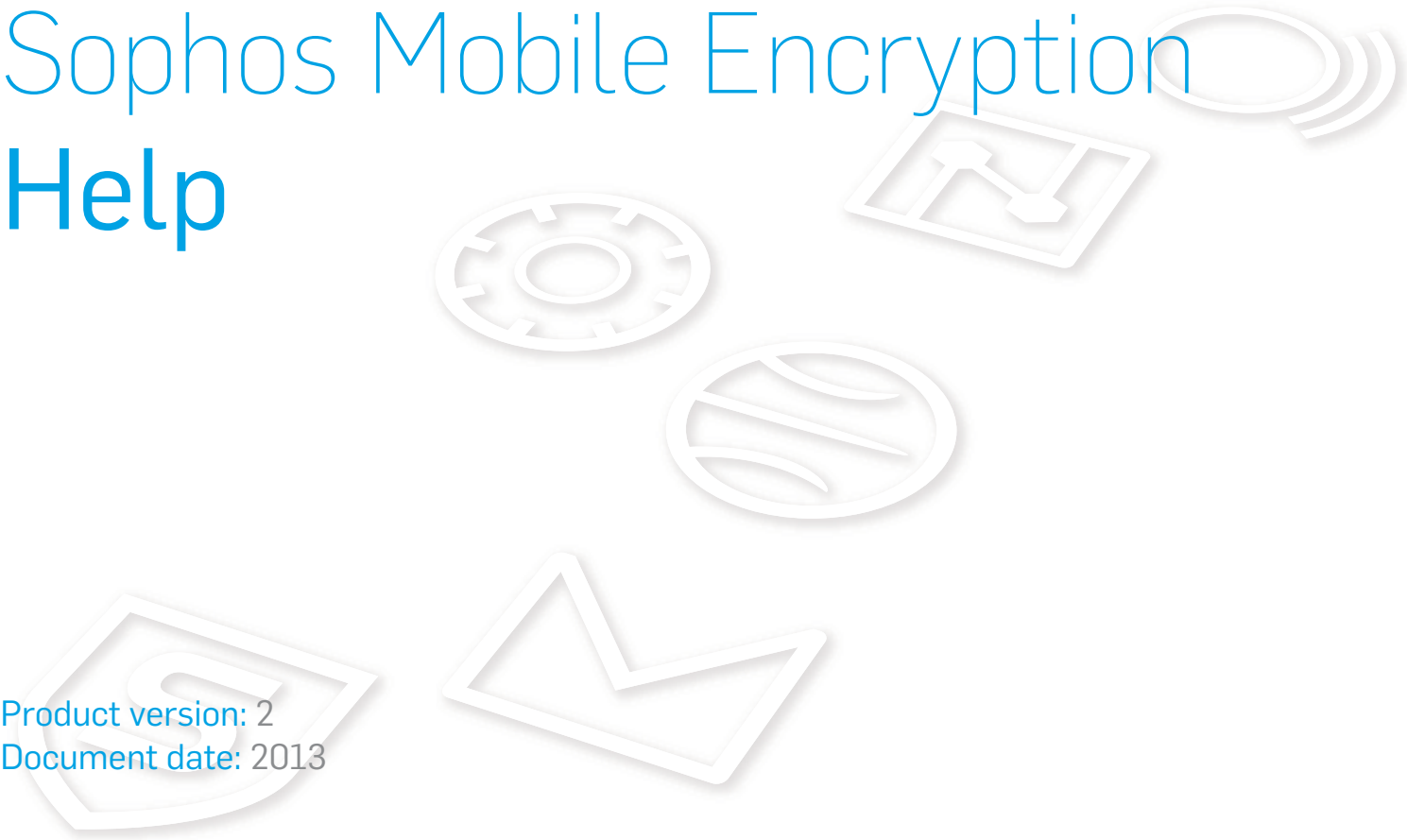
SOPHOS

simple + secure

Sophos Mobile Encryption

Help



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1 About Sophos Mobile Encryption

Sophos Mobile Encryption is an app for Apple iPads and iPhones to view Sophos SafeGuard encrypted files stored in Dropbox, Egnyte, Google Drive, Media Center and iTunes. Additionally it provides support for cloud storage providers that provide access via the WebDAV protocol.

With Sophos Mobile Encryption you can read files encrypted by SafeGuard Cloud Storage or SafeGuard Data Exchange. Both are modules of SafeGuard Enterprise or one of its different editions. They allow to encrypt files using a local key. These local keys are derived from a passphrase that is entered by a user. You can only decrypt a file when you know the passphrase that was used to encrypt the file.

