

Frequently Asked Questions

What is mobilEcho?

mobilEcho is the industry's first and only Mobile File Management (MFM) software for IT and enterprise iPad and iPhone users. mobilEcho enables enterprises to provide secure access to enterprise file servers for mobile device users, eliminating the need for workarounds and third-party mobile applications that compromise the security of enterprise files and assets. Configurable and deployable across the enterprise within minutes, mobilEcho promotes efficient IT Management while ensuring corporate security and compliance standards are met. Enterprise end-users of mobilEcho can access, browse, search and interact with corporate files as well as sync files for offline access, improving overall mobile worker productivity regardless of job function.

Who uses mobilEcho?

Any enterprise that needs to provide secure file access from mobile devices -- from the small to medium size businesses to the Fortune 1000 company.

Who benefits from mobilEcho being deployed in the Enterprise?

- **Mobile Employees with iPads & iPhones** will prefer mobilEcho for its speedy browsing and lightning fast search of file names and content, all of which can be remotely administered, making their out of the box experience instantly gratifying.
- **IT System Administrators** will prefer mobilEcho for its centralized management and easy integration into existing Windows-based tools and processes.
- **Businesses** will benefit from mobilEcho enabling greater productivity and satisfaction from their employees while ensuring the security and compliance policies of the corporation are met.

What are the key features?

- **Access, Browse, Preview, Sync & Search Files on Corporate File Servers and NAS Devices**
Same, seamless and secure file access as on a PC.
- **PDF Annotation**
Securely edit PDF files without leaving the secure, encrypted mobilEcho sandbox.
- **Active Directory Integration**
Enforce user access rights and file permissions.
- **Secure encryption w/ HTTPS and Apple Data Protection**
Air-tight data transfer and improved compliance.
- **Selective Remote Wipe**
Wipe corporate files and mobilEcho config from lost, compromised or stolen devices.
- **Easy, Rapid Server & User Configuration**
Configure according to access and corporate rules, turn off/on app functionality like the ability to print, email or open files into other apps, whitelist and blacklist the third party apps allowed to open mobilEcho files.

How does mobilEcho enforce secure file access?

When accessing a server, mobilEcho requires that the user authenticate to that server in the same way that a LAN client must authenticate. mobilEcho enforces the same file access permissions that apply to LAN clients, namely ACLs. mobilEcho connects securely using HTTPS, encrypting all data on the network. For many organizations, mobilEcho will connect over the secure VPN connection adding a further level of security.

Files synced to or stored on the iPad or iPhone within mobilEcho may be protected by a password at the user or administrator's preference. Note that, once files are opened into another app, the security responsibility passes to that app. This 'Open In' capability can be restricted or disabled.

Can I evaluate the solution before purchase?

Yes. A fully functional mobilEcho free 21-Day Trial is available for download on the GroupLogic web site. The mobilEcho client is available on the App Store.

How easy is it to install mobilEcho?

mobilEcho was designed for a simple and easy installation. On the iPad and iPhone, install the app from the App Store. If your company is using mobilEcho's included client management system, you'll receive an invitation email from your IT administrator which automates your mobilEcho setup. Otherwise, enter the server name (a DNS name, like server.mycompany.com) or IP address, log in and you are ready to go.

On the Server, install the mobilEcho server software and configure the files shares you would like to make available for mobile access. For existing SMB shares or existing ExtremeZ-IP AFP shares, you may choose to automatically make these available through mobilEcho by clicking "Migrate SMB shares" or "Migrate EZIP shares" in the mobilEcho Administrator window. Now your file shares are online for mobile access.

Is mobilEcho similar to an AFP, SMB or WebDAV client?

mobilEcho is a file sharing client designed expressly for mobile use that uses a specialized protocol based on HTTPS to connect to a mobilEcho server. Every component is optimized for secure, mobile access.

Why not develop support for AFP, SMB or WebDAV protocols?

These protocols were not designed to deliver the best experience to mobile devices or to include the security features required for safe mobile file access.

Can mobilEcho run on any iOS device?

mobilEcho version 3 runs on iPads, iPhones, and iPod Touch running iOS v4.2 or higher.

How many iPads and iPhones will the server support?

mobilEcho can support thousands of devices.

What iOS apps are supported?

The mobilEcho app can open files into any app that supports receiving files through the common iOS 'Open In' feature. Files from other apps can be sent to the mobilEcho app, as long as the other app offers the 'Open In' option. In addition, mobilEcho can be configured to whitelist or blacklist specific iOS apps, giving control over the specific apps that mobilEcho files can be opened into.

What file types can be previewed?

mobilEcho can preview any file type supported by iOS Preview functionality.

What about iWork apps, Keynote, Pages and Numbers?

mobilEcho allows files to be opened into the iWork suite of apps but, since the iWork apps currently do not provide an "Open In" option, the user must get their file back to the server by WebDAV, email or iTunes. Other methods for saving files from these apps to the server are being explored.

Can I install mobilEcho on any file server?

The mobilEcho server can be installed on Windows Server 2008 or 2003, Windows XP, Windows Vista, or Windows 7. The mobilEcho server can be configured to proxy access to files on SMB/CIFS servers and NAS devices.

Does mobilEcho support NAS devices or the proxying of other file servers?

mobilEcho supports access to NAS devices and other file servers using the standard SMB/CIFS file protocol.

Do you support Microsoft clusters?

Yes, mobilEcho supports Microsoft cluster services. We have specific licenses to support this configuration.

Do you support Microsoft Distributed File System (DFS)?

Yes. mobilEcho supports DFS namespaces.

How does this integrate with Mobile Device Management (MDM) solutions?

While MDM solutions make it easier to manage large numbers of devices, there is no overlap in functionality for mobilEcho. MDM enables the enterprise to centrally manage and secure the mobile device. Mobile File Management (MFM) with mobilEcho enables the enterprise to centrally manage the transfer and storage of corporate files to an employee's mobile device. GroupLogic is partnered with two MDM vendors; Good Technology and MobileIron.

How do you license your product?

GroupLogic offers two licensing models for mobilEcho: a perpetual license and a subscription model. The perpetual model is licensed per server/cluster based on the number of clients the server supports in the enterprise. The subscription model is a per-named user subscription model that requires a limited up-front investment with the ability to scale as the user base expands. With the subscription model, you can deploy mobilEcho on an unlimited number of servers with support for network reshare and DFS-all with a single license key.