

Micro Focus ESN Mobile App 1.0 Quick Start

January 2017



Quick Start

Micro Focus ESN allows you to easily access all your files and folders from your desktop, browser, or a mobile device. In addition, you can promote collaboration by sharing files and folders with others. For more general information about Micro Focus ESN, see “About ESN” in the *ESN Web Application User Guide* (<https://www.novell.com/documentation/filr-3/esn-user-web/data/bookinfo.html>).

This Quick Start focuses on how to use ESN from your mobile device.

In addition to accessing ESN from a mobile device, you can also access ESN in the following ways:

- ♦ From a web browser on your workstation, as described in the *ESN Web Application User Guide* (<https://www.novell.com/documentation/filr-3/esn-user-web/data/bookinfo.html>)
- ♦ From your desktop, as described in the *ESN Desktop for Windows Quick Start* (<https://www.novell.com/documentation/filr-3/esn-user-desktop/data/bookinfo.html>) and the *ESN Desktop for Mac Quick Start* (<https://www.novell.com/documentation/filr-3/esn-user-desktop-mac/data/bookinfo.html>)

You can access Micro Focus ESN from your **supported** mobile device. Be aware that access to the ESN site through the app can be deactivated by your ESN administrator. If you are unable to access ESN through the app, consult your ESN administrator.

Supported Mobile Devices

The Micro Focus ESN app is supported on the following mobile devices:

- ♦ iOS phones and tablets for iOS 8 or later
The native app is available as a free download in the Apple App Store.
- ♦ Android phones and tablets for Android 2.3 or later
The native app is available as a free download in the Google Play App Store, the Amazon Appstore for Android, and the Samsung Knox Apps store.
- ♦ Windows phones version 8.0 and 8.1
Windows tablets are not currently supported.
Supported only with a ESN 1.1 server or later.
- ♦ The BlackBerry PlayBook and Z10
The native application is available in the BlackBerry World app store.
In this document, the BlackBerry steps are the same as for Android devices.

Accessing ESN through a web browser on a mobile device is not supported. Instead, download the ESN mobile app that is compatible with your mobile device.

Supported Languages

The default language that the ESN mobile app is displayed in is defined by the language set on the mobile device where the app is running. If the language on the device is not supported, the application is displayed in English.

The ESN mobile app supports the following languages:

- ♦ Czech
- ♦ Chinese (Simplified)
- ♦ Chinese (Traditional)
- ♦ Danish
- ♦ Dutch
- ♦ English
- ♦ Finnish
- ♦ French
- ♦ German
- ♦ Hungarian

- ♦ Italian
- ♦ Japanese
- ♦ Polish
- ♦ Portuguese (Brazil)
- ♦ Russian
- ♦ Spanish
- ♦ Swedish

File Viewing Support

The ESN mobile app allows you to view most files within the app. Depending on the size and type of file, the app might need to be opened in a third-party app, or a warning might be displayed before you can view it in the ESN app.

- ♦ [“Files That Cannot Be Viewed in the ESN App” on page 2](#)
- ♦ [“Files That Give a Warning Before They Are Displayed” on page 2](#)

FILES THAT CANNOT BE VIEWED IN THE ESN APP

The ESN app cannot display files of the following type that are larger than 20 MB on iOS devices and 2 MB on Android devices:

- ♦ Text files (such as .txt, .odt, .pdf, and so forth)
- ♦ HTML files

To view these files, you need to open the file in a third-party app, as described in [“Editing or Viewing a ESN-Based File in Another Application” on page 9](#).

FILES THAT GIVE A WARNING BEFORE THEY ARE DISPLAYED

Because viewing a file within ESN consumes data (when using a mobile service provider), a warning is shown if you attempt to view a file over 5 MB in size.

When connected to Wi-Fi, a warning is shown if you attempt to view a file over 50 MB in size on iOS devices, because the process can be time-consuming.

Getting Started

- ♦ [“Installing the App” on page 2](#)
- ♦ [“Connecting to the ESN Site” on page 2](#)
- ♦ [“Modifying the Configuration Settings for the ESN Site” on page 3](#)

INSTALLING THE APP

Download the ESN mobile app from the appropriate store for your mobile device. (For a list of supported devices, see [“Supported Mobile Devices” on page 1](#).) To locate the app, search for Micro Focus ESN.

CONNECTING TO THE ESN SITE

When you first set up the app, you need to specify information for just one ESN site. After you have performed the initial setup as described in this section, launching the ESN app automatically connects you and authenticates you to your ESN server (if your ESN administrator has enabled you to save your password).

- 1 Launch the ESN mobile app on your iOS, Android, or Windows device.
- 2 **Android devices:** Accept the ESN license agreement.
- 3 On the Login page, specify the following information:

User ID: Specify the name that you use to log in to the ESN site.

Password: Specify the password that you use to log in to the ESN site.

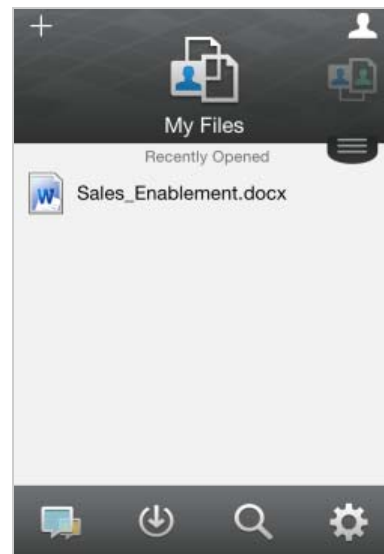
Save Password: Select this option if you want your password to be securely stored on your device so that you can automatically be signed in to the ESN site when you launch the app. (This option can be disabled by the ESN administrator.)

Server: Specify the URL for the ESN site. For example, <https://ESNsite.com>.

