4S, 5, 5s, 5c, 6, 6 Plus
- Apple iPod Touch 4th, 5th generation
- Android Smartphones and Tablets (Devices with x86 processor architecture are not supported)

Supported OS's:

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

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>

2.1.5 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, 3rd, 4th generation, Air, Air 2
- Apple iPad Mini 1st, 2nd, 3rd generation
- Apple iPhone 3GS, 4, 4S, 5, 5s, 5c, 6, 6 Plus
- Apple iPod Touch 4th, 5th generation
- Android Smartphones and Tablets (Devices with x86 processor architecture are not supported)

Supported OS's:

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

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>

2.1.6 Acronis Access iOS Client

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2.1.6.1 Application User Interface Overview

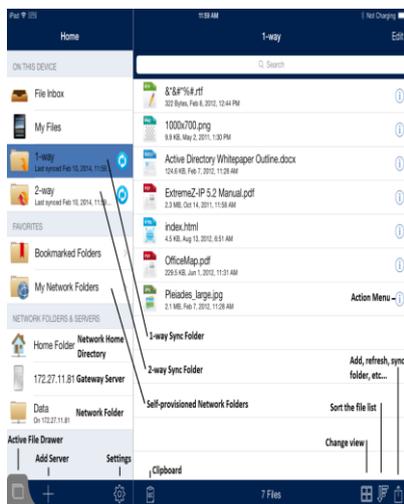
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Main Window Overview

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

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



Main Window Layout and Buttons

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

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

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

- **File Inbox** – Contains any files you've sent to Acronis Access from other applications, using the other application's **Open In** command. From the other application, choose **Open in Acronis**

Access and the file will be automatically transferred to the Acronis Access **File Inbox**, where it can be easily located and moved to a server location, or to **My Files** for local storage.

- **My Files** – Contains files you choose to store locally on your device. Any files in **My Files** are available at all times, even when you're not connected to a network. Copy or move files here for offline use. Sub-folders can be created to organize your files, just like on a computer.
- **1-Way Sync Folder** -- This is a folder that is synced from the server to your device only. It is a read-only folder that is updated any time files change on the server. You will always be able to access these files, even when you do not have a network connection.
- **2-Way Sync Folder** -- This is a folder that is initially synced from the server to your device. After the initial sync, any changes made to files on your device will be synced to the server, and any changes made to files on the server will be synced back to your device. These files are also available even when you do not have a network connection. Any changes made to these files while you are not connected will be synced to the server the next time you have a network connection.

Sync Errors

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

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

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

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

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

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

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

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

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

Clipboard – Used in the process of moving or copying files. The clipboard shows the file transfer status during a copy or move. For further details, see the next section on this page, Clipboard Overview (p. 9).

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

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

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

Location Services Prompt

*When you first use the **Copy Photos** feature in the **Add to Folder** menu, your device will ask you to allow Acronis Access to know your current location. This is done because photos taken with your device are typically tagged with the location the picture was taken, and moving them to Acronis Access will move that embedded location data along with the photo. Acronis Access does not independently record your location in any way, nor does it access the GPS / location services on your device.*

Thumbnail view

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

Action Button

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



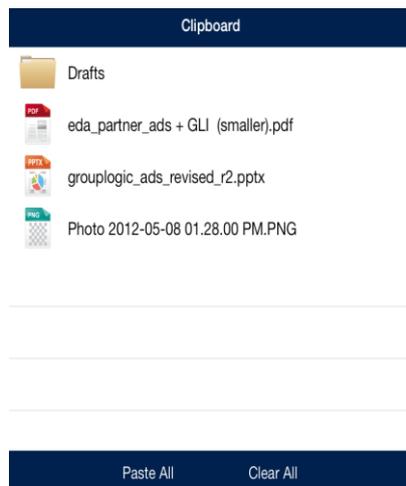
Clipboard Overview

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

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

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

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



Clipboard Actions

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

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

Clear – use to remove files from the clipboard.

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

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

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

2.1.6.2 Configuring the Acronis Access Mobile Client

Before you start using Acronis Access you will need to:

- Configure your application settings
- Configure your first server

Optionally, you can enroll your Access Mobile Client with your company's Acronis Access Server if required. For more information visit Enrolling in client management (p. 60).

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Application Settings Overview

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

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

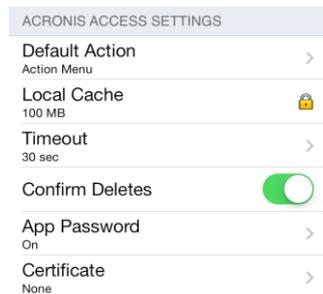
You can exit the **Settings** menu at any time by tapping the **Home** or **Done** buttons.

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

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Acronis Access Settings



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

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

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

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

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

- **App Password** – When set to **ON**, an app password will be required when starting the Access Mobile Client application. If the application password is currently enabled, you will be prompted to enter the current password in order to turn off the setting.
- **Require** – Sets how often the app password is required. The default of **Every Time** will require you enter your app password any time you leave Acronis Access and return. You can instead set **Require** to a grace period. If you leave Acronis Access and return before the grace period elapses, you will not have to enter your app password.
- **Change Password** – This option appears after an application password is set and can be used to change the existing password. When changing your password, you will first be asked to enter your existing app password.

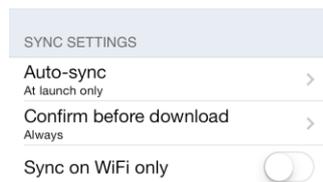
Warning: Note that if you set a password and forget it, you will need to remove the Access Mobile Client application and reinstall it from the App Store. This will delete all files stored in the Access Mobile Client and reset all your settings.

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

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

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

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.

About Acronis Access



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

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

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

Partner Features

PARTNER FEATURES	
MobileIron AppConnect	>
Salesforce	>

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

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

Enrollment

Enrollment

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

Management Server

ACRONIS ACCESS MANAGEMENT	
Use Management	<input checked="" type="checkbox"/>
Server	
avid.gilabs.com	
Applied Policy	
Michael Collins	

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

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

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

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

Setting An Application Password

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

To set an Acronis Access App Password:

1. Tap the **Settings** icon.

2. Tap the **App Password** option.
3. Turn **ON** the App Password.
4. Enter an application password and confirm it, then tap **OK**.
5. Set the **Require** option. This setting determines how long you can leave Acronis Access and not have to enter your password upon returning.

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



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

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



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



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

Server Configuration

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Viewing Servers in the Home navigation pane

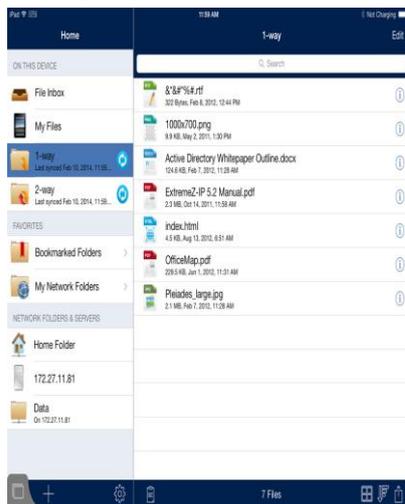
The servers that have been configured in the Acronis Access application are listed in the **Servers** section of the **Home** navigation pane.

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

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

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

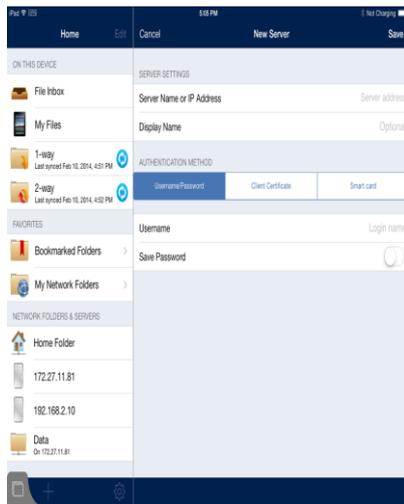
1. **Edit** button – used to modify existing server settings. For more information see Editing Your Servers.
2. **Add Server** button  – used to add a new server to the **Servers** list. For more information see Adding a New Server.



Adding a New Server

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

Note: Depending on the IT policy settings, the Access Mobile Client application user may be limited to only connect to specific preassigned servers.



To add a server:

1. Tap the **Add Server "+"** button.
2. Select the **Server Name or IP Address** field and enter the Server address. You can enter the server DNS name or IP address.
3. Set the optional **Display Name** if you would like the server to appear in the server list with a name other than its **Server Name or IP Address**.
4. Enter the **Username** used to connect to the server.
5. If you would like to save your password so you don't have to enter it every time you connect, turn **Save Password** to **ON**.
 - If you enable the **Save Password** option, a password window will appear. You will need to enter and confirm your password before it is saved.
6. When done configuring the new server, tap the **Save** button.

Connecting to a Server

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

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

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

Editing Your Servers

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

To modify server settings:

1. Tap the **Edit** button. A **⊖** sign will appear in front of the servers that can be edited.

2. Tap the ⓘ button to the right of the server you want to edit.
3. Make the needed changes on the right-hand pane and tap the **Save** button. For more information about the **Server Settings**, see Adding a New Server (p. 15).
4. To exit the edit mode, tap the **Done** button on the **Home** pane.



Deleting an Existing Server

You can delete servers you have added to Acronis Access.

There are two ways to delete a server:

By using the Edit button:

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

By swiping:

1. Swipe your finger over the server you want to remove from your contact list.
2. Tap the **Delete** button that appears next to it.
3. Tap **Continue** to confirm the delete.

2.1.6.3 Working with Files

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

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.

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SmartOffice Limitations

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

Word document:

- 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:

- Animations and Transitions are not supported.

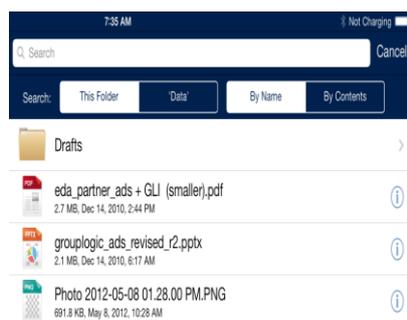
Searching For Files and Folders

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

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

Two types of search can be performed:

- **By Name** - by default, Acronis Access searches for files and folders by name.
- **By Contents** - this option searches for files with the desired search term in their file contents. Search results will also include files and folders with the search term in their name.



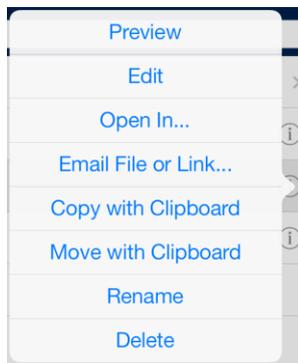
*In order for **By Content** search to function, the Acronis Access Gateway server has to have Windows Search services running and configured to index the files being shared with Acronis Access. If your IT administrator has not installed Windows Search, you will only be able to search **By Name**.*

Opening Files

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

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

- Tap the **Action Menu** button next to the desired file and select **Open** to view the file in Acronis Access. The **Open** option will open only file types supported by Acronis Access. If the Access Mobile Client application is not able to read the file, you may want to try opening it in another application.
 - **PDF Annotation** -- When you open a PDF file, you will see additional tools for adding annotations to the PDF. These include adding notes, text, highlights, strikethroughs, freeform drawing, etc. To perform PDF annotation, tap and hold to select text, or choose from the available PDF annotation tools in the top menu bar.
- Tap the **Open In...** option to open the file in another application on the iPad.
 - A menu will appear listing all available applications on your iPad that support opening the selected file type. Select the desired application.



Note: You can also open files from other apps with Acronis Access. Open the other app, locate the file you want, locate the **Open in...** button, tap it and select **Acronis Access**. This will place the file in Acronis Access in your **File inbox**.

