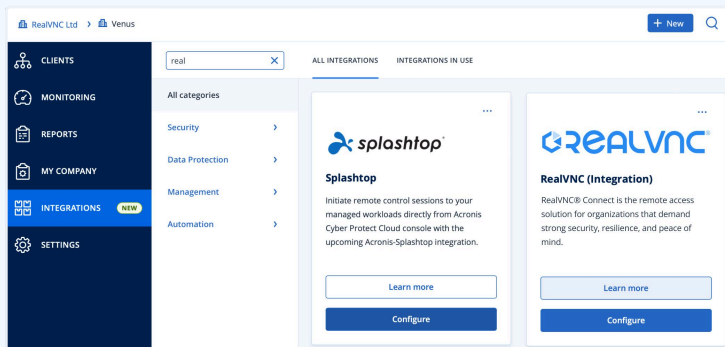




Setting up the RealVNC Connect Acronis CyberApp

INTEGRATION GUIDE

Getting started



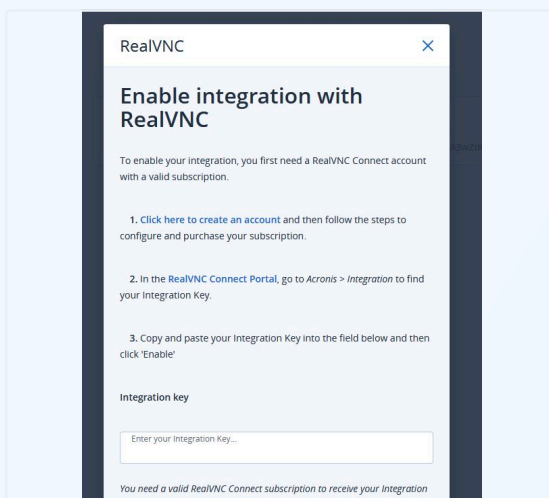
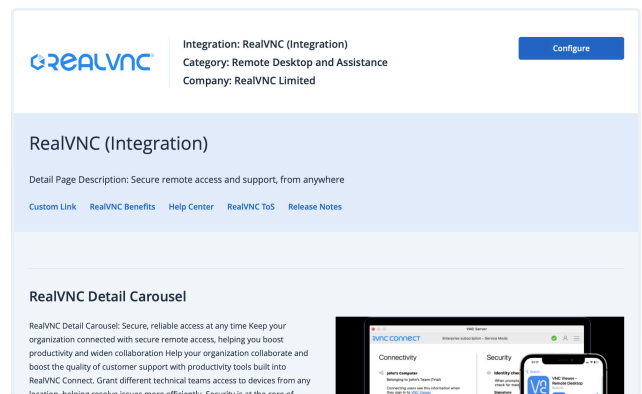
CATALOGUE CARD

First, select **Integrations** in your tenant, and browse to **Management > Remote Desktop and Assistance**.

From the RealVNC catalogue card, we can select **Learn more** and/or **Configure**.

DETAILS PAGE

After clicking **Learn more**, you'll arrive on the details page which gives an overview of RealVNC's features and benefits.



ENABLEMENT

Click **Configure** to go to a page where you can add your integration key.

In order to receive an integration key, you will first need to have a suitable RealVNC Connect subscription.

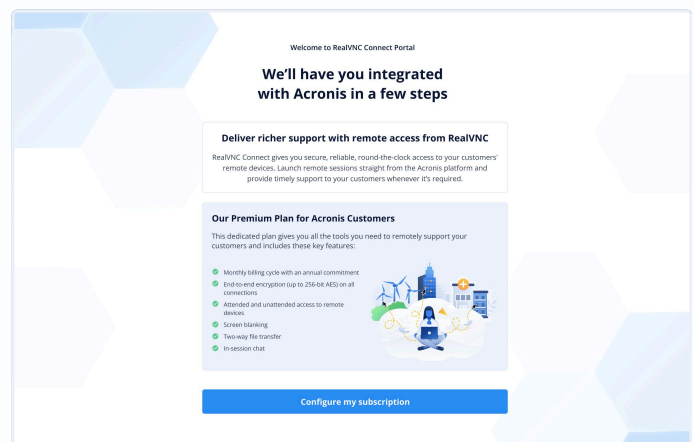
To get started, click on **Click here to create an account**.