Your server must be configured with a secure HTTP (HTTPS) connection in order to connect to it from a mobile device.

- 4 Tap **Sign In**.

The home page is displayed.






MODIFYING THE CONFIGURATION SETTINGS FOR THE ESN SITE

To modify the configuration settings for the ESN site after you have already configured it in the ESN app, sign out of the app and sign back in using different configuration settings. For example, you can modify your user name, password, and server URL.

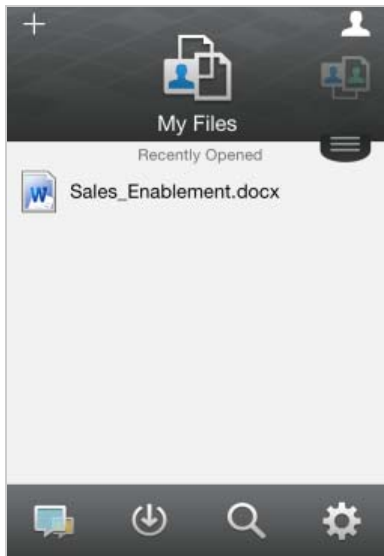
For information about how to sign out, see “Signing Out” on page 15.

Navigating to the Home Page of the App

Regardless of where you are in the ESN app, you can easily navigate to the home page.

- 1 If you are not already on the Home page, tap the **Home** button (for iOS, tap ; for Android, tap ; for Windows, tap ).

The home page is displayed.



Searching the App

When you perform a search in ESN, ESN searches the following content:

- ♦ Folder names
- ♦ File names and file content
- ♦ Comments on files (if commenting is enabled)
- ♦ Net Folders

Searches file names by default. Depending on configuration settings set by the ESN administrator, file content might or might not be searched.




If you have access rights to view a file but you do not have access rights to view the folder where the file is located, the file is not listed in search results.

In offline mode, file content is not searched for downloaded files in the **Downloads** section. File names, comments, and author are searched.

The Micro Focus ESN app enables you to search for items either in a specific folder or across the entire site.

- ♦ “Searching in a Folder” on page 3
- ♦ “Searching Globally” on page 3

SEARCHING IN A FOLDER

- 1 Navigate to the folder that you want to search.
- 2 **iOS devices:** Tap the **Search** icon .
Android devices: Tap the **Search** icon  next to the folder name.
Windows devices: Tap the **Search** icon .
- 3 Choose from the following search options:
 - ♦ **Current Folder:** Searches files only in the current folder. Subfolders are not included. This is the default setting.
 - ♦ **Include Subfolders:** Searches files in the current folder and in any subfolders.
- 4 **iOS and Android devices:** Begin typing the words or phrases that you want to search for. Search results are displayed as you type.

Windows devices: Specify the word or phrase to search for, then tap the Enter key.






ESN supports numerous wildcards and operators that you can use to refine your search. For more information, see “Supported Operators and Wildcards for Search” in the *ESN 1.0: User Access Guide* “Supported Operators and Wildcards for Search” in the *ESN 1.0: User Access Guide*.

When you search in the **Downloads** section, only wildcards with the * operator and the ? operator are functional.

SEARCHING GLOBALLY

Global search searches everything on the ESN site for which you have access.

To perform a global search on your mobile device:

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap ; for Windows, tap .
- 2 **iOS and Android devices:** Tap **Search** .
Windows devices: Tap the **Search** icon .
- 3 **iOS and Android devices:** Begin typing the words or phrases that you want to search for. Search results are displayed as you type.

Windows devices: Specify the word or phrase to search for, then tap the Enter key.

ESN supports numerous wildcards and operators that you can use to refine your search. For more information, see “Supported Operators and Wildcards for Search” in the *ESN 1.0: User Access Guide* “Supported Operators and Wildcards for Search” in the *ESN 1.0: User Access Guide*.




For information about how to search from within the ESN Web application, see “Searching for Information” in the *ESN 1.0: User Access Guide*.

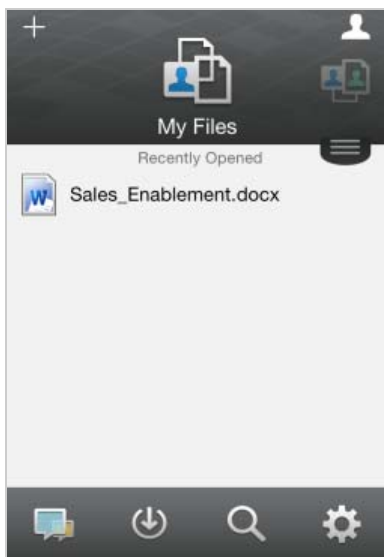
Accessing Your Personal Files (My Files)

All your personal files and folders are stored in one convenient location.

Personal files (My Files) include files that you upload to the ESN site and other personal files that are associated with your Home directory on a network server.

To access My Files from your mobile device:

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap ; for Windows, tap ).



- 2 **Windows devices:** Tap **Collections**.

- 3 Tap **My Files**.

- 4 Tap an individual file to view it.

If the file is not displayed,

- ♦ Your device might not support the file type.

Or

- ♦ The file might be too large to view within the ESN app. For more information, see “File Viewing Support” on page 2.




For information about how to open the file in another application, see “Editing or Viewing a ESN-Based File in Another Application” on page 9.

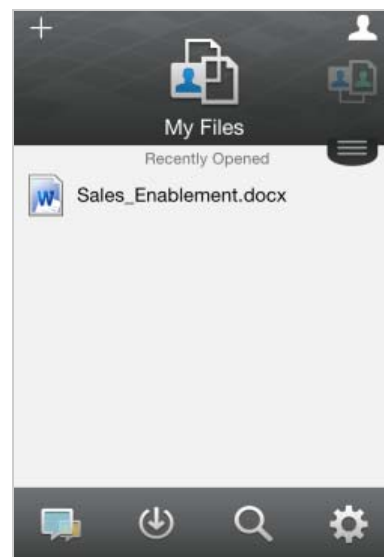
For information about how to access My Files from within the ESN Web application, see “Accessing Your Personal Files and Folders (My Files)” in the *ESN 1.0: User Access Guide*.