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

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

Text Editing and SmartOffice Integration

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

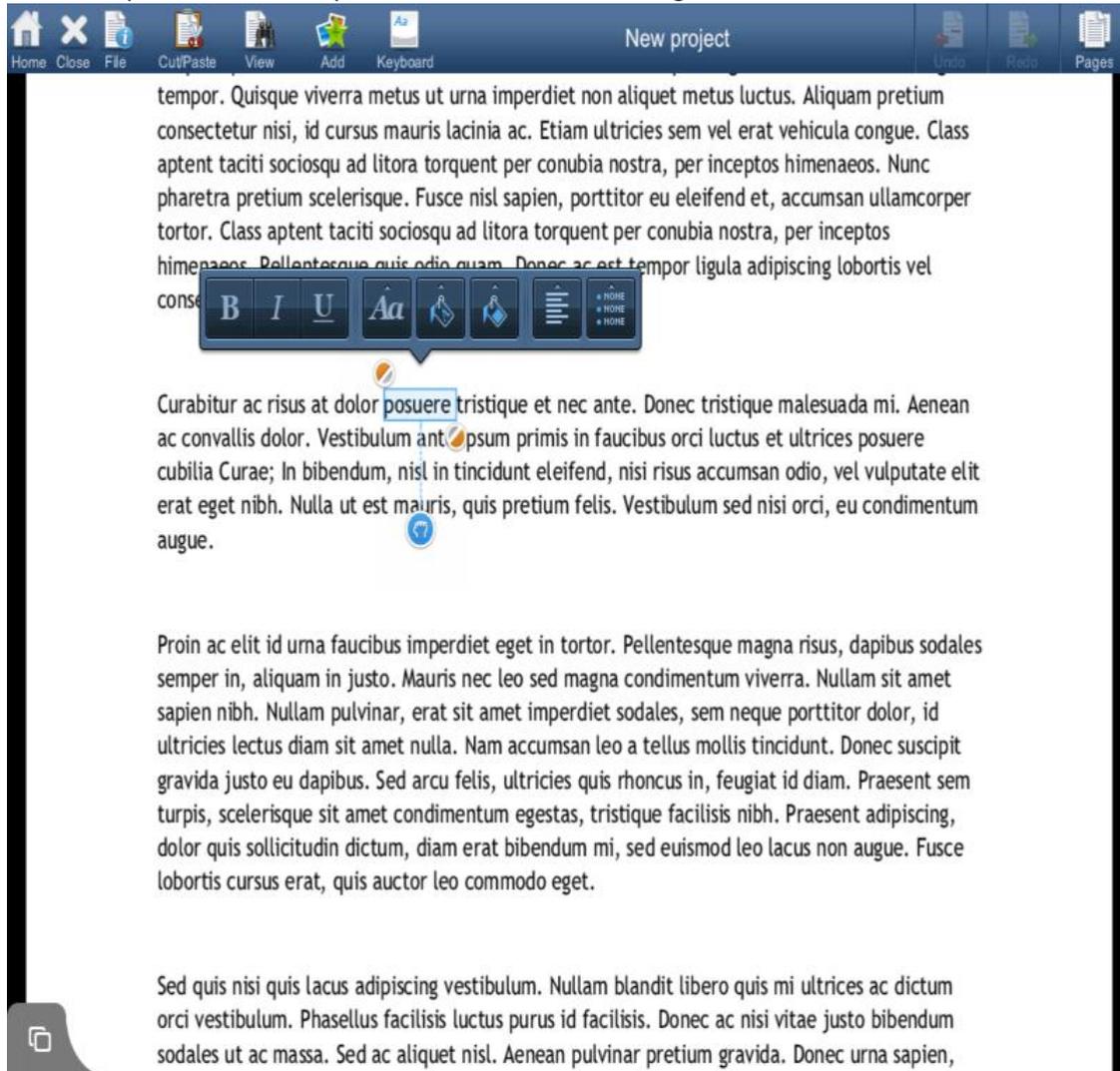


With the SmartOffice integrated editor, you can:

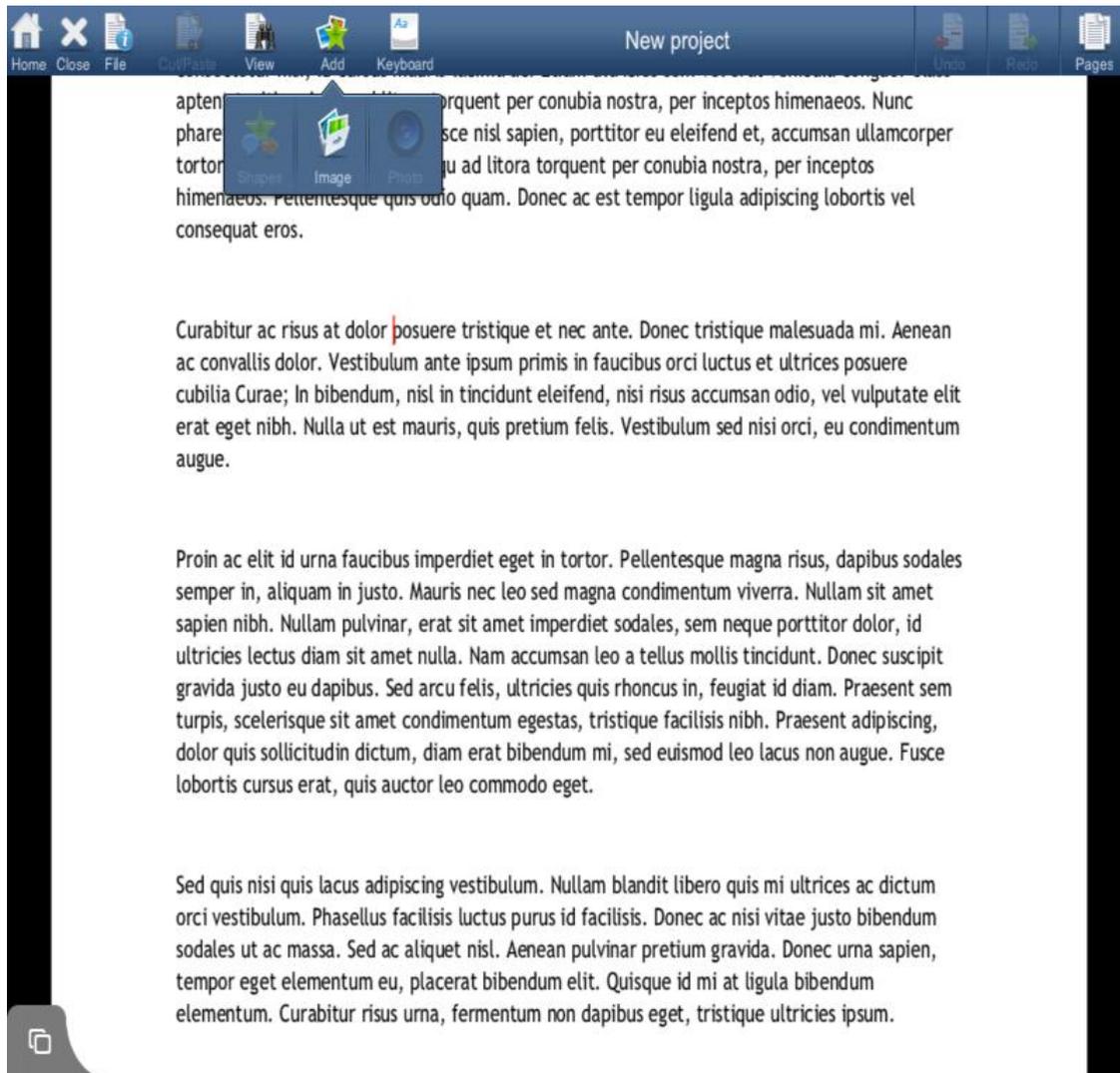
- Format text by size and font.
- Change the color of text.
- Add a background to the text.
- Add numbered or bulleted lists with indentation.
- Set text alignment.
- Insert photos, images or shapes.

- Search the document.

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



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



If you wish to zoom in or out, you can use the software zooming by tapping and holding until 2

arrows popup. Swiping top will zoom in, and swiping down will zoom out.



File and Folders Operations

Acronis Access can copy, move, rename, and delete files and folder. When doing a copy or a move, items can be transferred from server to server, from the device to a server or from a server to the device. For more information on copy and move with the clipboard see the Clipboard Overview (p. 9) section.

In this section

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Edit Mode - Selecting Multiple Files or Folders	24
Check Out and Check In of SharePoint Files	25

Add to Folder Options

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

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

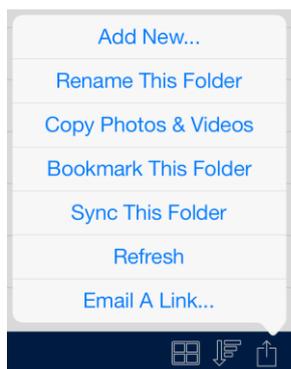
- Tap the **Add to Folder** button on the right end of the bottom menu bar.

- Tap the **Folder** icon.



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

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

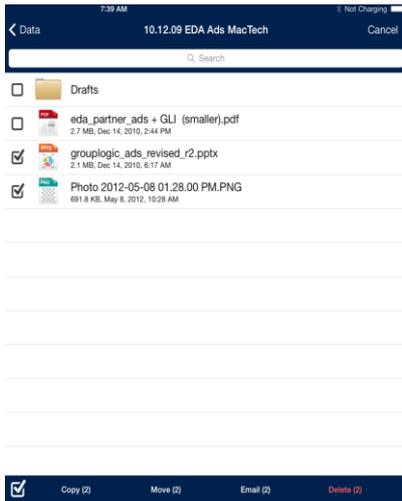


Edit Mode - Selecting Multiple Files or Folders

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

1. Tap the **Edit** button on the **Browse** pane's top menu bar.
2. In the browse pane, select the desired items by tapping the box to the left of each in the list.
 - If you would like to select all available items in a particular folder, tap the **Select All**  button. To unselect all items after they have been selected, tap **Select All** again.

3. Tap the **Copy**, **Move** or **Delete** button, or use the **Cancel** button to exit Edit mode without making changes.



Check Out and Check In of SharePoint Files

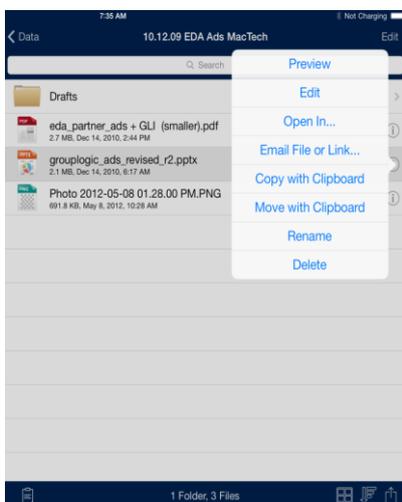
If Acronis Access is configured to provide access to files located on a SharePoint server, you will see three additional buttons available when you open the **Action Menu** for a file.

Check Out - Allows you to lock a file you plan to edit so that others do not also edit it at the same time. Once you **Check Out** a file, you can open it and use PDF annotation or you can open it into another application for editing. Once the file has been edited, you will need to save it back into the folder it came from and overwrite the original file, in order to save your changes.

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

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

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



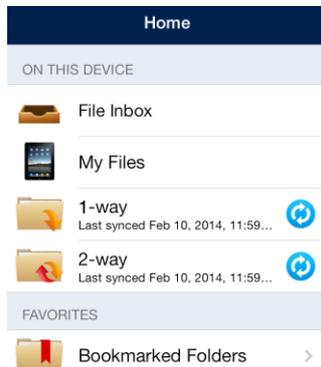
Bookmarking Folders

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

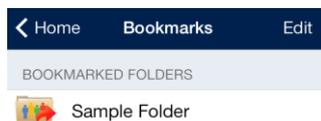
folders, so a network connection will be required to access any bookmarked folders that reside in a network location.

To access your existing bookmarked folders:

- Tap the **Bookmarked Folders** item in the home menu.

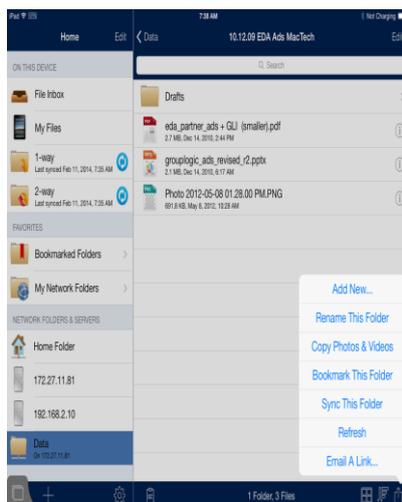


- Next, tap the desired folder in the **Bookmarked folders** list to navigate to it.



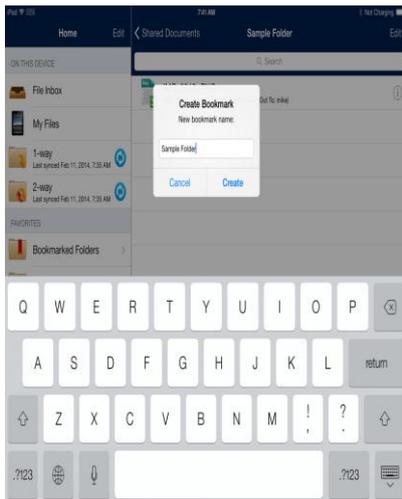
To bookmark a new folder:

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



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

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



To remove a bookmark using a swipe:

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

To remove a bookmark using the Edit button:

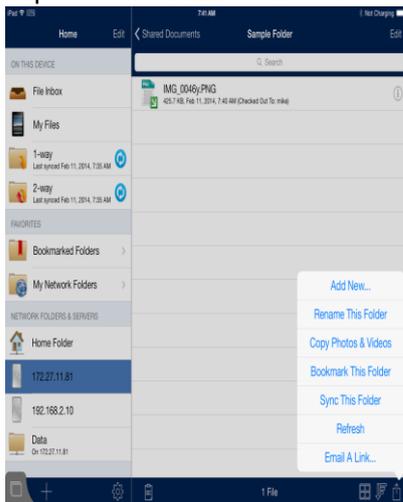
- Tap the **Edit** button at the top of the **Home** menu.
- All bookmarks will appear with a red 'minus' icon to the left of them.
- Tap the red 'minus' icon.
- Tap the **Delete** button.