CREATE ACCOUNT

Fill out your details and then click the ***Get Started Now*** button.

WELCOME PAGE

Once filled in, on to the **welcome page**.
To continue with account setup, click the ***Configure my subscription*** button.



CONFIGURATION

Choose the number of **Concurrent Sessions** that you will need.

You can do this manually or use the ***Technicians*** slider to get a recommended number of Concurrent Session that's based on the number of users that will be providing support.

Billing

Then on to **billing**:

Billing details

This purchase is for

☐ Business use ☐ Personal use

Address line 1

Address line 2

City or town ZIP or postcode

Country or region

Review your order summary

Plan	
Premium MSP Annual	3 concurrent session
Includes	Unlimited Devices
Includes	Unlimited Us
	\$47.25 USD
Renewal date	January 29, 2025
Subtotal	\$47.25 USD
Tax	\$9.45
	Use a discount code
Total (per year)	\$56.70 USD

Payment

[Credit card](#) [PayPal](#)

Card Type

VISA AMEX DISCOVER

Card Number

Expiration Date

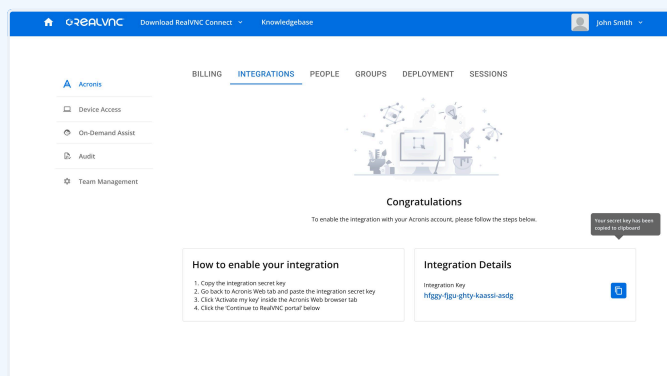
- Select One - / - Select One -

CW

Cardholder Name

Street Address

Once your payment has processed, you'll be redirected to the **Acronis > Integrations** area of the RealVNC Connect Portal where you can find your integration key.



3. Copy and paste your Integration Key into the field below and then click 'Enable'

Integration key

Enter your Integration Key...

You need a valid RealVNC Connect subscription to receive your Integration Key.

Tip: You can return to this page by clicking the 'Configure' button on the RealVNC page in the Acronis Integrations catalog.

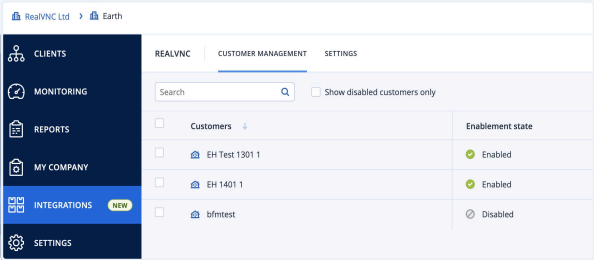
[Cancel](#) [Enable](#)

Copy your integration key and then paste it into the Acronis enablement form (accessible by clicking **Configure** on the RealVNC CyberApp profile in Acronis).

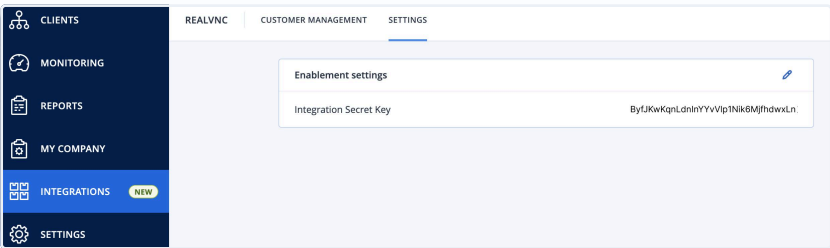
Click **Enable** to activate the integration.