Accessing Shared Files and Folders

Files and folders that you have shared with others are stored in one convenient location. Files and Folders that others have shared with you are stored in another location.

To view files and folders that have been shared with you:

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap ; for Windows, tap ).



- 2 **iOS and Android devices:** Tap the drop-down tab.

Windows devices: Tap **Collections**.

- 3 Tap **Shared With Me** .

Items that have been shared with you are displayed in the order that they were shared, with the most recent displayed first.

Information specific to the share is displayed beneath the shared item (such as who shared the item, when it was shared, and any notes associated with the share).




- 4 Tap an individual file to view it.

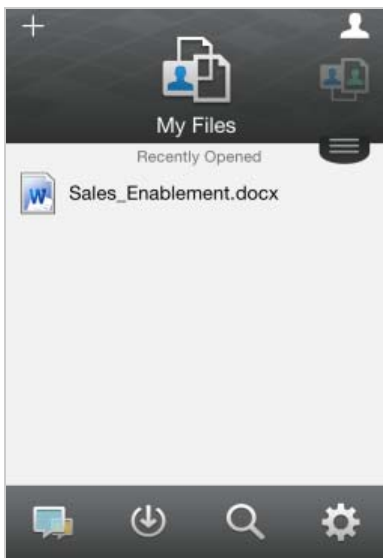
If the file is not displayed,

- ♦ Your device might not support the file type.
- Or
- ♦ The file might be too large to view within the ESN app. For more information, see [“File Viewing Support” on page 2](#).

For information about how to open the file in another application, see [“Editing or Viewing a ESN-Based File in Another Application” on page 9](#).

To view files and folders that you have shared:

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap ; for Windows, tap ).



- 2 **iOS and Android devices:** Tap the drop-down tab.

Windows devices: Tap **Collections**.

- 3 Tap **Shared by Me** .

- 4 Tap an individual file to view it.

If the file is not displayed,

- ♦ Your device might not support the file type.
- Or
- ♦ The file might be too large to view within the ESN app. For more information, see [“File Viewing Support” on page 2](#).

For information about how to open the file in another application, see [“Editing or Viewing a ESN-Based File in Another Application” on page 9](#).

For information about how to access your shared files and folders from within the ESN Web application, see [“Accessing Shared Files and Folders”](#) in the *ESN 1.0: User Access Guide*.




Accessing Files and Folders in Your Organization’s File System (Net Folders)

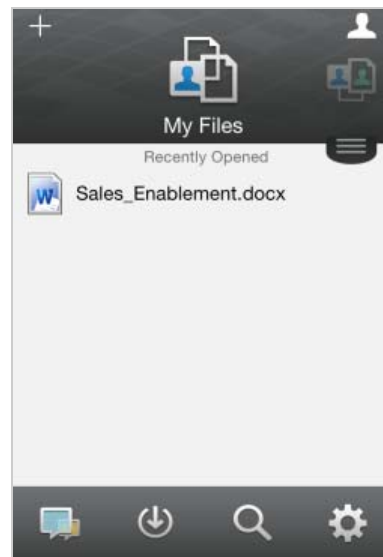
Net Folders are folders and files on your organization’s network file system. These can be files on your home directory, files on a mapped drive, or files on a remote server. ESN gives you seamless access to these files, regardless of their location. The network files that you have access to through ESN are defined by your ESN administrator.

Files in Net Folders might or might not be fully indexed and searchable in ESN, depending on configuration settings made by the ESN administrator.

Your ESN administrator can disallow access to Net Folders from the ESN mobile app. If you do not have access to files in Net Folders that you normally have access to, your administrator has disabled this functionality.

To access Net Folders on your mobile device:

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap ; for Windows, tap ).



- 2 **iOS and Android devices:** Tap the drop-down tab.




Windows devices: Tap **Collections**.

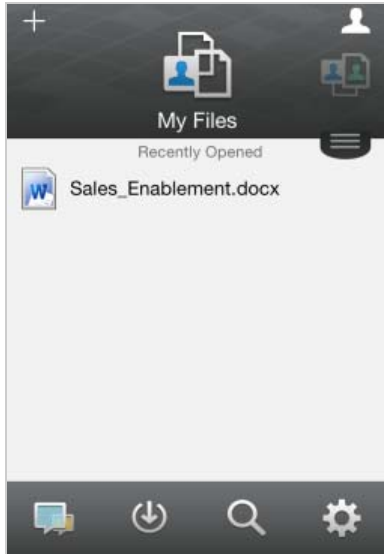
- 3 Tap **Net Folders** .

For information about how to access Net Folders from within the ESN Web application, see [“Accessing Files and Folders in Your Organization’s File System \(Net Folders\)”](#) in the *ESN 1.0: User Access Guide*.

Accessing Public Files and Folders

Public files are files that have been shared with the public. The ability to make files and folders available to the public must be enabled by your ESN administrator.

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap ; for Windows, tap ).



- 2 **iOS and Android devices:** Tap the drop-down tab.
Windows devices: Tap **Collections**.

- 3 Tap **Public** .

Items that have been shared with the public are displayed in the order that they were shared, with the most recent displayed first.

Information specific to the share, such as who shared the item, when it was shared, and any notes associated with the share, is displayed beneath the shared item.

- 4 Tap an individual file to view it.

If the file is not displayed,

- ♦ Your device might not support the file type.
- Or
- ♦ The file might be too large to view within the ESN app. For more information, see [“File Viewing Support” on page 2](#).