Creating Sync Folders

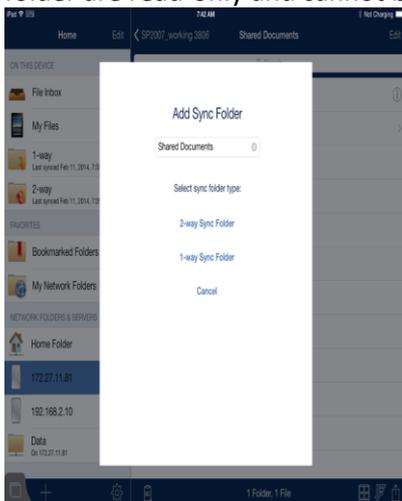
Acronis Access can sync network folders for storage on your device, within the Access Mobile Client app. This allows these folders and their contents to be accessed immediately without downloading files on-demand from the server, and ensures that these files are available, whether your online or offline.

To sync a folder:

1. Navigate into the folder you would like to sync to your device. In this example, we are syncing the **Division Reports** folder.
2. Tap the **Folder Action Menu** and select **Sync This Folder**.

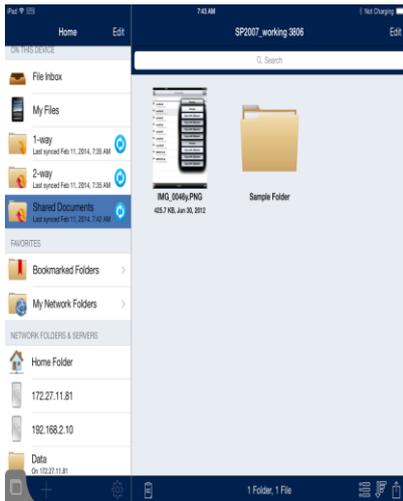


3. The **Add Sync Folder** window appears,
4. You can modify the **sync folder name**, or accept the default name.
5. Choose the **sync folder type**:
 - **2-way Sync Folder** - Files are initially synced from the server to your device. Any changes made on the server-side or client-side are synced. Use this type of sync folder if you'd like to be able to edit files in the sync folder and have them sync back up to the server.
 - **1-way Sync Folder** - Files are only synced from the server to your device. Any changes made on the server-side will be automatically synced to your device. The files in this type of sync folder are read-only and cannot be modified from within the Access Mobile Client app.



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

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



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

To remove a sync folder using a swipe:

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

To remove a sync folder using the Edit button:

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

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



Autosync icons

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



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

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



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



Tapping the button will prompt you to cancel the download.

Background syncing

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

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

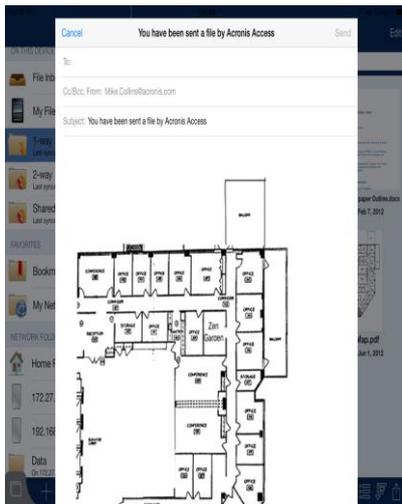
Emailing Files

To email files from the Access Mobile Client application:

1. Tap the **Action menu** of the file you want to send and select the **Email File...** option.
2. An email message window will appear. Acronis Access uses the email accounts that are configured in your iPad email app.
3. Specify a **To:** email address.
4. You can modify the Subject or add text to the body of the message if you wish.
5. To send the email, tap the **Send** button.

Client Management Regulation of Emailing Files

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



Sending Files from Other Applications to Acronis Access

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

Availability of Open In

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

Quickoffice Save Back Integration

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

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

To do so follow these steps:

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

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

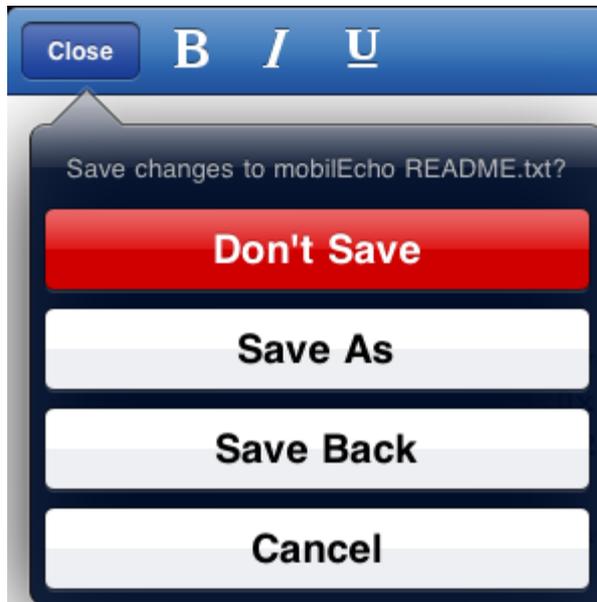
Creating new documents with Quickoffice

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

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

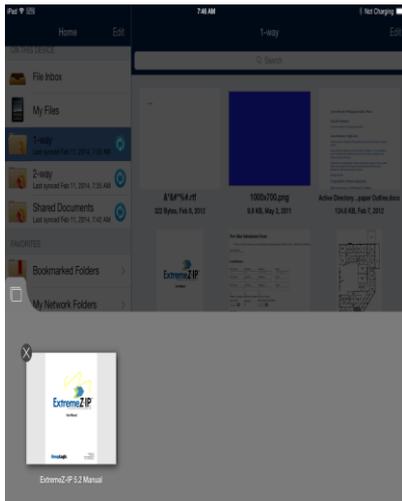
To Save Back the file to Acronis Access:

1. When you have finished editing your file in Quickoffice, tap the **Close** button.
2. In the menu that appears, tap the **Save Back** button.



3. A menu will appear listing only the Acronis Access application. Select **Acronis Access**.
4. Acronis Access will automatically start. You will be asked to enter your **App Password**, if one is configured.
5. Save Back will attempt to save the file directly into the location it was opened from. If that was a network location and you are no longer online, you will be asked if you'd like to save the file into the File Inbox instead. The file will be stored in the File Inbox on your device and you can move it back to a network location the next time you are online.
6. When prompted, you may choose to:
 1. **Overwrite Original File** - The copy of the file you originally opened into Quickoffice and edited will be overwritten with the new version. The original version will no longer exist. If the original file was modified by someone else while you were editing it, you will be warned and may choose to save the file with a new name instead.
 2. **Rename and Save** - You will be prompted to give the file you are saving a new name. The original version will remain unchanged.
 3. **Cancel & Discard File** - This will abort the saving of this file. Any changes to the file that were made will be lost. Quickoffice automatically closes the file when you **Save Back**, so you cannot return to the edited file by going back into the Quickoffice app.

Using the Active File Drawer



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

2.1.6.4 Security Features

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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. 13).

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

HTTPS Encrypted Network Communication

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

Apple Data Protection

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

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

To configure a passcode for your device:

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

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

2.1.6.5 PDF Annotation

PDF Annotation is not supported on iPhones.

In this section

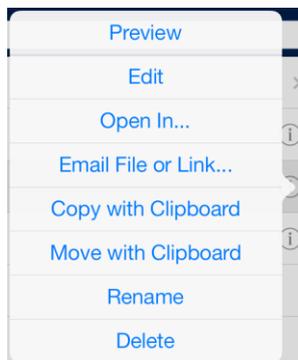
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Opening PDF files for annotation

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

To open a PDF file:

1. Navigate to the file in Acronis Access.
2. Tap the file **Action Menu** and select **Open**.



3. The file will open and PDF annotation icons will be displayed on the right hand side of the top menu bar.

Creating annotations

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

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

1. Tap and hold existing text within the PDF file.
2. A text selection tool appears.
3. Adjust the text selection to include the text you would like to annotate.
4. Tap the menu selection to choose the type of annotation you would like to add. In this example, we are adding a **Highlight**.



5. Once the annotation has been added, tap the annotated text again to open an options menu. This menu allows you to change parameters of the annotation, such as its color.
6. You can also use this menu to **Clear** the annotation.

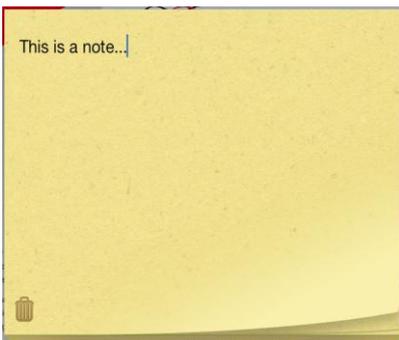


Adding a new Note, Text, Stamp or Image to the document

1. Tap and hold a non-text area within the document.
2. A menu will appear allowing you to select the type of annotation you would like to create.

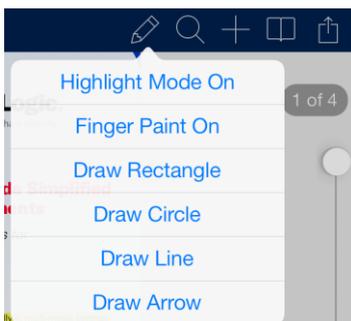


3. For this example, we will choose **Note**.
4. An **Note** window appears. Type your **Note** text and tap outside of the note to close it. The **Note** will appear as a **Note** icon in the document.



Adding shapes and freeform drawing

1. Tap on the **Pencil** icon in the upper right corner.



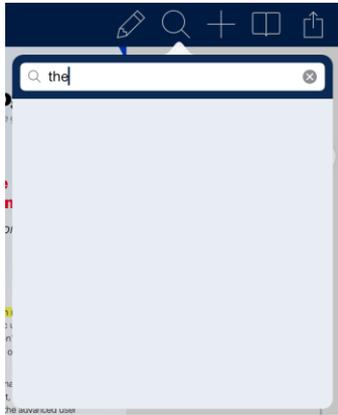
- **Highlight Mode** - starts to highlight the text from where you first tap.
- **Finger Paint** - enables touch-to-draw (freeform drawing).

- **Draw Rectangle** - places a scalable rectangle.
- **Draw Circle** - places a scalable circle.
- **Draw Line** - places a scalable line.
- **Draw Arrow** - places a scalable arrow.

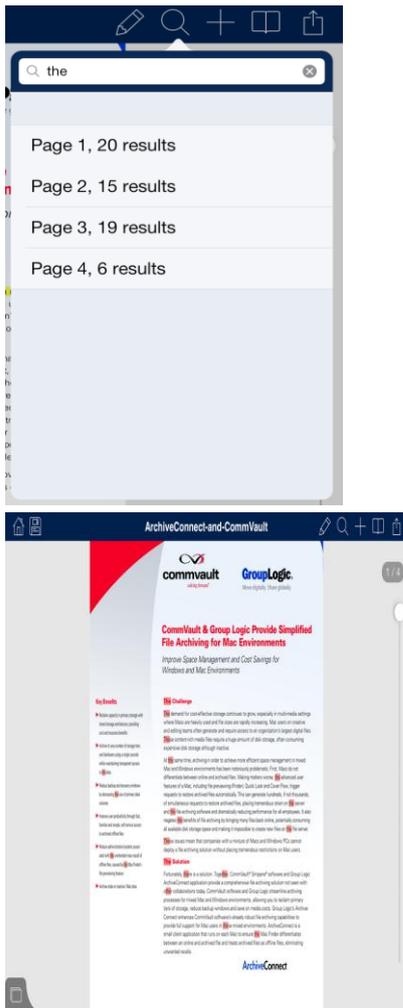
Once the drawing/shape has been added, tap on it to open an options menu. This menu allows you to change parameters, such as the color of the drawing.

Searching a document

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

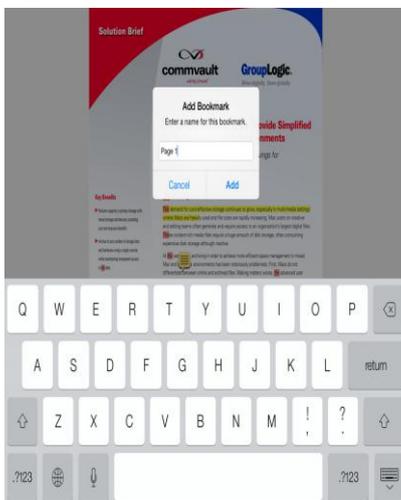


2. Tap **Search** to get your search results (shown below). When you tap on a **search result page**, you are taken to that page and all of the found items are highlighted (shown below.).

