

## Frequently Asked Questions

### What is mobilEcho?

mobilEcho is the industry's first Mobile File Management (MFM) software for enterprise IT and mobile device users. mobilEcho enables enterprises to provide mobile device users with secure access to enterprise file servers, SharePoint servers, and NAS storage, 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 and medium size businesses to Fortune 1000 companies.

### Who benefits from mobilEcho being deployed in the Enterprise?

- **Employees with mobile devices** 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, SharePoint servers, and NAS Devices**  
Same, seamless and secure file access as on a PC and from your iOS or Android mobile devices.
- **Check out/Check in of SharePoint files**  
Collaborate with team members with mobile access to SharePoint content.
- **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 on iOS devices and custom encryption on Android devices**  
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 mobilEcho client capabilities and settings according to access and corporate rules, turn off/on app functionality such as, the ability to print, email or open files into other apps, whitelist and blacklist the third party apps that are 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 or HTTPS Reverse Proxy server, adding a further level of security.

Files synced to or stored on the mobile device within mobilEcho may be protected by an application 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 app is available on the App Store. (iOS) and the Google Play store (Android).

## **How easy is it to install mobilEcho?**

mobilEcho was designed for a simple and easy installation. On the mobile device, install the app from the Apple App Store (iOS) or from the Google Play (Android). 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 explicitly for mobile use. It 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 device users, nor to include the security and centralized management features required for safe mobile file access.

## **Can mobilEcho run on any iOS device or Android device?**

mobilEcho version 4.0.2 and later runs on iPads, iPhones, and iPod Touch running iOS v4.2 or higher and on Android phones and tablets running Android 2.2 or later.

## **How many devices will the server support?**

mobilEcho can support thousands of devices.

## **What iOS/Android apps are supported?**

The mobilEcho app can open files into any app that supports receiving files through the common iOS 'Open In' feature. On Android, any app that is designed to accept the file type you are working with is capable of accepting files from mobilEcho. Files from other apps can be sent to the mobilEcho app, as long as the other app offers the 'Open In' option on iOS or a 'Share' option that allows mobilEcho to be selected on Android. 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?**

mobileEcho can preview any file type supported by iOS Preview functionality. On Android, mobileEcho relies on the previewer and editor apps that you have installed on your device.

### **What about iWork apps, Keynote, Pages and Numbers?**

mobileEcho allows files to be opened into the iWork suite of apps. The latest versions of the iWork apps, released in mid-September 2012, now provide an "Open In" option that can be used to save a file back into mobileEcho. To do so, select "Share and Print" from the tools menu, then choose "Open in Another App".

### **Can I install mobileEcho on any file server?**

The mobileEcho server can be installed on Windows Server 2008 or 2003, Windows XP, Windows Vista, or Windows 7. The mobileEcho server can be configured to proxy access to files on SMB/CIFS servers, SharePoint 2007 and 2010 servers, and NAS devices.

### **Does mobileEcho support NAS devices or the proxying of other file servers?**

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

### **Do you support Microsoft clusters?**

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

### **Do you support Microsoft Distributed File System (DFS)?**

Yes. mobileEcho 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 mobileEcho. MDM enables the enterprise to centrally manage and secure the mobile device. Mobile File Management (MFM) with mobileEcho enables the enterprise to centrally manage the transfer and storage of corporate files to an employee's mobile device. GroupLogic is partnered with many MDM vendors, such as Good Technology, MobileIron.

### **How do you license your product?**

GroupLogic offers two licensing models for mobileEcho: a perpetual license and an annual subscription model. For more details on the best model for your environment, please email us at [mobilecho@grouplogic.com](mailto:mobilecho@grouplogic.com).