For information about how to open the file in another application, see [“Editing or Viewing a ESN-Based File in Another Application” on page 9](#).

Sharing Files and Folders

NOTE: This functionality is not currently available on Windows Phone.

ESN provides various methods of making files and folders available to others. How you decide to make files available might depend on various factors, such as the sensitivity of the information you are sharing or the relevance of information to certain individuals.

- ♦ **Sharing with individual users and groups:** Sharing lets you share files and folders with specific users and groups internal to your organization or with specific users external to your organization. When you share a file or folder, you also assign one of the shared-access rights defined in [“Understanding Shared-Access Rights”](#) in the [ESN 1.0: User Access Guide](#).

Sharing with specific users and groups provides the greatest level of security for your files and folders. Users receive a notification about the shared item, and the item is displayed in their Shared with Me area.

For more information, see [“Sharing Files and Folders”](#) in the [ESN 1.0: User Access Guide](#).

- ♦ **Distributing a File Link:** You can distribute a link (URL) to a file. When you distribute a link to a file, any user with the link can access the file. However, the file is not displayed in the Public area, so users must have direct access to the link to view the file.


For information about how to distribute a File Link, see [“Distributing a Link to a File”](#) in the [ESN 1.0: User Access Guide](#).


- ♦ **Sharing with the Public:** When you share an item with the Public, any person with the URL to the ESN site can view the file in the Public area.

For information about how to share files and folders with the Public, see [“Sharing Files and Folders”](#) in the [ESN 1.0: User Access Guide](#).

You can share files and folders directly from the ESN mobile app.

- 1 Navigate to the location that contains the file or folder that you want to share or for which you want to modify share settings.

- 2 **iOS devices:** Tap the information icon  next to the file or folder name.

Android devices: Tap the drop-down icon  next to the file or folder name.

- 3 Tap the **Share** icon .

The Share dialog box is displayed.

- 4 Tap inside the **Add a user, group, or email** field.

- 5 Begin typing the name of the user or group that you want to share with, then tap the name when it appears in the drop-down list.

or

Type the complete email address of the external user that you want to share with, then tap the address when it appears in the drop-down list.

TIP: If you plan to share with multiple users and you want to grant all users the same access rights, set the access rights of the first user that you share with (as described in [Step 7](#)), then share with additional users (as described in [Step 4](#) and [Step 5](#)).

Each additional user that you share with inherits the access rights of the user who was most recently added to the **Shared with** list.

6 (Optional) Repeat [Step 4](#) and [Step 5](#) to share with additional users.

7 (Conditional) To modify access settings for an individual user:

7a In the **Shared with** section, tap the user whose access settings you want to modify.

7b Choose from the following access settings to modify:

Access: Grant one of the following shared-access rights to the user or group:

- ♦ **Viewer:** Users can do the following:
 - ♦ **Shared Folders:** View
 - ♦ **Shared Subfolders:** View
 - ♦ **Files in Folders and Subfolders:** View and Read
- ♦ **Editor:** Users can do the following:
 - ♦ **Shared Folders:** View
 - ♦ **Shared Subfolders:** View
 - ♦ **Files in Folders and Subfolders:** View, Read, and Write
- ♦ **Contributor (Applies only to folders in My Files):** Users can do the following:
 - ♦ **Shared Folders:** View, Rename, Delete, or Copy

IMPORTANT: Exercise caution when granting Contributor shared-access rights because, as stated above, share recipients can rename, copy, and even delete the folder from your My Files area.
 - ♦ **Shared Subfolders:** View, Rename, Delete, Copy, and Move
 - ♦ **Files in Folders and Subfolders:** View, Rename, Delete, Copy, Move, Read, and Write

Expires: Specify when the share will expire.

You can configure the share to expire either after a given number of days (each day is counted as a 24-hour period from the time that you set the expiration) or on a specific day (rights expire at the beginning of the day that you select).

Allow re-share: Allow share recipients to re-share the item with the following groups:

- ♦ **Internal users:** Allow share recipients to re-share the item with internal users.
- ♦ **External users:** Allow share recipients to re-share the item with external users.
- ♦ **Public:** Allow share recipients to re-share the item with the public.
- ♦ **File Link:** Allow share recipients to re-share the item via a File Link.

For more information about File Links, see [“Distributing a Link to a File” on page 8](#).

Note: Include a personal note to share recipients. Only share recipients can read the note.

7c **iOS phones:** Tap **Share** to return to the **Shared with** section.

Android phones: Tap .

8 (Conditional) To modify access settings for multiple users simultaneously:

8a **iOS devices:** Tap **Edit** (located above the **Shared with** section), then select the users whose access settings you want to modify. On phone devices, tap **Define Share**.

Android devices: Long press (tap and hold) each user that you want to select. Then, on phone devices, tap **Edit**.

8b Choose from the following access settings to modify:

Access settings that you leave undefined retain any individual access settings that are present on a given user. Access settings that you define are modified for each user that is currently selected.

Access: Grant Viewer, Editor, or Contributor access rights. (Contributor applies only to folders.)

Expires: Set a date when the share will expire.

Allow re-share: Allow share recipients to re-share the item with the following groups:

- ♦ **Internal users:** Allow share recipients to re-share the item with internal users.
- ♦ **External users:** Allow share recipients to re-share the item with external users.
- ♦ **Public:** Allow share recipients to re-share the item with the public.


- ♦ **File Link:** Allow share recipients to re-share the item via a File Link.

For more information about File Links, see [“Distributing a Link to a File” on page 8](#).

Note: Include a personal note to share recipients. Only share recipients can read the note.

8c iOS phones: Tap **Share** to return to the **Shared with** section.

Android phones: Tap .