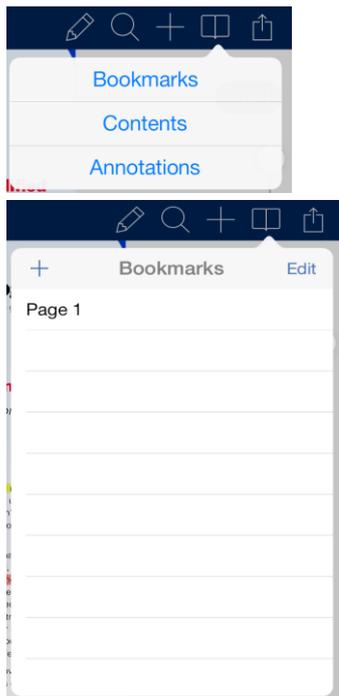


Adding a Bookmark

1. Tap on either the **Book** icon or the **Plus** icon in the upper right corner.
 - If you tap on the **Plus** icon you directly start adding a new bookmark.

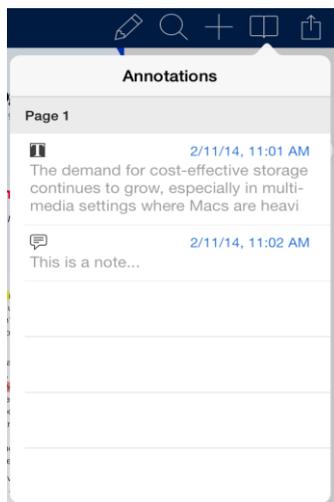


- If you tap on the **Book** icon, you're presented with the contents menu from which you tap on **Bookmarks** which opens the list with all existing bookmarks.



Viewing Bookmarks, Table of Contents, and the Annotations list

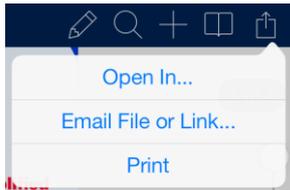
1. Tap on the **Book** icon in the upper right corner to open the menu.
2. From there you can open the **Bookmarks**, **Table of Contents** and **Annotations**.
 - **Bookmarks** - displays a list of the current bookmarks for this pdf.
 - **Contents** - displays a list of contents for the current pdf.
 - **Annotations** - displays a list of all the notes on this pdf.



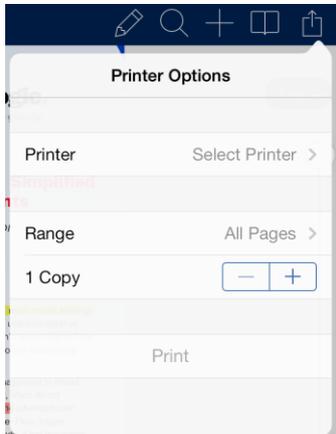
Emailing and Printing the file

1. Tap on the **Menu** icon in the upper right corner.

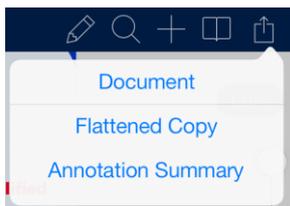
2. Select either **Print** or **Email File or Link...** .



- **Print** - opens a menu to select printer and settings before printing.

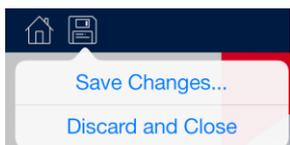


- **Email File...** - opens a menu for selecting how should the file look like before sending.
- **Document** - sends the document.
- **Flattened Copy** - sends a copy of the document, with all the notes saved inside it permanently.
- **Annotation Summary** - sends a summary of the notes.



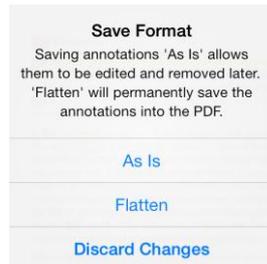
Saving an annotated file

1. Add a note to a PDF file using the Access Mobile Client annotator.
2. Tap the **Save icon**.
 - **Save Changes** - overwrites the current file.
 - **Discard and Close** - discards the changes and closes the file.



3. Select how to save the notes.
 - **As is** - saves the file with the option to edit the notes later on.

- **Flatten** - saves the file with the notes saved permanently in it.



2.1.6.6 Self-provisioning Network Folders

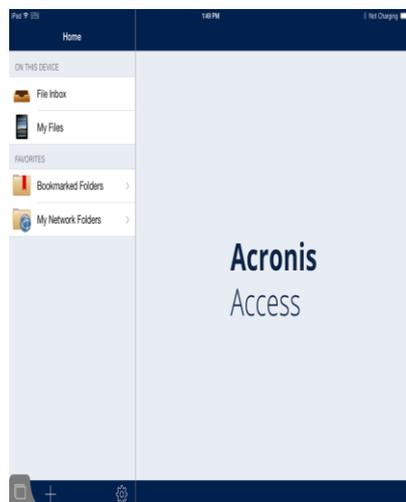
The Access Mobile Client and Acronis Access Server version 5.1 or newer enable the user to create network folders directly from the client app. There are two types of folder users can create:

File server location - This type of folder is added by entering a UNC path to a location on an SMB share. To be able to add this kind of folder, you need to be enrolled in client managed (p. 60), have a user or group policy, your policy must have self-provisioning enabled and the selected gateway for self-provisioning must be able to reach the SMB share.

SharePoint location - This type of folder is added by entering a URL to a SharePoint site, site collection or library. To be able to add this kind of folder, you need to be enrolled in client managed (p. 60), have a user or group policy, your policy must have self-provisioning enabled and in some cases (for example, if the URL points to a different site collection than the root site) you need to enter administrator SharePoint credentials on the Gateway you are using for self-provisioning.

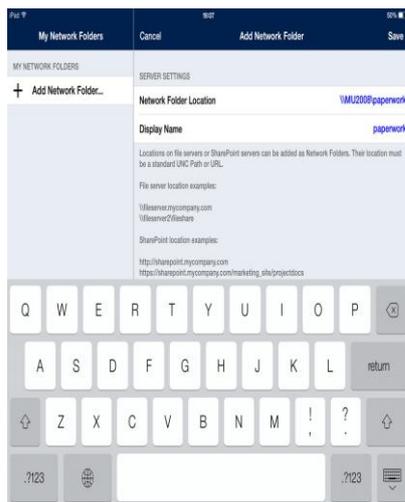
To provision a folder from the client app:

1. Open the Acronis Access app.
2. Tap on **My Network Folders**.



3. Tap on **Add Network Folder**.

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



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

2.1.7 Acronis Access Android Client

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

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

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2.1.7.1 Application user interface for Android

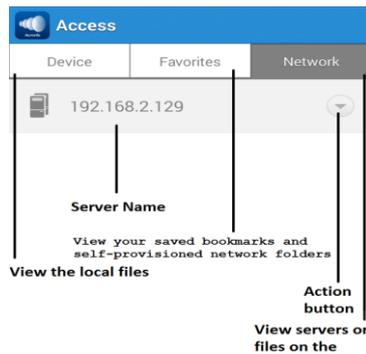
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Main Window

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

If your Acronis Access application is managed by a Acronis Access client management policy, this window may be missing some options that would normally be available when not managed.



- **Settings** button – Contains all the available Acronis Access settings. Some options may not be displayed if your client has a management profile that disables them.
- **Add server** button – Use to add new servers to the Acronis Access app. This option may not be visible if your Access Mobile Client has a client management profile that disables the ability to add servers manually.
- **Device** button – All the files and folders that are stored on your device.
- **Bookmarks** button - Lists all available bookmarks created within the app.
- **Network** button – All servers, folders, and home directories that have been added to Acronis Access are shown in this screen.
 - **Access Server** – All servers listed give you access to any file shares on that server that you have permission to access.
 - **Provisioned Network Folder** – These are specific folders on a Acronis Access server, giving you direct access to individual file shares or specific folders within file shares.
- **Action** button - Lets you **edit** or **delete** a server.

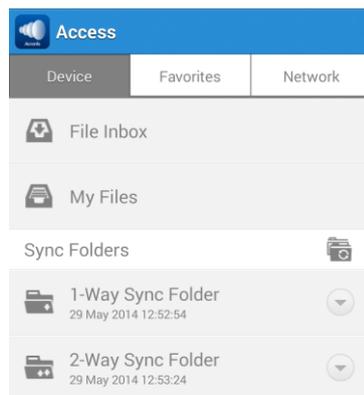
Favorites

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

Bookmarked Folders - Displays a list of all available bookmarks created within the app. Tapping a bookmark will open the resource it is pointing to. For more information, visit the [Bookmarking Folders](#) (p. 59) article.

My Network Folders - Displays a list of all available self-provisioned network folders and allows you to provision new ones as well. For more information, visit the [Self-provisioning Network Folders on Android](#) (p. 58) article.

Device



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

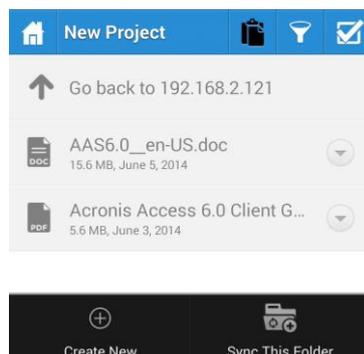
File Inbox notifications - Shows the current count of newly received files.

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

Sync – Forces the folder to sync with the server.

Delete – Deletes the folder.

Folder View



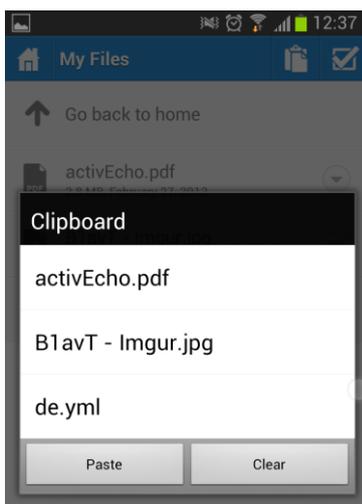
- **Home** button - On tap takes you to the On the Network main screen.
- **Check** button - Allows the user to select more than one file to Copy, Move or Delete.
- **Action Menu** – Used to select the action you would like to perform with the file or folder.
- **Clipboard** button – Used in the process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

Clipboard Overview

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

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

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



Clipboard Actions

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

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

2.1.7.2 Application settings for Android

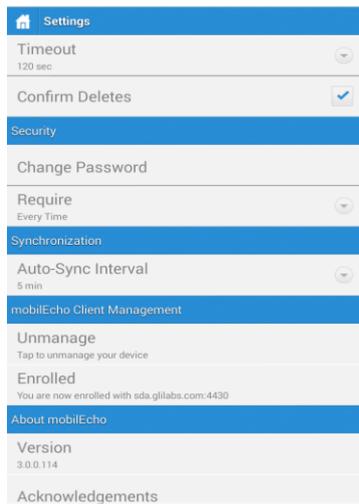
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Application Settings Overview

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

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



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

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

Acronis Access Settings

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

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

Security

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

- **App Password** – When set to **ON**, an app password will be required when starting the Access Mobile Client application. If the application password is currently enabled, you will be prompted to enter the current password in order to turn off the setting.
- **Require** – Sets how often the app password is required. The default of **Every Time** will require you enter your app password any time you leave Acronis Access and return. You can instead set **Require** to a grace period. If you leave Acronis Access and return before the grace period elapses, you will not have to enter your app password.
- **Change Password** – This option appears after an application password is set and can be used to change the existing password. When changing your password, you will first be asked to enter your existing app password.

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

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

Synchronization

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

Acronis Access management

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

- **Unmanage** – You will see this setting only if you are already enrolled. Tap this setting to unenroll.
- **Enrolled** – You will see this setting only if you are already enrolled.

About Acronis Access

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

Setting An Application Password

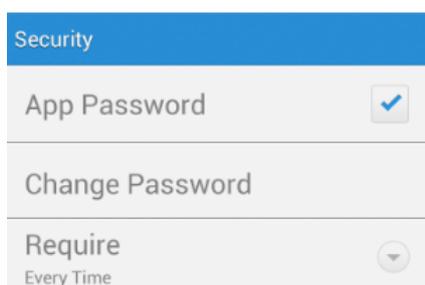
An application password can be set manually from the Access Mobile Client **Settings** menu or automatically when accepting a management policy. If the management policy does not require an application password and does not explicitly prevent you doing so, you can set one manually

To set a Acronis Access App Password:

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



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



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

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



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

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

Application password recovery

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

User-side password recovery process:

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

Server-side password recovery process:

For information on this procedure, please visit the [Performing Remote Application Password Resets](#) article.

2.1.7.3 Configuring the Access Mobile Client

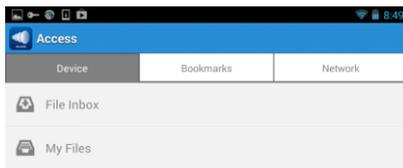
After installing Acronis Access, you can configure it in two ways:

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

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

To manually add a server

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



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

7. If you would like to save your password, tap the **remember password** checkbox and enter and confirm your password.

The screenshot shows a mobile application interface for adding a new server. The title bar is blue with a white home icon and the text "New Server". Below the title bar, there are four input fields: "Server name or IP address" (with a mobile phone icon), "Display Name (Optional)", "Username", and a "Remember password" checkbox. At the bottom, there are two buttons: "Save" and "Cancel".