For details on the SafeGuard Cloud Storage and SafeGuard Data Exchange modules please refer to the SafeGuard Enterprise 6 documentation on *www.sophos.com*.

The Sophos Mobile Encryption app is available from the Apple App Store for free.

Sophos Mobile Encryption works on all iPads and iPhones with iOS 5.0 or newer iOS versions.

1.1 Encrypted files on iPads and iPhones

Files are encrypted on a Windows endpoint that runs SafeGuard Enterprise or one of its editions first. Then you can transfer them to your iPad or iPhone.

Depending on how you want to transfer your encrypted files to your iPhone or iPad you have to choose the encryption module on the Windows endpoint:

- SafeGuard Cloud Storage encrypts files stored in Dropbox, Egnyte, Google Drive and Media Center.

  With SafeGuard Cloud Storage and one of these cloud storage providers you can exchange files with partners in an easy, but secure way. You can store encrypted files in the cloud and your partners can read them with Sophos Mobile Encryption. Your partners only have to download it from the Apple Store first and they need to know the passphrase for the file.

- With SafeGuard Data Exchange you can encrypt single files on the Windows endpoint and transfer them to your iPad or iPhone with iTunes.

Note: Files encrypted with a *non-local key*, that is a key that has not been derived from a passphrase, cannot be decrypted by Sophos Mobile Encryption.

1.2 Installation and update

You can install the Sophos Mobile Encryption app from the Apple App Store. Update works via the usual mechanism for iPad/iPhone apps.

Sophos Mobile Encryption supports **Favorites**. **Favorites** are local copies of files in Dropbox, Egnyte, Google Drive or Media Center cloud storage that can be read without a connection to the cloud. This feature is not part of the free version of Sophos Mobile Encryption but can be enabled by In-App Purchase from inside the Sophos Mobile Encryption app.

1.3 Supported file formats

With Sophos Mobile Encryption you can view files of the following types:

- **Images**: JPG, JPEG, PNG, GIF, TIFF, TIF, BMP, BMPF, ICO, CUR, XBM
- **Documents**: DOC, DOCX, PAGES
- **Spreadsheets**: XLS, XLSX, CSV, NUMBERS
- **Presentations**: PPT, PPTX, KEY
- **Acrobat Reader**: PDF
- **Text**: TXT, TEXT
- **Rich Text**: RTF
- **Web**: HTML, HTM
- **Audio**: AAC, MP3, M4A
- **Video**: MOV, MP4, M4V

The contents of files with an unknown format cannot be displayed by Sophos Mobile Encryption.

2 Home view

Tap the **Encryption** icon to start the app. The **Home** view lists the supported storage providers:

- **Favorites**: Opens a view listing the files marked as favorites in the Dropbox, Egnyte or Media Center view.
- **iTunes**: Opens a view listing the files assigned to Sophos Mobile Encryption via iTunes.
- **Dropbox**: Opens a view that lists the files in your Dropbox space. Tap the **Detail Disclosure** button to open the **Dropbox** configuration dialog.
- **Egnyte**: Opens a view that lists the files in your Egnyte space. Tap the **Detail Disclosure** button to open the **Egnyte** configuration dialog.
- **Google Drive**: Opens a view that lists the files in your Google Drive space. Tap the **Detail Disclosure** button to choose an existing Google account or to add a new one.
- **Media Center:** Opens a view that lists the files in your Media Center space. Tap the **Detail Disclosure** button to open the **Media Center** configuration dialog.
- **WebDAV:** Opens a configuration dialog to link with any cloud storage provider that allows access using the WebDAV protocol.

After selecting one of the above, tap the **Back** button to return to the home view.

Note: You can select which cloud storage providers are displayed in the **Home** view. To do so go to the **Settings** app and select **Encryption**. In the **Accounts** section turn accounts to be displayed **on**. If you set an account to **off** , it will be hidden. No data is deleted but the account is not synchronized anymore. If you turn it **on** again, the account and related data will be displayed again.

3 iTunes

To view encrypted files in iTunes on an iPad or iPhone, the files have to be encrypted on a Windows endpoint that runs SafeGuard Data Exchange first. To enable an endpoint to encrypt files and then transfer them to an iPad or iPhone via iTunes it needs the following:

- A **policy of type Data Exchange** that allows you to encrypt files with a local key.
- A **policy of type General Settings** that defines **iTunes.exe** as an ignored application.

  This way files stay encrypted when they are transferred to your iPad or iPhone with iTunes.