9 (Optional) Tap the **Make Public** icon  to make the item publicly available. In the **Shared with** section, tap **Public** that was just added, then set the access control settings for the public.

10 (Optional) Tap **Notify**, then choose from the following notification options:


None: Send no notifications.

All recipients: All recipients in the share list are notified.

Only newly added recipients: Only recipients that you add to the share list are notified.

New and modified recipients: Only recipients whose share rights you are modifying, as well as new recipients, are notified.




11 iOS devices: Tap **Save** to save the share settings.

Android devices: Tap the **Confirm** icon  to save the share settings.

Distributing a Link to a File

NOTE: This functionality is not currently available on Windows Phone.

You can distribute a link (URL) to a file. When you distribute a link to a file, any user with the link can access the file. However, the file is not displayed in the Public area, so users must have direct access to the link in order to access the file.

- 1 Navigate to the location that contains the file for which you want to share a link.
- 2 Tap the information icon next to the file name (for iOS, tap ; for Android, tap .
- 3 Tap the **Send Link** icon .
The File Link dialog box is displayed.
- 4 If a link has not previously been created for the file, click **Get File Link** or **Get Link**.

The following URLs are created for accessing the file:

Download File Link: Depending on browser settings, users are either prompted to download or open the file, or the file is automatically displayed in the browser. This link allows users to access the file directly.

View File Link: This link displays the file in a web browser in an HTML view. If the file type cannot be displayed in a web browser, this link is not available.

The File Link is now included in the Share dialog. You can modify the expiration date or note associated with the link, or you can remove the link so that the file is no longer accessible to users with the link by accessing the Share dialog, as described in [“Sharing Files and Folders” on page 6](#).

5 (Optional) You can configure an expiration date by tapping the **Expires** section, selecting an expiration date, then clicking **Done** or **Set**.

You can configure the link to expire either after a given number of days (each day is counted as a 24-hour period from the time that you set the expiration) or on a specific day (rights expire at the beginning of the day that you select).

6 iOS devices: Choose from the following actions for distributing the File link:

- ♦ **Copy:** Allows you to select either the Download or View link to copy, and copies the link to your device’s clipboard. You can then paste the link into another application on your device.
- ♦ **Email:** Uses your device’s default email app to email the link. Both the Download and View links are included in the email.
- ♦ **ESN Email:** Uses ESN’s built-in email system to email the link. Both the Download and View links are included in the email.
- ♦ **Remove:** Deletes the File link so that users are not able to access the file by using the current links.

Android devices: Click **Send**.

A list of options is displayed for sending File Link data to other applications on your device. The following ESN-specific actions are available:




- ♦ **Email via ESN:** Uses ESN’s built-in email system to email the links. Both the Download and View links are included in the email. You can set an expiration date from the email form.
- ♦ **Copy to clipboard:** Allows you to select either the Download or View link to copy, and copies the link to your device’s clipboard. You can then paste the link into another application on your device.

7 (Optional) After you create the File Link, you can modify user access and perform other management functions for the File Link by accessing the Share dialog, as described in [“Sharing Files and Folders” on page 6](#).

Viewing What's New

NOTE: This functionality is not currently available on Windows Phone.

The ESN app enables you to see new files that have been added to the ESN site. (Files that have been most recently added, modified, or commented on are displayed.)

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap ; for Windows, tap ).

- 2 Tap **What's New** .

Files that have been most recently added, modified, or commented on that you have access to are displayed.

You can filter the list by tapping a category, such as My Files, Shared With Me, Shared By Me, and Net Folders.

- 3 Tap an individual file to view it.

If the file is not displayed,

- ♦ Your device might not support the file type.
Or
- ♦ The file might be too large to view within the ESN app. For more information, see [“File Viewing Support” on page 2](#).




IMPORTANT: Files that are password protected or that are not supported for rendering must be opened in another application for viewing.

For information about how to open the file in another application, see [“Editing or Viewing a ESN-Based File in Another Application” on page 9](#).

For information about how to view what's new from within the ESN Web application, see [“Finding What's New” in the ESN 1.0: User Access Guide](#).

Viewing Recent Files

The Home page displays the files that you have most recently viewed or modified, in chronological order.

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap ; for Windows, tap ).

The files that you have most recently viewed or modified are displayed in the **My Files** column.

- 2 **iOS and Android devices:**

- ♦ **On a phone device:** Swipe to the right to view recent files in the **Shared with Me**, **Net Folders**, **Shared by Me**, and **Public** columns.

Recent files for that area are displayed.

Windows devices: Swipe left to view the Recent list.


- 3 Tap an individual file to view it. The app navigates to the file location and renders it if the platform supports the file type.

IMPORTANT: Files that are password protected or that are not supported for rendering must be opened in another application for viewing.

For information about how to open the file in another application, see [“Editing or Viewing a ESN-Based File in Another Application” on page 9](#).



Viewing Comments for a File

NOTE: ESN administrators can disable comment viewing, so you might not see it on your device. Also, it is not currently available on Windows Phone.

- 1 On your mobile device, navigate to and view the file for which you want to view comments.
- 2 **iPhone, iPad and Android devices:** When you view the file, tap the **Comment** icon .

Commenting on a File

NOTE: ESN administrators can disable commenting, so you might not see it on your device. Also, it is not currently available on Windows Phone.

- 1 On your mobile device, navigate to and view the file that you want to comment on.
- 2 **iPhone, iPad and Android devices:** When you view the file, tap the **Comment** icon .
- 3 Tap the **Plus** icon to add a new comment.
or
To reply to an existing comment, tap the **Reply** icon  next to the comment that you want to reply to.
- 4 Specify your comment, then tap **Add / Send**.

For information about how to comment on a file from within the ESN Web application, see [“Commenting on a File” in the ESN 1.0: User Access Guide](#).