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

To enroll in management

Enroll automatically via enrollment email

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

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

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

Manual enrollment

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

2.1.7.4 Working with files on Android

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

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.*

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SmartOffice Limitations

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

Word document:

- 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:

- Animations and Transitions are not supported.

Sync Folders

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

Creating a sync folder

1. Navigate into the folder you would like to sync to your device. In this example, we are syncing the Marketing folder.
2. Tap the menu button of your device (if not present, you will see a software button) and select **Sync This Folder**. A window pops up prompting you for a folder name and sync type.



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

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

Manually syncing a folder

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

Deleting a sync folder

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

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

Opening files into other apps on your device

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



To open a file in another app

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

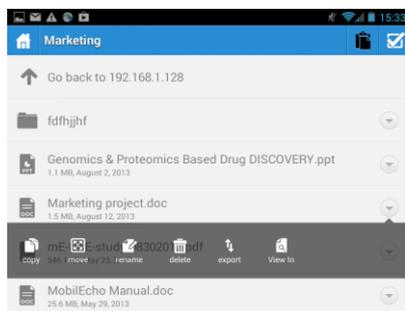
Note: If SmartOffice cannot open a file, **View In** doesn't appear in the action menu, because it's the default action.

Opening files from other apps into Acronis Access

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

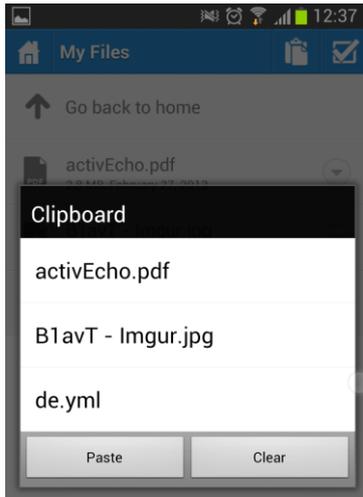
File and folder actions

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

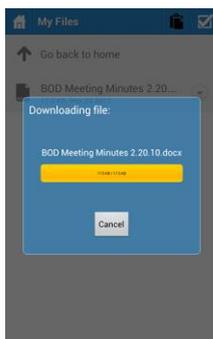


2. Choose the desired action.
3. If you are **copying** or **moving** a file, you will be prompted to navigate to the destination for the file.
4. Navigate into the folder where you would like to **copy** or **move** the file, then tap the **Clipboard** icon in the top menu bar.

5. The **Clipboard** will be displayed and include a list of the files to be copied or moved.



6. Tap the **Paste** button to copy or move the file into the current folder.



Copy, move, and delete of multiple files or folders

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

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

Copying files from the server to the device for offline access

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

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

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

Mailing a file

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

5. Send the email.

SmartOffice integration

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

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



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

To select text



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

To edit the formatting of the selected text



1. Tap on the **Format** button.
2. Tap on the desired formatting options.

To insert an image



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

3. Tap on the desired image.

You can also add Shapes, but only to PowerPoint presentations

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

If you wish to zoom in or out

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

To search the document



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

To fit the text to your screen

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

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

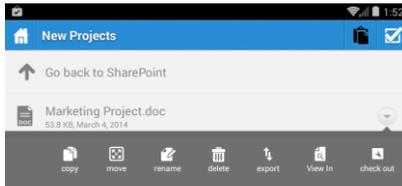


Saving your changes

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

SharePoint integration

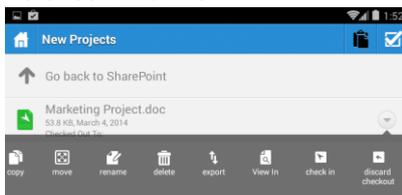
To checkout a file



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

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

To check in a file



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

Sorting the file list

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

2.1.7.5 PDF Annotation on Android

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

To open a PDF file

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

To select text

4. Configure mobilEcho client management profiles for your users or groups

With mobilEcho client management profiles, you can centrally configure the mobilEcho client security settings, application settings and server settings. Management profiles allow complete control of the mobilEcho app's capabilities.

For each user or group, configure the appropriate Security settings. These settings can require an application lock password and specify password complexity requirements. Users can be prevented from changing and removing their mobilEcho management profiles.



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

To add an annotation



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

To add a Note



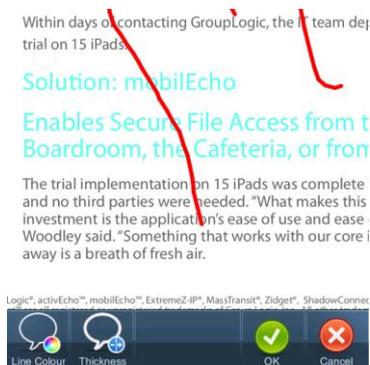
1. Drag the **Note** button to the desired location.
2. You can add a note to a specific word by highlighting it and tapping on it.
3. Enter your text and tap the **Back** button on your device or tap above/below the note to close it. The added notes appear as yellow balloon icons in the text.

To add a Highlight



1. Select the text you wish to highlight.
2. Tap the **Add** button.
3. Tap the **Annotation** button.
4. Tap the **Highlight** button.

To add a Freeform drawing



1. Tap the Pen icon.
2. Draw.

2.1.7.6 Self-provisioning Network Folders on Android

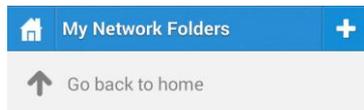
As of version 3.2 of the Android Access Mobile Client and version 5.1 of the Access Server, we support the self-provisioning of network folders. This allows the mobile device users to create network folders directly from their device (if given the rights to do so). There are two types of folder users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

File server location - This type of folder is added by entering a UNC path to a location on an SMB share. To be able to add this kind of folder, you need to be enrolled in client managed (p. 60), have a user or group policy, your policy must have self-provisioning enabled and the selected gateway for self-provisioning must be able to reach the SMB share.

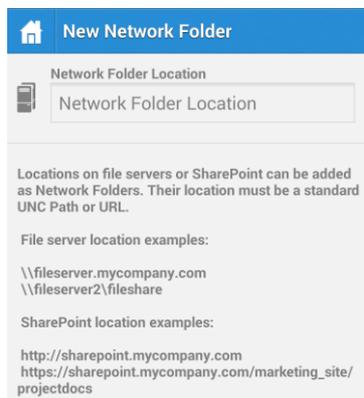
SharePoint location - This type of folder is added by entering a URL to a SharePoint site, site collection or library. To be able to add this kind of folder, you need to be enrolled in client managed (p. 60), have a user or group policy, your policy must have self-provisioning enabled and in some cases (for example, if the URL points to a different site collection than the root site) you need to enter administrator SharePoint credentials on the Gateway you are using for self-provisioning.

To provision a folder from the client app:

1. Open the Acronis Access app.
2. Tap on **Favorites** and open **My Network Folders**.



3. Tap on your device's menu button and tap **Add Folder**.
4. Enter the correct UNC path or URL. (e.g. `\\MU2008\Documents` or `http://sharepoint2010.company.com/projectdocs`).



5. Press **Save**.

2.1.7.7 Bookmarking Folders

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

To add a bookmark:

1. Open the folder you wish to add a bookmark for.
2. Tap the **Menu** button.
3. Tap **Bookmark this folder**.
4. Enter a name and press **OK**.

To open a bookmark:

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

2.1.8 Enrolling in client management

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

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

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

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

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

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

Hide

pam@glilabs.com,

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

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

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

[Tap here to install Acronis Access for iOS \(iPad, iPhone, iPod Touch\)](#)

[Tap here to install Acronis Access for Android](#)

2. Begin the enrollment process:

On iOS:

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

On Android:

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

PIN: D34WNNQ

Server Address: 192.168.1.72:3000

Username: pam@glilabs.com

Password: enter your company password

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

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

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

For details on using Acronis Access, please visit the [Acronis Access Client User Guide](#).

For further assistance, please contact your IT department.

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

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

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

To enroll in management

Enroll automatically via enrollment email

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

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

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

Manual enrollment

1. Open the Acronis Access app.
2. Open **Settings**.
3. Tap **Enroll**
4. Fill in your server's address, your username and password.
5. After completing the entire form, tap the **Enroll** button.
6. Depending on the configuration of your company's server, you may be warned that your management server's security certificate is not trusted. To accept this warning and proceed, you can click **Proceed Always**.

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.

Ongoing Management Updates

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

Connectivity requirements

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

Removing Management

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

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

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

To unmanage your device follow the steps below:

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

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

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

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

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

2.1.9 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

3 Desktop Client

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

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

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3.1.1 Before You Begin

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

The installation process requires that you have:

- Access Desktop Client 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

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: 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: You can support an **unsecure** version of Internet Explorer 8 if necessary by following the [Changing the Acronis Access Tomcat SSL Ciphers](#) article. Internet Explorer 8 is not supported for Server Administration.

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

- Google Chrome
- Safari 5.1.10 or later

3.1.2 Windows Client

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3.1.2.1 Installing and Configuring the Windows Acronis Access Desktop Client

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

Acronis Access

ADVANCED

Please log in

Please sign in to access this page.

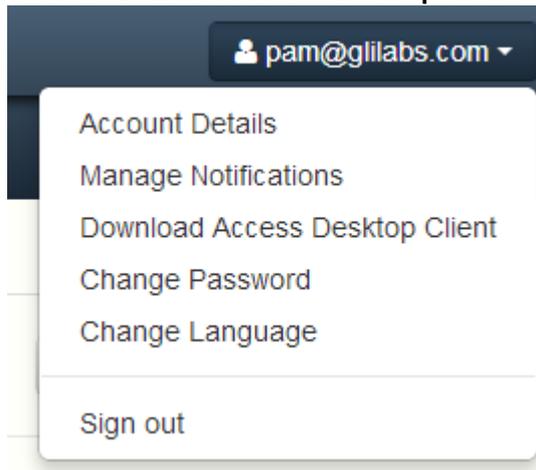
Username or email

Password

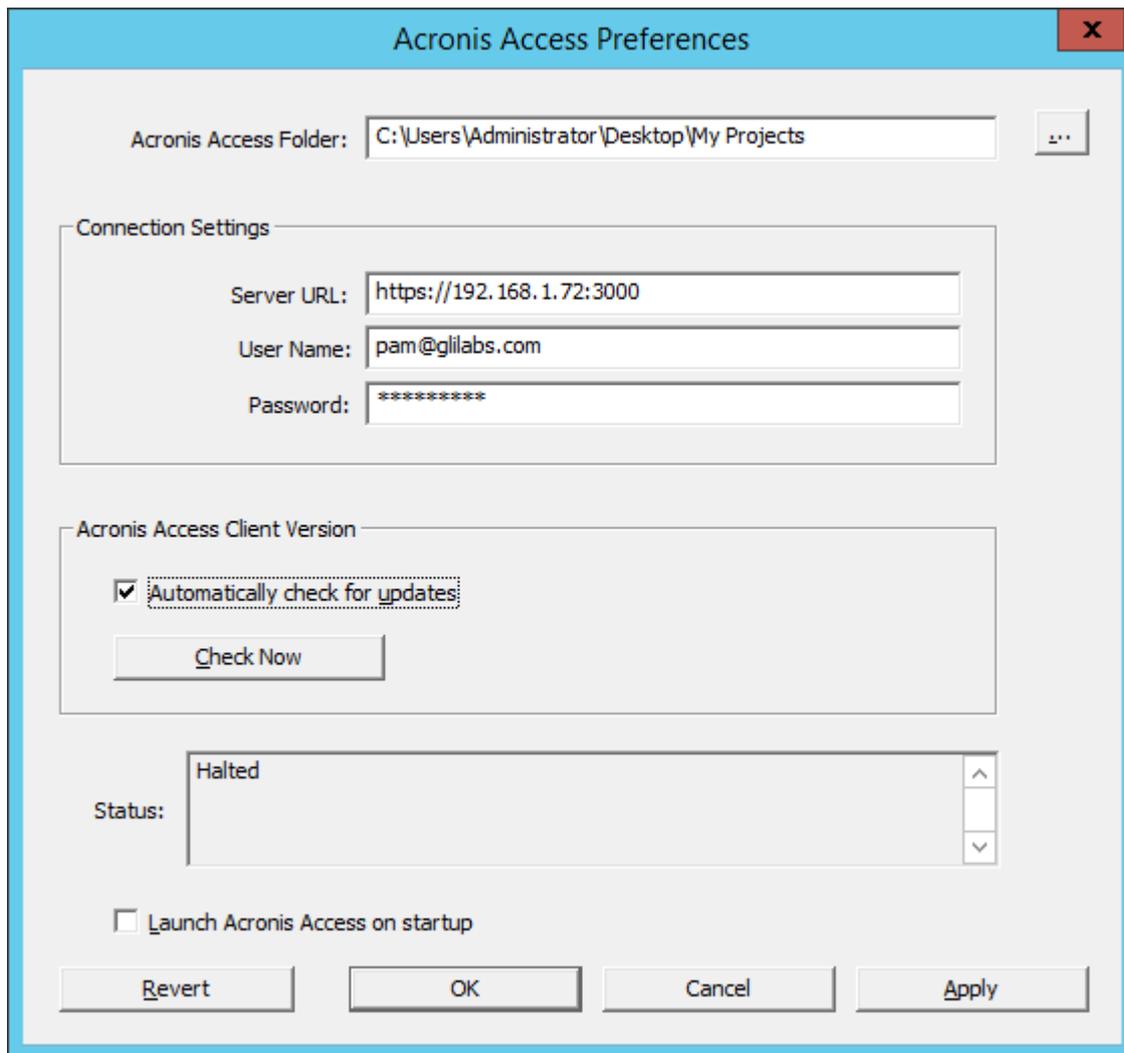
Log in

[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 "...", select the folder where your files will be synced, and then click **OK**.
2. In the **Server URL** field enter the address of the Acronis Access server, including the "https://" or "http://" prefix.
3. In the **Username** field enter your username or email address.
4. In the **Password** field enter your password. What password you use depends on how your organization has implemented Acronis Access:
 1. If you received an invitation email and you set your own personalized password in Acronis Access Web, this is the one to use.
 2. If Acronis Access uses your organization's Active Directory, enter your network password.