INTEGRATION COMPLETE

Once integrated, you can then enable the integration for customers of your choosing:

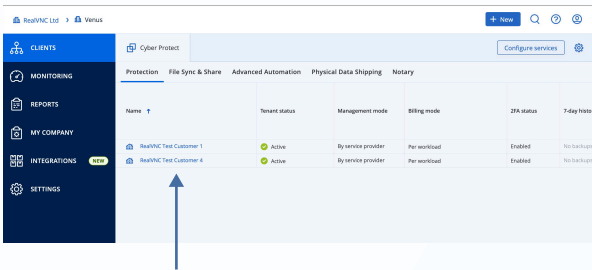


Note: Disabling a previously enabled customer here will remove the team from our back-end services and prevent connections being made via RealVNC software, even if used outside of Acronis.

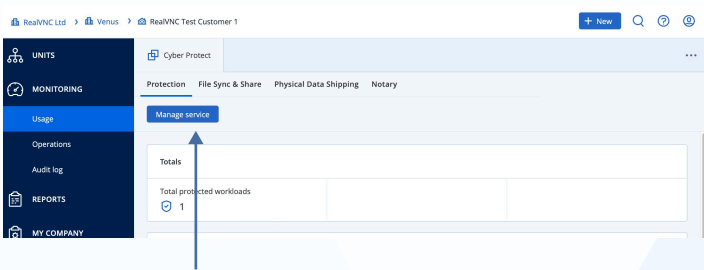


And also review the integration settings.

The edit/pen icon can be clicked to replace the integration key. This will be required if the integration key has been regenerated in the RealVNC Connect Portal. Subsequently, all customers will need to be re-enabled, and RealVNC servers re-joined.



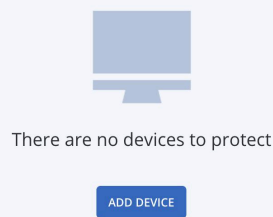
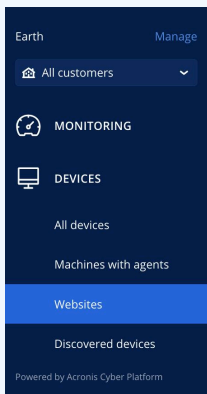
Select the partner that you require.



Choose 'Manage service'

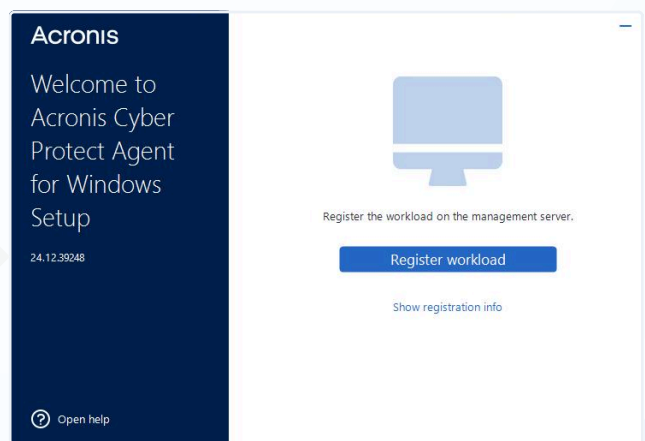
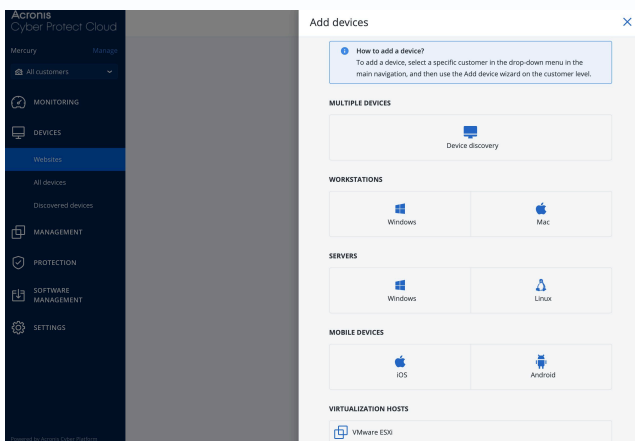
Join a device