Editing or Viewing a ESN-Based File in Another Application




You might need to open ESN-based files in other applications if

- ♦ The type of file is not supported for viewing within the ESN app.
- ♦ You need to edit the file.

IMPORTANT: If your ESN administrator has disallowed the downloading of files to mobile devices, you cannot edit or view a file in an external application as described in the following sections.

USING ESN TO OPEN A FILE IN ANOTHER APPLICATION

To access and open a file in an external application starting within the ESN app:

- 1 Navigate to the file that you want to open in an external application, then tap the **Actions** icon (iOS devices, tap ; Android devices, tap ; Windows devices, tap .

- 2 Tap the name of the application that you want to use to open the file.

On iOS devices, ESN is registered with the Open In technology to import and export all file types. Other applications can also choose the types of files they support.

- 3 (Optional) Edit the file, then save it to ESN as described in “Uploading a File” on page 11.

or

On Android devices: Edit the file in the external application, save the file, then close the app or use the Back button to navigate back to the ESN app.

ESN asks if you want to upload the changes that you made. Tap **Upload** and the changes are uploaded.


USING PICKERS/PROVIDERS TO OPEN ESN-BASED FILES

Many applications are integrated with pickers (iOS and Windows) and providers (Android) that let you open ESN-based files within the applications themselves.

- 1 While using another application and needing to open a file, access the picker/provider and choose ESN as the file source.
- 2 Browse to and open the file.
- 3 (Optional) Edit the file and then save it directly in ESN.

Saving a File to the Photos App (iOS Only)


You can save a file directly to the Photos app on your iOS device:

- 1 On your mobile device, navigate to and view the file that you want to save to the Photos app.
The file must be an image file, such as .jpg or .png.
- 2 Tap the **Actions** icon , then tap **Save Image**.
- 3 (Conditional) Click **OK** if you are prompted to allow ESN to access your photo album.

Downloading a File

You can download files onto your mobile device to make them available when you are offline. Comments already made on downloaded files are also available.


Your ESN administrator can disallow the downloading of files to mobile devices from the ESN mobile app. If you cannot download files to your mobile device as described in this section, or if files that you previously downloaded are no longer there, your administrator has disabled this functionality.


- 1 Navigate to the file that you want to download.
- 2 **iPhone:** When you view the file on the iPhone, tap the **Actions** icon , then tap **Add To Downloads**.

To remove the file from your downloads, tap the

Actions icon , then tap **Remove From Downloads**.

iPad: When you view the file on the iPad and on


Android devices, tap the **Download** icon .


To remove the file from your downloads, tap the **Remove** icon .

Android devices: Tap the Menu button, then tap **Add to Downloads**.

To remove the file from your downloads, tap the Menu button, then tap **Remove from Downloads**.

Windows devices: When you view the file on a

Windows phone, tap the **Download** icon .

To remove the file from your downloads, tap the **Remove** icon .

The following icons indicate that a file has been downloaded:



- ♦ The download icon overlays on the file icon, next to the file name.



On Android devices:



On iOS and Windows devices:






- ♦ On the iPad, the **Download** icon  is changed to the **Remove** icon .

On Windows devices, the **Download** icon  is changed to the **Remove** icon .

You can access your downloaded files by tapping

Downloads  from the home screen.

To see how much memory your downloaded files are consuming on your device:

- 1 Tap the Home button (for iOS, tap ; for Android, tap ; for Windows, tap .

- 2 **iOS devices:** Tap **Settings**  > **Usage**.

The **Downloaded Files** section displays the memory usage of your downloaded files.

Android devices: Tap **Settings**  > **Storage**.





The **Current Downloads Size** displays the memory usage of your downloaded files.

Windows devices: Tap **Settings** , then swipe to the **Storage** section. The **Current Downloads Size** displays the memory usage of your downloaded files.


Synchronizing Downloaded Files

ESN synchronizes your downloaded files on your mobile device with the files on the server at a schedule set by your ESN administrator.

To modify your synchronization settings or to synchronize your files immediately:

- 1 Tap the Home button (for iOS, tap ; for Android, tap ; for Windows, tap .
- 2 **iOS devices:** Tap **Settings**  > **General**, then look at the options in the **Synchronize Downloads** section.

Android devices: Tap **Settings**  > **Synchronize Downloads**.

Windows devices: Tap **Settings** , then swipe to the **Synchronize** section to view the synchronization options. (In addition to the synchronization settings, you can view the date and time of the last synchronization and whether a synchronization is currently in progress.)

The following options are displayed:

- ♦ **WiFi only:** When this option is enabled, the synchronization process occurs only when your mobile device is connected to WiFi. When it is disabled, the synchronization process uses WiFi when available, and uses data through your mobile provider when WiFi is not available.

- ♦ **Synchronize Now:** Synchronizes your downloaded files immediately, regardless of the **WiFi only** setting.


Uploading a File


NOTE: This functionality is not currently available on:

- ♦ Windows Phone devices
- ♦ BlackBerry devices


You can upload files to the ESN site from your mobile device.

UPLOADING A FILE FROM WITHIN ESN

- 1 **iOS devices:** Navigate to the folder or area where you want to upload the file, tap the **Plus** icon , then select the file that you want to upload.

Android devices: Tap the menu icon  next to the folder where you want to upload the file, tap **Upload File**, then select the file that you want to upload.

UPLOADING A FILE FROM ANOTHER APP

- 1 From another app on your mobile device, view the file that you want to upload to ESN.
- 2 **iOS devices:** Tap the **Open In** icon , then tap the ESN icon.

This option is not available from the Photos app on iOS devices.

NOTE: ESN is registered with the Open In technology to import and export all file types. Other applications can also choose the types of files they support.

Android devices: Tap **Share**, then tap the ESN icon.

The ESN app is launched and the Upload File dialog box is displayed.