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

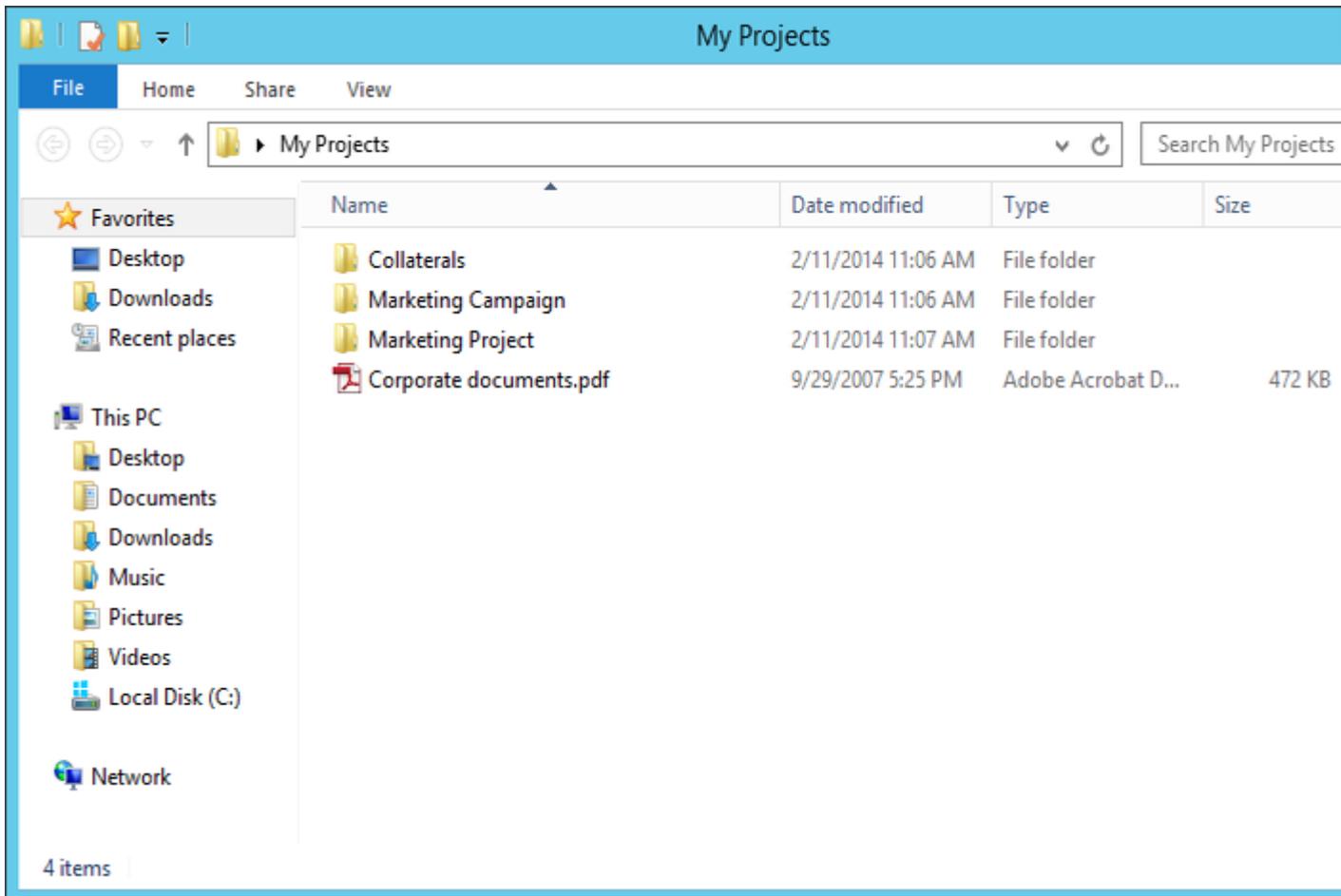
5. Click **OK** to save the configurations.

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

3.1.2.2 First Steps

Note: If you haven't installed your Acronis Access Desktop Client yet, you can do so by following the *Client Installation and Configuration* (p. 66) 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**.

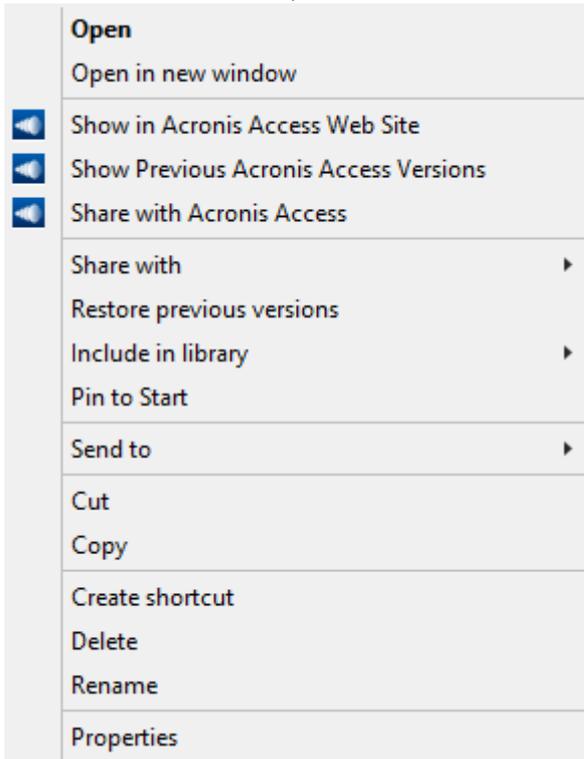


5. Place some files into it by copying them from your computer.
6. Now it's time to share a folder with a colleague. You can do this in two different ways: directly from Windows Explorer or using your web browser. Follow step 7 to share content from your desktop using Windows Explorer, or follow step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

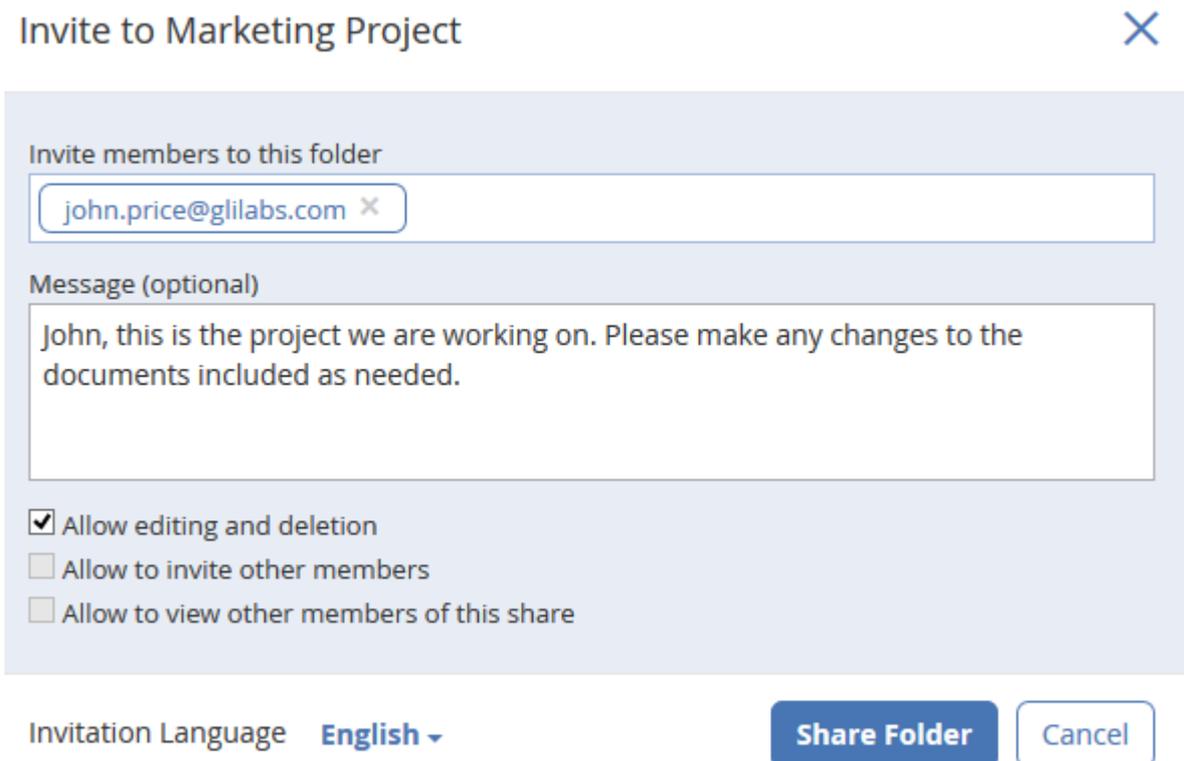
Note: You can also share just a single file as described at the bottom of this article.

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**

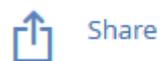


- c. This will launch a web browser and show you the invite dialog.
- d. In the **Invite others** dialog enter an email address and an appropriate text message.



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.



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

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

Note: If the **Allow editing and deletion** check box is disabled, invited users can only download and read documents included in the shared folder.

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.

3.1.2.3 Updating

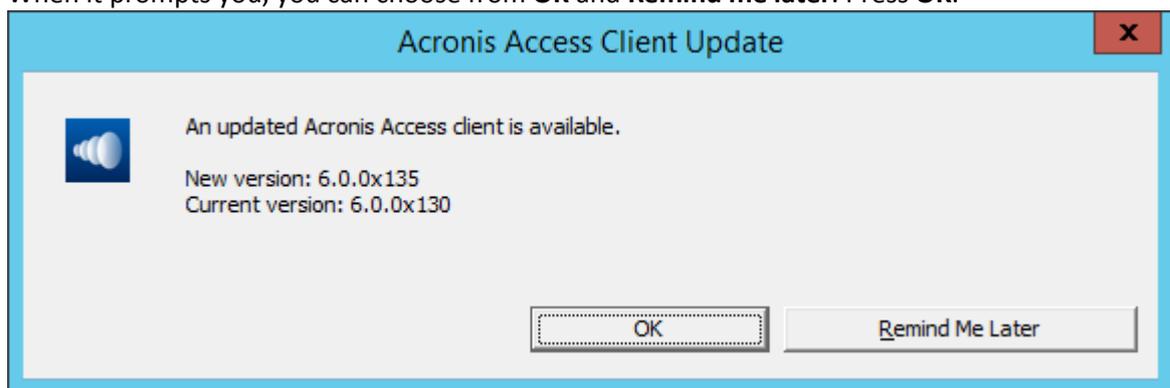
The Access Desktop Client has an auto-update feature. This feature allows two very important things:

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

Using the auto-update

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

1. When it prompts you, you can choose from **OK** and **Remind me later**. Press **OK**.



2. Update now will open the Acronis Access client installer.
3. Once 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.