As soon as the files are encrypted, you can transfer them using the iTunes File Sharing feature for apps.

1. Connect your iPad or iPhone to the endpoint.
2. In iTunes, select the device.
3. Click **Apps** at the top of the device view. All apps that can transfer documents between your device and this computer are listed in the **File Sharing** section.
4. Click **Encryption**.
5. Drag and drop the files you want to transfer to the iPad or iPhone to the **Encryption Documents** section.
6. Click **Add...**.
7. Tap **iTunes** in the **Encryption** apps **Home** view. The files are listed in the file view.

3.1 File list view

Tap **iTunes** in the **Home** view to list all files assigned to the **Encryption** app.

The **iTunes** file list does not show folders as iTunes does not support folders when making use of the File Sharing feature for apps.

3.2 View a file

1. Tap a file in the file list view.
2. If the file is encrypted, the **Encryption** app asks you for a passphrase. Enter the passphrase that was used in SafeGuard Enterprise to create the local key for encrypting the file. If you enter a wrong passphrase, a delay of three seconds is imposed before you can retry to enter the passphrase.
3. Tap the **Decrypt** button or the **Done** key on the virtual keyboard.
4. The plain file is displayed in the **Document View** for reading.

Note: You can cancel an ongoing decryption process by tapping the left button in the title bar, switching back to the file list. When you cancel decryption, the partially written plain file is deleted.

4 Dropbox

To view encrypted files in Dropbox on an iPad or iPhone, files in the cloud storage have to be encrypted on a Windows endpoint that runs SafeGuard Cloud Storage first.

To enable an endpoint to encrypt files in Dropbox it needs a **policy of type Cloud Storage** that allows you to encrypt files in Dropbox.

Sophos Mobile Encryption then allows you to view the encrypted files stored in Dropbox on your iPad or iPhone.

4.1 Configure Dropbox

The configuration dialog is displayed if you tap **Dropbox** in the **Home** view and Dropbox has not been configured yet.

Tap the **Detail disclosure** button to open the Dropbox configuration dialog to link or unlink a Dropbox account with Sophos Mobile Encryption.

- **If a Dropbox account has already been linked**, the account info and a red button to unlink the account are displayed. Tap the button to unlink the account.
- **If no Dropbox account is linked**, tap the **Link with Dropbox** button to trigger the linking of a Dropbox account.

4.1.1 Link a Dropbox account to the app

When you tap the **Link with Dropbox** button, either a **Dropbox** dialog appears or the original Dropbox app is launched.

- **Dropbox** dialog: Here you are asked to log in to **Dropbox**. After login, you are asked if access for Sophos Mobile Encryption should be granted.
- **Original Dropbox app**: The original Dropbox app opens and asks if access for **Sophos Mobile Encryption** should be granted.

After access is granted, the new link state is displayed. Tap the **Done** button to change to the file list view.

4.2 File list views

The **Dropbox** list supports folders.

File lists are updated automatically:

- When you change to a subfolder of the current folder, up-to-date information provided by the cloud server is shown.
- When you return to the parent folder of the current folder, the original information is shown. In this case, the server is queried for new information.
- If a **Dropbox** folder was shown when the app was sent to the background and you resume it, the file list is updated with the current information from the cloud.

4.3 View a file

When browsing Dropbox in the file list view, the listed files are not yet on the device. You have to download them from Dropbox before you can view them.

1. Tap a file entry in the file list view to start the download of the selected file. A progress bar shows the download status.
   - If you tap a file that is currently downloaded, the download is canceled.
   - If you tap a different file while a download of a file is in progress, the download is canceled and the download of the other file you selected is started.
   - If you tap a folder or navigate back, the currently running download is canceled.
2. Tap a file in the file list view.
3. If the file is encrypted, the **Encryption** app asks you for a passphrase. Enter the passphrase that was used in SafeGuard Enterprise to create the local key for encrypting the file. If you enter a wrong passphrase, a delay of three seconds is imposed before you can retry to enter the passphrase.
4. Tap the **Decrypt** button or the **Done** key on the virtual keyboard.
5. The plain file is displayed in the **Document View** for reading.

Note: You can cancel an ongoing decryption process by tapping the left button in the title bar, switching back to the file list. When you cancel decryption, the partially written plain file is deleted.

5 Egnyte

To view encrypted files in Egnyte on an iPad or iPhone, files in the cloud storage have to be encrypted on a Windows endpoint that runs SafeGuard Cloud Storage first.