- 3 (Optional) In the **File Name** field, rename the file.
- 4 To save the file to the default destination (My Files), tap **Upload**.

or

To save the file to another destination on the ESN site:



iOS devices: In the **Select a destination** section, tap either **My Files**, **Shared With Me**, or **Net Folders**, navigate to the folder that you want to save the file to, then tap **Select > Upload**.

Android devices: Tap **Browse**, tap the location drop-down list to choose either **My Files** or **Net Folders**, tap the folder where you want to save the file, then tap **Select > Upload**.

Creating a Folder

NOTE: This functionality is not currently available on Windows Phone.




You can create a new folder from your mobile device.

- 1 (Conditional) To create a folder within an existing folder, navigate to the folder where you want to create a new folder, then tap the icon in the toolbar (for iOS, tap ; for Android, tap ).
- 2 Type the name for the new folder, then tap **Save/OK**.

Moving a File or Folder

NOTE: This functionality is not currently available on Windows Phone.



You can move a file or folder to another location on the ESN site by using your mobile device.


- 1 Navigate to the location that contains the file or folder that you want to move.
- 2 Tap the information icon next to the file or folder name that you want to move (for iOS, tap ; for Android, tap ).
- 3 **iOS devices:** Tap the **Actions** icon .
- 4 Tap **Move**.
- 5 In the **Change folder** section, click either the **My Files**, **Shared with Me**, or **Net Folder** icon that represents the location where you want to move the file or folder.
For example, if you want to move a file to a folder in your My Files area, click the **My Files** icon.
- 6 (Optional) If you want to move the file or folder to a specific folder within either the My Files, Shared with Me, or Net Folder areas:
 - 6a Navigate to the folder where you want to move the file.
 - 6b **iOS devices:** Click **Select**.
 - 6c Click **Move**.

Copying a File or Folder

NOTE: This functionality is not currently available on Windows Phone.

You can copy a file or folder to another location on the ESN site by using your mobile device.




- 1 Navigate to the location that contains the file or folder that you want to copy.
- 2 Tap the information icon next to the file or folder name that you want to copy (for iOS, tap ; for Android, tap ).

- 3 (Conditional) For iOS, tap the **Actions** icon .
- 4 Tap **Copy**.
- 5 In the **Change folder** section, click either the **My Files**, **Shared with Me**, or **Net Folder** icon that represents the location where you want to copy the file or folder.
For example, if you want to copy a file to a folder in your My Files area, click the **My Files** icon.
- 6 (Optional) If you want to copy the file or folder to a specific folder within either the My Files, Shared with Me, or Net Folder areas:
 - 6a Navigate to the folder where you want to move the file.
 - 6b **iOS devices:** Click **Select**.
 - 6c Click **Copy**.

Renaming a File or Folder

NOTE: This functionality is not currently available on Windows Phone.




You can rename a file or folder from your mobile device.

- 1 Navigate to the location that contains the file or folder that you want to rename.
- 2 Tap the information icon next to the file or folder name that you want to rename (for iOS, tap ; for Android, tap ).
- 3 **iOS devices:** Tap the **Actions** icon .
- 4 Tap **Rename**.
- 5 Type the new name, then tap **Save/Rename**.

Deleting a File or Folder

NOTE: This functionality is not currently available on Windows Phone.

You can delete a file or folder from your mobile device.

- 1 Navigate to the file or folder that you want to delete.
- 2 Tap the information icon next to the file or folder that you want to delete (for iOS, tap ; for Android, tap ).
- 3 **iOS devices:** Tap the **Actions** icon .
- 4 Tap **Delete**.
- 5 Tap **Yes/Delete** to confirm the deletion.

Viewing File Details

You can view important details about files on your mobile device.

- 1 Navigate to the file for which you want to view the details.
- 2 **iOS and Android:** Tap the information icon (for iOS, tap ⓘ; for Android, tap ⓘ > **Details**) next to the file name.

Windows: Long-press the file name, then tap **Details**.

The following details are displayed:

- ♦ **File Name:** The name of the file.
- ♦ **File Path:** The path to the file.
- ♦ **Size:** Size of the file.
- ♦ **Created By:** User who created the file.
- ♦ **Created:** Date that the file was created.
- ♦ **Modified By:** User who last modified the file.
- ♦ **Last Modified:** Date the file was last modified.
- ♦ **Note:** Note associated with the share from the user who shared the file. (Displayed only for shared files in the Shared with Me area.)
- ♦ **Downloaded:** Indicates whether the file has been downloaded and is available to view offline.
- ♦ **Share With:** Displays who the file has been shared with and information regarding the share.

Viewing Folder Details

You can view important details about folders on your mobile device.

- 1 Navigate to the folder for which you want to view the details.
- 2 **iOS and Android devices:** Tap the information icon (for iOS, tap ⓘ; for Android, tap ⓘ) next to the folder name.

Windows devices: Long-press the folder name, then tap **Details**.

The following details are displayed:

- ♦ **Folder Name:** The name of the folder.
- ♦ **Folder Path:** The path to the folder.
- ♦ **Created By:** User who created the folder.
- ♦ **Created:** Date that the folder was created.
- ♦ **Modified By:** User who last modified the folder.
- ♦ **Last Modified:** Date that the folder was last modified.
- ♦ **Note:** Note associated with the share from the user who shared the folder. (Displayed only for shared folders in the Shared with Me area.)







- ♦ **Share With:** Displays who the folder has been shared with and information regarding the share.

Managing Cached Files

If you cannot see updated content on the ESN app, or if you experience similar problems, you might need to clear the ESN cache. You can also view the amount of data your cached files are using, and you can set a maximum size for cached files.