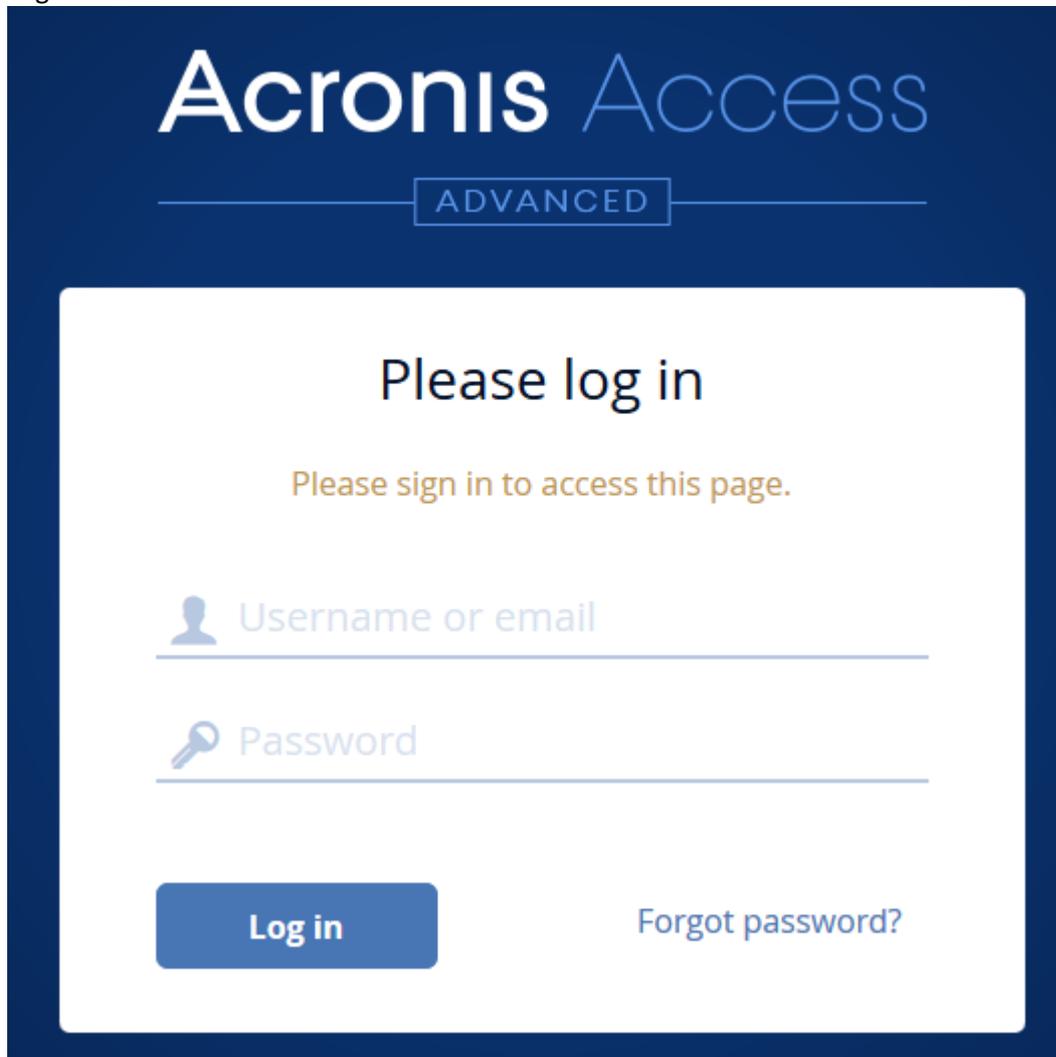
Or you could check for updates manually

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**).

3.1.3 Mac client

3.1.3.1 Installing and Configuring the Mac Acronis Access Desktop Client

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



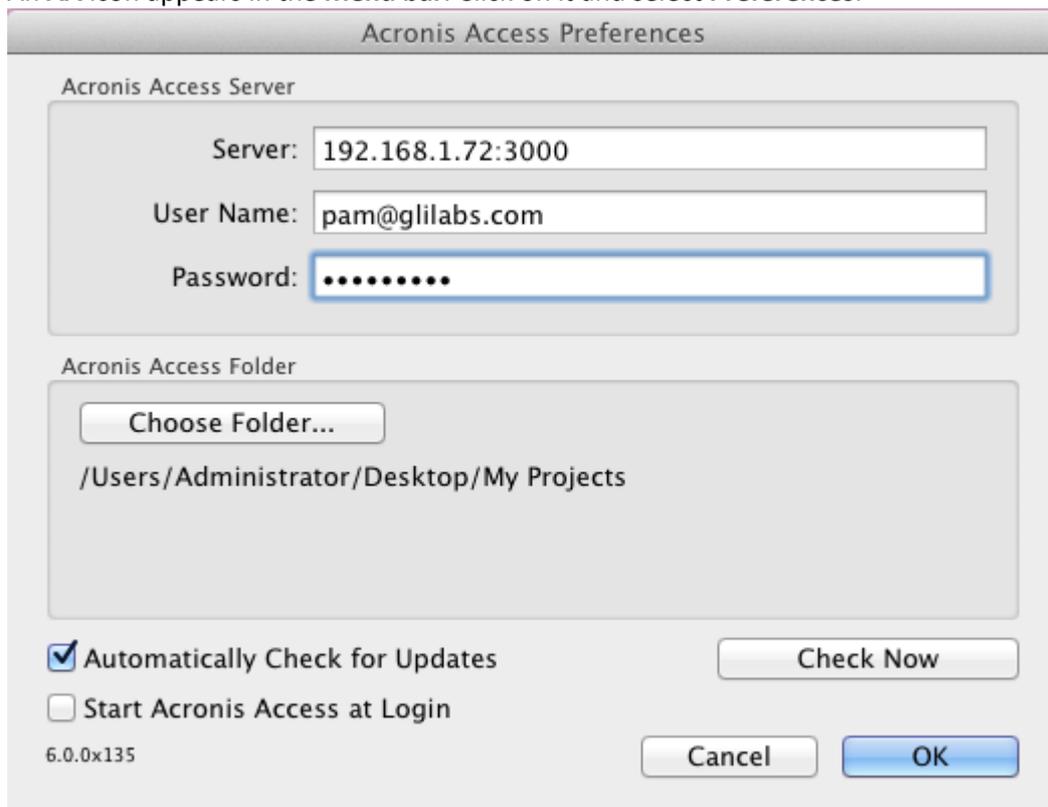
The screenshot shows the Acronis Access login interface. At the top, the text 'Acronis Access' is displayed in white on a dark blue background, with 'ADVANCED' in a smaller box below it. The main content area is white and contains the text 'Please log in' and 'Please sign in to access this page.' Below this are two input fields: 'Username or email' with a person icon and 'Password' with a key icon. At the bottom, there is a blue 'Log in' button and a link for '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.

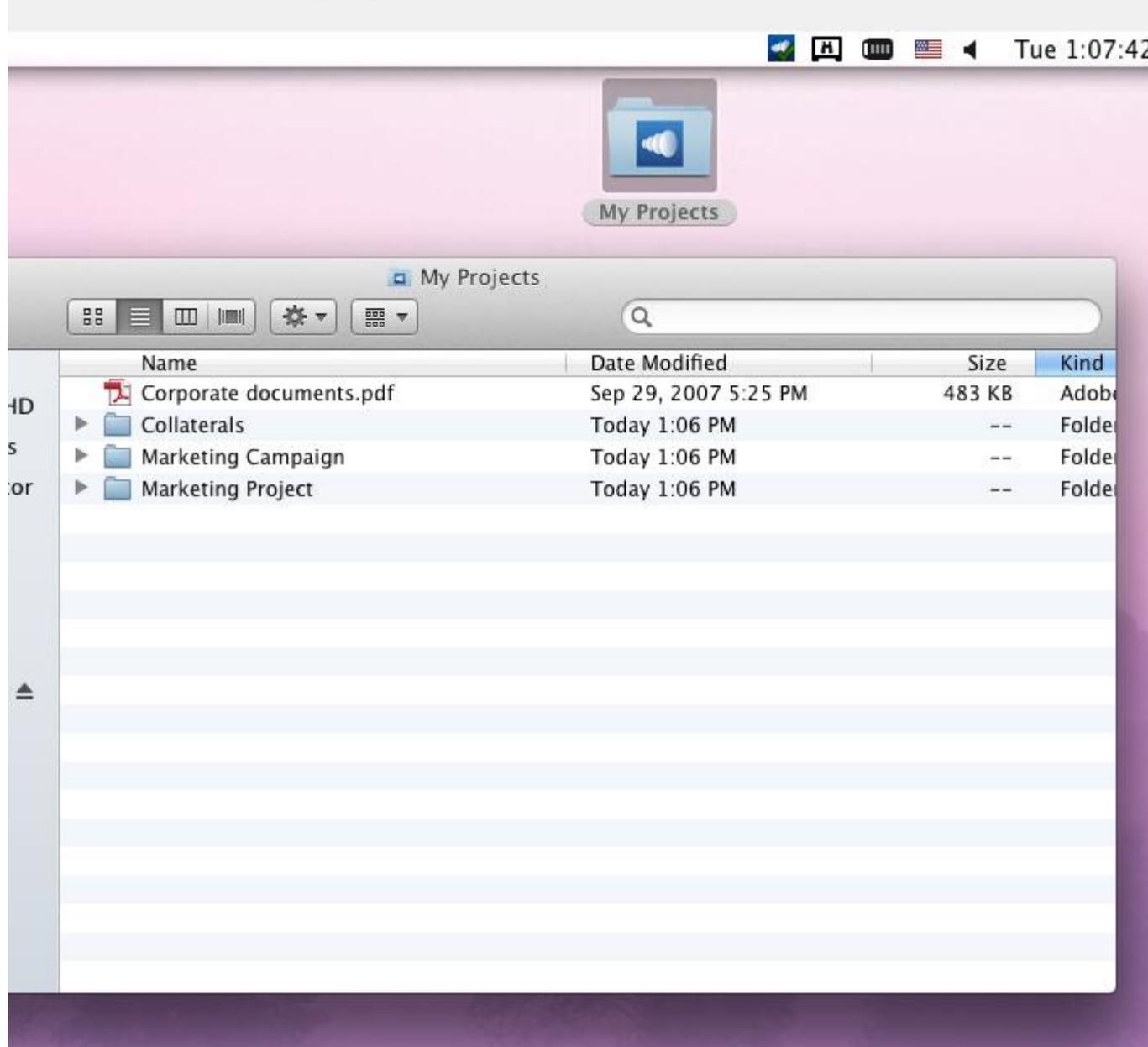
Once you have successfully installed and configured your Access Desktop Client, it's time to start using it.

3.1.3.2 First Steps

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

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

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

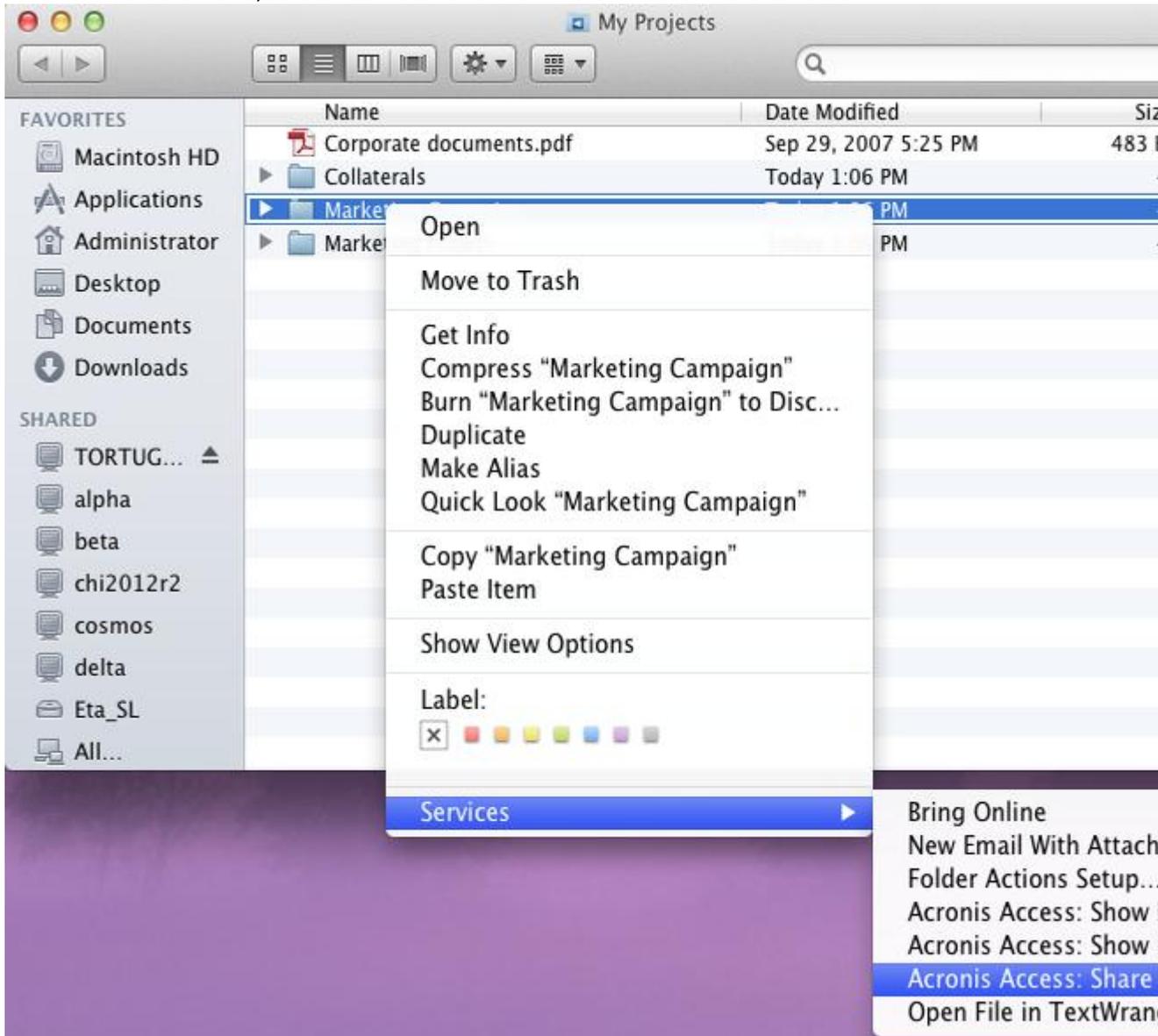


4. Place some files into it by copying them from your computer.
5. Now it's time to share a folder with a colleague. You can do this in two different ways: directly from the Finder or using your web browser. Follow step 6 to Share content using the Finder or step 7 to Share content using your preferred 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)

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

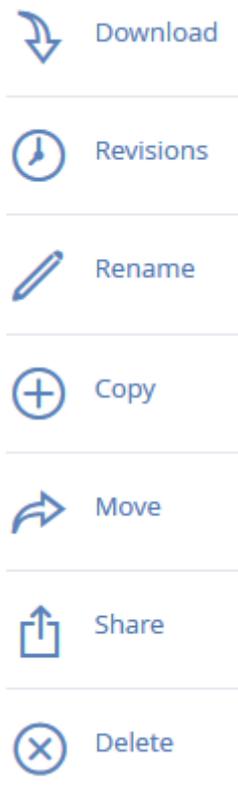
Invitation Language **English** ▾

Share Folder

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.