Once the integration is enabled for a customer, we still need to join a device to the customer/team in order to be able to connect to it via the **Connect button**.

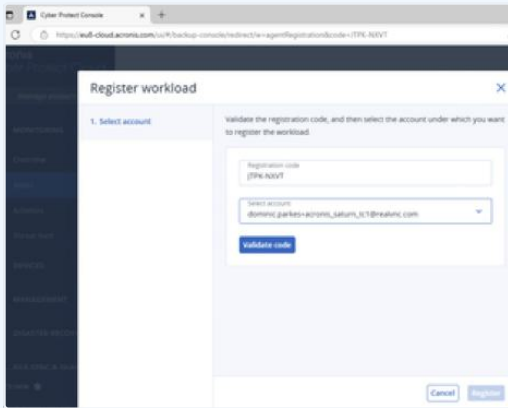


Before we can join a device, we need to register it with Acronis.

Navigate to the customer tenant, and to the **Devices** menu. This should be empty and contain an **Add Device** button.



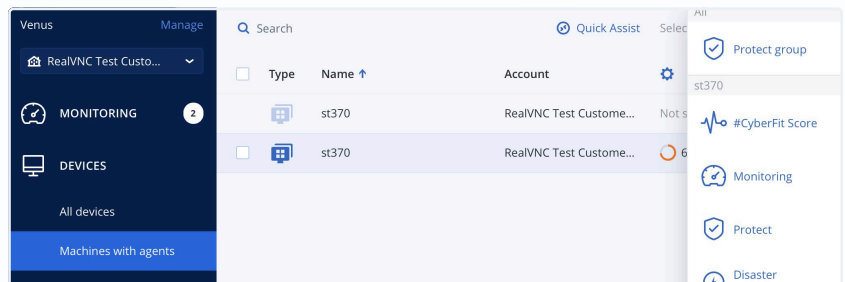
There are various methods with which to register a device, but the simplest is to download the Agent via the **Add Device** button, selecting the appropriate platform. From there, run the installer and select **Register workload** once installed.



This will open up the **Cyber Protect console** in your browser, and pre-fill the registration code, prompting you to select an account to register with.

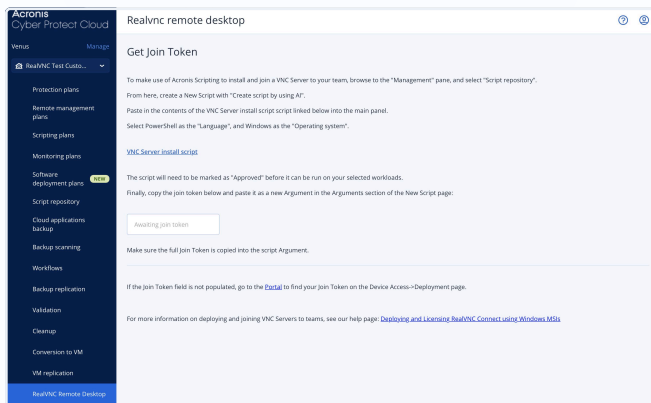
This should be the admin for the customer, and you will likely have to sign in as that account prior to accessing this page:

Validate the code, and then **Register** if valid. The console should then update to include the new workload/device in the Device menu:




