Veritas Desktop and Laptop Option Mobile Application

Getting Started Guide

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Preface

The Getting Started Guide contains information about how to install and configure the Veritas DLO Mobile Application.

Intended Audience

This document is intended for users who want to install the DLO Mobile Application on their mobile device.

Introduction

DLO Users can now access their backed up files even if they are not in front of their desktops or laptops. With the new DLO mobile app, you will get instant access to your backed up files on your Android/iOS smart phones.

DLO ensures that corporate data that users have backed up is downloaded securely.

Note: The maximum file size that can be downloaded on Android devices and on iOS is 50 MB.

Overview

The following section provides information about how you can install the DLO Mobile app on iOS and Android devices.

Support Matrix

Below are the supported OS versions for Android and iOS devices:

Mobile OS Platform	OS Versions
iOS	iOS 7 iOS 8.x iOS 9 iOS 10
Android	Lollipop Marshmallow Nougat (7.0)

Supported Devices

The following device types are supported:

- Android phones
- Android Tablets
- iPads
- iPhones
- iPod touch

Advantages of DLO Mobile App

Anytime, anywhere access

- Access files and folders backed up from your desktops or laptops.

Easy Restore of files

- Once the user selects **Keep me logged in** option, the user remains logged into the app. This prevents the hassles of re-logging multiple times.

Secured File Restores

- The DLO mobile app gives you complete security, control, and visibility of your data.

Installing and configuring the DLO Mobile App

Before Getting Started

- Endpoint users should have backed up data from Desktops or Laptops using DLO.
- DLO Administrator to give users the privilege to download their backed up data from the Mobile devices. This option is available under **Profile→User Settings→Mobile/Web restore**
- Also, ensure that you have your user credentials and DLO Edge Server URL.

Installing the DLO Mobile App

To install the DLO mobile app on Android or iOS device,

1. On the mobile device, tap **Play Store** or **App Store**.
2. In the Search box, type **Veritas DLO**.
3. Tap **Veritas DLO**.
4. Tap **Install**.

Key Points

1. The downloaded files will be stored on the Device Storage.
2. After users uninstall the DLO mobile app from their mobile devices, the already downloaded data will not be deleted.
3. It is recommended to delete all the previously downloaded files using the **Delete All** option before proceeding with uninstallation of the app.
4. If Veritas DLO Edge Server is using self-signed SSL certificate, the DLOClient App will work only for 30 days after App installation. If 30 days period is exceeded, DLOClient App will not be functional.

Troubleshoot the DLO Mobile App

This topic provides information about how you can troubleshoot the DLO mobile app.

Unable to log on to the DLO mobile App

To resolve this issue, ensure the following:

- Your mobile device has mobile data enabled or is connected to wireless connection.
- Ensure DLO Administrator has provided privilege to restore backed up data from the Mobile devices. The options **Restore data** and **Mobile/Web Restore** should be selected under Profile>User Settings.
- You have entered the correct User Credentials to log in.
- Ensure that the user is not disabled from the DLO Administration Console.

UI hang issues observed while using DLO Mobile App

To resolve this issue:

- On Android devices, **'Force Stop'** the app from **Application Manager** and re-launch the app.
- In case the issue recurs, please report it to the DLO Administrator.
- In case of iOS, remove the app from background and re-launch it.

Files in Download tab are seen in Retry state.

This will be observed when the mobile app is in background while file download is in progress.

To resolve this issue:

- Get the DLO Mobile app to foreground by launching the app.
- Go to **Downloads** tab, tap **Retry** to reinitiate download of the file.

User is able to log in to the DLO Mobile App but is not able to view Computers under Devices tab.

To resolve this issue:

- Ensure that the computer is not disabled from the DLO Administration Console.

Unable to download a file, it remains in Preparing state.

Description: In case a file is not getting restored from the Desktop Agent and the user is trying to download the same file using the DLO mobile app.

To resolve this issue:

- Delete the file from the Download queue.
- Kill the app from background and re-launch the app.
- You can sign out and sign in again.

Known Issues in Mobile App

ET 3755807

Description: Runtime Error is seen inconsistently while working with the mobile app.

Explanation: You may observe this issue at times when the DLO mobile app crashes. Please share the screen as this will help in debugging the issue.

Workaround: Tap **Continue** or **Kill** to proceed with testing the app.

ET 3755784

Description: Sometimes DLO mobile app will exit unexpectedly while re-launching it.

Workaround: Re-launch the app.

ET 3806594

Description: On DLO Mobile App, **Report logs** feature fails to report logs to the Administrator in case the Server is installed in a custom path.