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

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

Note: If the **Allow editing and deletion** check box is disabled, invited users can only download and read documents included in the shared folder.

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.

3.1.3.3 Updating

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

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

Using the auto-update

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

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

Or you could check for updates manually.

1. Press the **AA** icon in the **Menu bar**.
2. Select **Preferences**.
3. In the Access Desktop Client version section press **Check Now**.

4. A windows pops-up showing your current version and the latest (selected by the server) version. Press **Install update**.
5. Press **Install and Relaunch**.

3.1.4 Notifications

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



Green icon - The client is working.



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



Red icon - The client has encountered a critical error, resulting in complete loss of functionality.

This error may be caused by a bad configuration of the client or the server.



Orange icon - The client is paused.

3.1.5 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

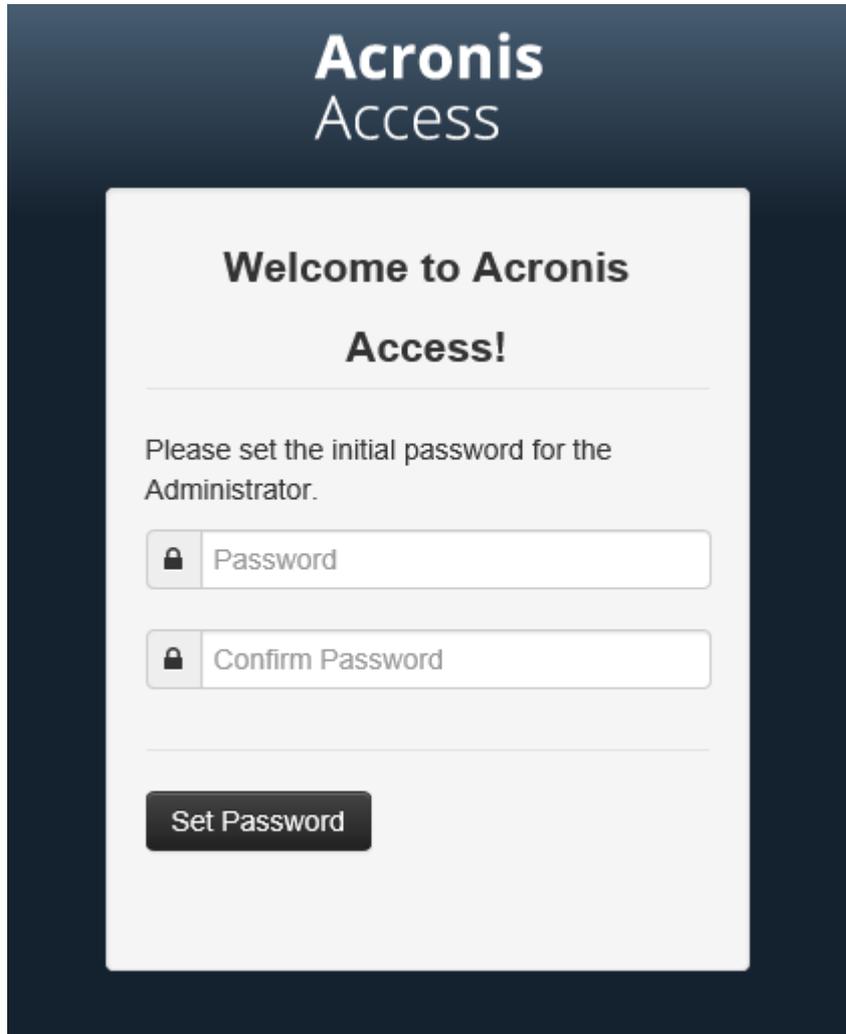
e.g. MarketingProject John 2014-06-05.txt

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 Web Client

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



The screenshot shows the Acronis Access web client interface. At the top, the text 'Acronis Access' is displayed in a large, white font against a dark blue background. Below this, a white box contains the heading 'Welcome to Acronis Access!' in bold black text. Underneath the heading, there is a message: 'Please set the initial password for the Administrator.' This is followed by two input fields, each with a lock icon on the left and the placeholder text 'Password' and 'Confirm Password' respectively. At the bottom of the white box, there is a dark grey button labeled 'Set Password'.

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.

Creating a folder

1. Click the **Create Folder** button and enter a name for the new folder. In this example we will use **Marketing Project**.

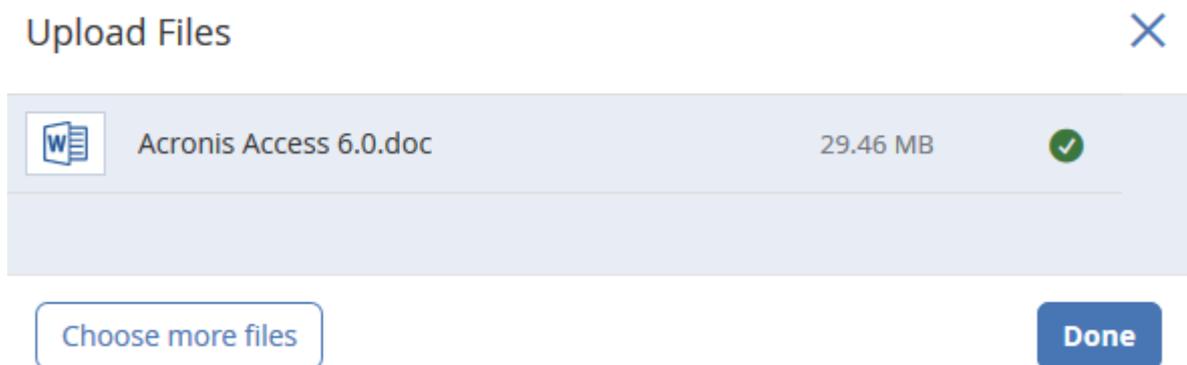
2. Press the **Save** button.

Sync & Share



Uploading files

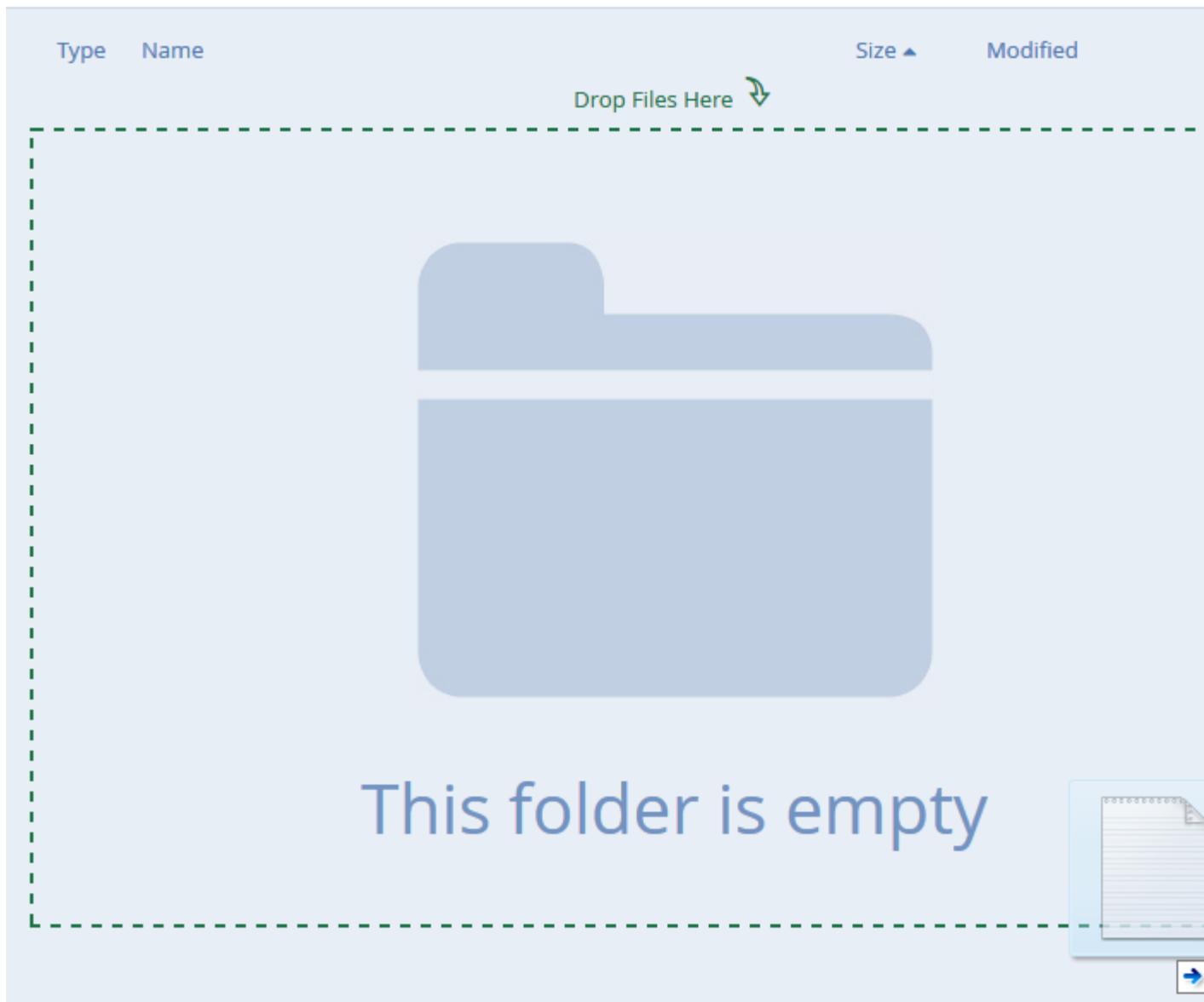
1. Navigate into the new folder by clicking its name.
2. Click the **Upload Files** button, click the **Add Files...** button and select a file or files from your computer.



3. The file(s) will be uploaded to the folder you are in. Press **Done**.

Another way of uploading files is simply dragging and dropping them to the web page:

Sync & Share > Marketing Project



4.1.1 Accessing Data Sources

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](#).

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



Download



Revisions



Rename



Copy



Move



Email Link



Get Link



Delete

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**.

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:

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



Download



Revisions



Rename



Copy



Move



Share



Delete

3. In the **Sharing** lightbox, enter an email address and an appropriate text message. An email containing your information and access instructions will be generated and sent to the recipient.

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

Note: If the **Allow editing and deletion** check box is disabled, invited users can only download and read documents included in the shared folder.

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 **Send Link** from the sidebar.
 - b. Enter the desired expiration time and language for the invitation.
 - c. Enter the email address(es) of the user(s) you want to receive the download link.
 - d. Press **Send**.
 - b) **Sending a link via other methods**
 - a. Select **Get Link** from the sidebar.
 - b. Enter the desired expiration time and language for the invitation.

- c. Press **Copy Link**.
- d. 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 enter the shared folder and click on **Notifications** in the sidebar.
2. Select the conditions you want to be notified for and press **Save**.

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

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
2014-11-11 18:07:53	Info		Removed share 'Marketing Project' because there were no members.	Type All
2014-11-11 18:07:52	Info	John Price <john.price@glilabs.com>	Added new share 'Marketing Project'.	Search Te
2014-11-11 18:06:39	Info	John Price <john.price@glilabs.com>	Added new file 'ExtremeZ-IP README.txt'.	
2014-11-11 18:05:28	Info	John Price <john.price@glilabs.com>	Added new folder 'Marketing Project'.	
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'.	