To enable an endpoint to encrypt files in Egnyte, it needs a **policy of type Cloud Storage** that allows you to encrypt files in Egnyte.

Sophos Mobile Encryption then allows you to view the encrypted files stored in Egnyte on your iPad or iPhone.

5.1 Configure Egnyte

The configuration dialog is displayed, if you tap **Egnyte** in the **Home** view and **Egnyte** has not been configured yet.

Tap the **Detail disclosure** button to open the **Egnyte** configuration dialog to link or unlink an **Egnyte** account with Sophos Mobile Encryption.

- **If an Egnyte account has already been linked**, the account info and a red button to unlink the account are displayed. Tap the button to unlink the account.
- **If no Egnyte account is linked**, filling out the form and tapping the **Link with Egnyte** button triggers the linking of an **Egnyte** account.

5.1.1 Link an Egnyte account to the app

When you enter URL, user name and password and tap the **Link with Egnyte** button in the **Egnyte** configuration dialog the connection to the **Egnyte** server will be established.

After access is granted, the new link state is displayed. Tap the **Done** button to change to the file list view.

6 Media Center

To view encrypted files in Media Center on an iPad or iPhone, files in the cloud storage have to be encrypted on a Windows endpoint that runs SafeGuard Cloud Storage first.

To enable an endpoint to encrypt files in Media Center, it needs a **policy of type Cloud Storage** that allows you to encrypt files in Media Center.

Sophos Mobile Encryption then allows you to view the encrypted files stored in Media Center on your iPad or iPhone.

6.1 Configure Media Center

The configuration dialog is displayed, if you tap **Media Center** in the **Home** view and **Media Center** has not been configured yet.

Tap the **Detail disclosure** button to open the **Media Center** configuration dialog to link or unlink an **Media Center** account with Sophos Mobile Encryption.

- **If an Media Center account has already been linked**, the account info and a red button to unlink the account are displayed. Tap the button to unlink the account.
- **If no Media Center account is linked**, filling out the form and tapping the **Link with Media Center** button triggers the linking of an **Media Center** account.

6.1.1 Link an Media Center account to the app

When you enter user name and password and tap the **Link with Media Center** button in the **Media Center** configuration dialog the connection to the **Media Center** server will be established.

After access is granted, the new link state is displayed. Tap the **Done** button to change to the file list view.

7 Google Drive

To view encrypted files in Google Drive on an iPad or iPhone, the files in the cloud storage have to be encrypted first on a Windows endpoint that runs SafeGuard Cloud Storage.

To enable an endpoint to encrypt files in Google Drive, it needs a **policy of type Cloud Storage** that allows you to encrypt files in Google Drive.

Sophos Mobile Encryption then allows you to view the encrypted files stored in Google Drive on your iPad or iPhone.

7.1 Configure Google Drive

The configuration dialog is displayed, if you tap **Google Drive** in the **Home** view and **Google Drive** has not been configured yet.

Tap the **Detail disclosure** button to open the Google Drive configuration dialog to link or unlinkto link or unlink a Google Drive account with Sophos Mobile Encryption.

- **If a Google Drive account has already been linked**, the account info and a red button to unlink the account are displayed. Tap the button to unlink the account.
- **If no Google Drive account is linked**, tap the **Link with Google Drive** button to trigger the linking of an **Google Drive** account.

7.2 Link a Google Drive account to the app

After tapping the **Detail disclosure** button and the **Link with Google Drive** button you can choose an existing Google Drive account or add a new one. If you tap on a **Google Drive** account, the connection to the **Google Drive** server will be established.

After access is granted, the new link state is displayed. Tap the **Done** button to change to the file list view.

8 Link an account using WebDAV

A configuration dialog is displayed when you tap on **WebDAV** in the **Home** view. Here you can enter the **Server URL** of any cloud storage provider that supports access using the WebDAV protocol.

To link an account enter **Server URL**, **Username** and **Password** and click **Link with WebDAV**.

9 Favorites

Favorites are local copies of files in **Dropbox**, **Egnyte**, **Google Drive**, **Media Center** or any **WebDAV** cloud storage that can be read without a connection to the cloud. By marking files as **Favorites** you can download them for offline reading.

Note: The list of **Favorites** is emptied when you unlink an account.