- ♦ [“Clearing the Cache” on page 13](#)
- ♦ [“Setting a Maximum Size for Cached Files” on page 13](#)







CLEARING THE CACHE

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap ; for Windows, tap ).
- 2 **iOS devices:** Tap **Settings**  > **Usage** > **Clear Cache**.
Android devices: Tap **Settings**  **Storage** > **Clear Cache**.
Windows devices: Tap **Settings** , swipe to the **Storage** section, then tap **Clear Cache**.

The amount of data that cached items are consuming is also displayed in the **Cached Files** section (iOS), the **Current Cached Files** section (Android), and the **Current Cache Size** section (Windows).

SETTING A MAXIMUM SIZE FOR CACHED FILES

You can set a maximum file size so that nothing over the maximum size is cached.

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap ; for Windows, tap ).
- 2 **iOS devices:** Tap **Settings**  > **Usage**, then tap **Maximum Cache Size**.
Android devices: Tap **Settings**  > **Storage** > **Maximum Cache Size**.
Windows devices: Tap **Settings** , swipe to the **Storage** section, then tap in the **Maximum Cache Size** field.
- 3 Tap the number that represents the maximum file size that you want to cache.

Understanding Document Conflicts

If a document is edited at the same time from various locations, only the first file that is uploaded to ESN retains the original file name. Other versions of the file are

uploaded to ESN under different file names. Only the original file maintains any file comments and share information.

For example, suppose that User A and User B begin editing `file1.doc` at the same time on different devices. User A saves his changes and uploads the file to ESN. The file is saved in ESN with User A's changes and with the original file name (`file1.doc`). User B then saves her changes and uploads the file to ESN. User B's file is renamed to `file1 (User B's conflicting copy date).doc`. User B sees User A's version of `file1.doc` in ESN, and User B is notified that her file has been renamed.

IMPORTANT: A renamed file can be uploaded only if the user who created it has Contributor rights to the folder where the file originated. For example, if a file was shared with User B, and User B has only Editor rights to the folder where the file exists (not Contributor rights), the file cannot be uploaded to ESN after it is renamed.

Security Considerations

When you access ESN on your mobile device, it is important that your sensitive documents are secure. ESN provides secure access to files from your mobile device. However, if your ESN administrator has allowed you to download files to your mobile device, you need to make sure that your device is set up to encrypt files.

- ♦ [“Default Security Settings” on page 14](#)
- ♦ [“Configuring a 4-Digit Passcode” on page 14](#)
- ♦ [“Encrypting Downloaded Files” on page 14](#)





DEFAULT SECURITY SETTINGS

When you access Micro Focus ESN from your mobile device, you enjoy the same security as when you access ESN from your workstation. Security features include:

- ♦ Secure access via SSL
- ♦ All previously established access control settings

CONFIGURING A 4-DIGIT PASSCODE

For added security, you can configure a 4-digit passcode that is required when accessing the ESN app. If your device supports touch ID, you can enable touch ID to be used rather than the 4-digit passcode.

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap ; for Windows, tap ).
- 2 **iOS devices:** Tap **Settings**  > **Account** > **Passcode Lock**.

Android devices: Tap **Settings**  > **Account** > **Passcode Lock**.

Windows devices: Tap **Settings** , swipe to the **Account** section, then tap **Passcode Lock**.

- 3 Tap **Turn Passcode On**.
- 4 Specify and confirm your 4-digit passcode.
- 5 **iOS devices:** (Optional) If your device supports touch ID, you can enable the **Use Touch ID** option.

ENCRYPTING DOWNLOADED FILES

Your ESN administrator can allow you to download files to your mobile device and allow you to open files in third-party applications. If your ESN administrator has given you these abilities, ensure that your mobile device is set up to encrypt files:

- ♦ [“Encrypting Downloaded Files on iOS Devices” on page 14](#)
- ♦ [“Encrypting Downloaded Files on Android Devices” on page 14](#)
- ♦ [“Encrypting Downloaded Files on Windows Devices” on page 15](#)

Encrypting Downloaded Files on iOS Devices

NOTE: This functionality is available only on devices that offer hardware encryption, including iPhone 3GS and later, iPad (all models), and iPod Touch 3rd generation and later.

To set up your iOS device to encrypt files, you need to enable a passcode:

- 1 Turn on passcode encryption by tapping **Settings** > **General** > **Passcode Lock**.
- 2 Follow the prompts to create a passcode.
- 3 After the passcode is set, scroll to the bottom of the screen and ensure that the **Data protection is enabled** text is visible.

Encrypting Downloaded Files on Android Devices

NOTE: This functionality is available only on Android 4 and later. The steps might vary depending on your device.

To set up your Android device to encrypt files, you need to configure data encryption:

- 1 Tap **Settings** > **System Security**.
- 2 Tap **Data encryption**, then follow the on-screen prompts to set up data encryption for your device and for the SD card (the SD card is where downloaded files reside).





Encrypting Downloaded Files on Windows Devices

NOTE: This functionality is available only on Windows Phone 8.0 or 8.1 and must be enabled by your system administrator.


- 1 Ensure that your device is connected to a network that is running Exchange ActiveSync, then select **RequireDeviceEncryption**.

For more information about Windows Phone for Business, see the [Microsoft website \(http://www.microsoft.com/en-us/windows/enterprise/products-and-technologies/windows-phone.aspx\)](http://www.microsoft.com/en-us/windows/enterprise/products-and-technologies/windows-phone.aspx).

Signing Out

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap ; for Windows, tap ).
- 2 **iPhone:** Tap the **User** icon .

iPad and Android devices: Tap your linked user name in the upper right corner of the page

Windows: Tap **Settings** .

- 3 Tap **Sign Out**.

Features Not Available in the Mobile App

The ESN mobile app enables you to access your most important files wherever you are. However, not all ESN features are available in the mobile app. For a full set of features, access ESN from a web browser on your workstation, as described in the [ESN 1.0: User Access Guide](#).

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