9.1 Marking files as Favorites

- When you view a file from **Dropbox**, **Egnyte**, **Google Drive**, **Media Center** or any **WebDAV** cloud storage, you can tap the screen to display the navigation bar that includes a **Favorite** button: the star icon on the right-hand side of the navigation bar. An empty star icon indicates that the file is not on the **Favorites** list.
- If you tap on the empty star icon, the file is added to the **Favorites** list. Sophos Mobile Encryption creates a local copy of the currently viewed file. The empty star changes to a full star. The full star icon indicates that the file you are viewing is on the **Favorites** list.
- If you tap on a full star icon, the file is removed from the **Favorites** list. Sophos Mobile Encryption deletes the local copy of the file. The full star changes to an empty star.

9.1.1 Marking or unmarking multiple files

The **Dropbox**, **Egnyte**, **Google Drive**, **Media Center** or **WebDAV** view contains an **Edit** button in the upper right-hand side of the view. With this button, you can mark or unmark multiple files at once.

1. Tap the **Edit** button to set the file list to edit mode. Each file gets a **selection circle** on the left-hand side. Files that have already been marked as **Favorites** have a checked selection circle. A toolbar with a **Favorites** icon is shown at the bottom of the view and the **Edit** button changes to **Cancel**.
2. Select or deselect multiple files by tapping on their selection circle.
3. Tap the **Favorites** button in the bottom toolbar.

   Selected files are added to the **Favorites** view and deselected files are removed from it. If you tap the **Cancel** button, the edit mode is closed and all selections are rejected.

4. Tap **Favorites** in the **Home** view.

   The files are displayed/removed from the file list.

9.2 Reading files offline

Tap **Favorites** in the **Home** view to display the list of files marked as **Favorites**.

Note: As **Favorites** with identical names may originate from different folders in **Dropbox**, **Egnyte**, **Google Drive**, **Media Center** or **WebDAV** cloud storage, there may be multiple entries with identical names in the list.

You can read the files in the list without a connection to the cloud.

Note: When you view a file from **Favorites**, the toolbar also contains a full star icon. If you tap it, the file is removed from **Favorites**. If you tap the empty star icon again, the file is not added to **Favorites** again. You can only add files to **Favorites** from the **Dropbox**, **Egnyte**, **Google Drive**, **Media Center** or **WebDAV** view.

9.3 Updating local copies

When you open a file from **Favorites**, the local copy of the file is displayed. If a newer version of the file exists in the cloud and you want to have your local copy updated, you can either open the file from the **Dropbox**, **Egnyte**, **Google Drive**, **Media Center** or **WebDAV** view or tap the synchronize icon in the bottom toolbar in the **Favorites** view.

When you open a file from the **Dropbox**, **Egnyte** or **Media Center** view, the latest version is shown:

- If there is a local copy in **Favorites** that is up-to-date, the local copy is opened.
- If there is a local copy in **Favorites** that is not yet up-to-date, the latest version is downloaded from the cloud, copied to **Favorites** and then opened.

The **Favorites** view offers a synchronize icon for retrieving the current versions for all files. When you tap the icon in the bottom toolbar, the overlay icons for all items in the list change to grey. This indicates that they are checked for newer versions. Whenever a file has been checked and a newer version has been downloaded or the file has been found to be up-to-date, the color of the overlay icon changes back to pink. Synchronization is done in the background. You can leave the view while synchronization continues. Files that are marked as **Favorites**, but are no longer in **Dropbox**, **Egnyte**, **Google Drive**, **Media Center** or **WebDAV**, are removed from the **Favorites** view.

Synchronization ends when the app is closed and does **NOT** continue after a restart.

10 Document view

- Documents are always presented in full screen view.
- If you tap the screen a title bar is displayed. This title bar shows the file name and provides a **Back** button.
- If the file list originates from **Dropbox**, **Egnyte**, **Media Center**, **Google Drive**, **WebDAV** or **Favorites**, a **Favorites** button is shown. With this button, you can add a file to **Favorites** or remove it.
- Press the **Back** button to return to the file list view.
- For encrypted files, the decrypted plain file is deleted when you leave the document view. When you send the **Encryption** app to the background during document view (for example by accepting an incoming call on your iPhone) the app also deletes decrypted plain files and switches back to the file list after 10 minutes for security reasons.

11 Technical support

You can find technical support for Sophos products in any of these ways:

- Visit the SophosTalk forum at *http://community.sophos.com/* and search for other users who are experiencing the same problem.
- Visit the Sophos support knowledgebase at *http://www.sophos.com/en-us/support.aspx*
- Download the product documentation at *http://www.sophos.com/en-us/support/documentation.aspx*
- Send an email to *support@sophos.com*, including your Sophos software version number (as shown in the about screen that can be opened from the menu) and device information.

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