Running a script to install & join VNC Server

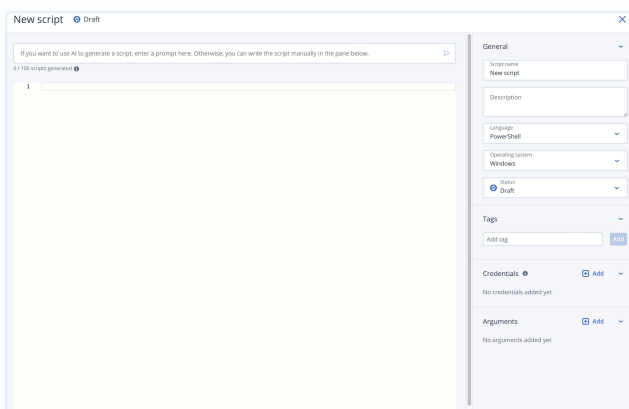
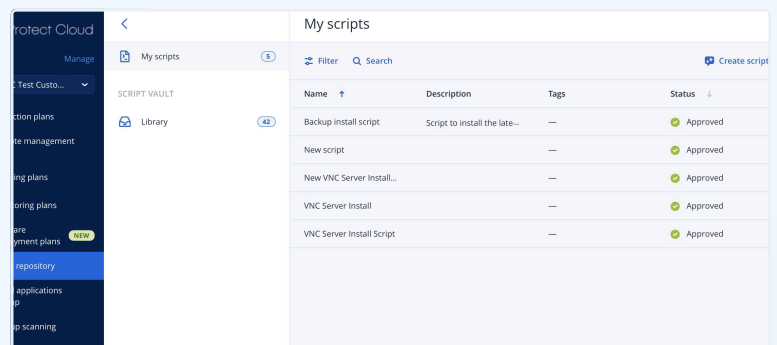
Once we have a device or devices on the customer profile, we can navigate to the **Main Menu** > **Management** > **RealVNC Remote Desktop** menu option:



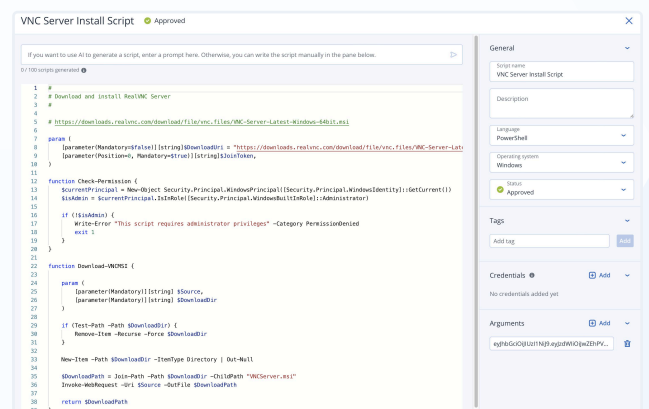
Here we can see a **Join Token** for the customer/team, and a set of instructions to use to add a script for installing and joining the VNC Server.

 The script will automatically install the latest supported version of VNC Server.

Open up the **Script Repository**, (it's best to do this in a separate browser tab) and follow the Scripting instructions:

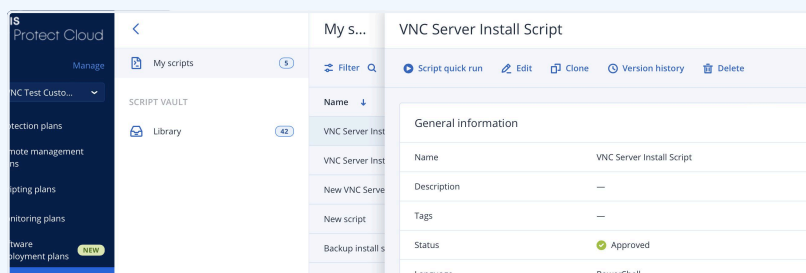


Click on **Create script by using AI** from above the **My Scripts** table.

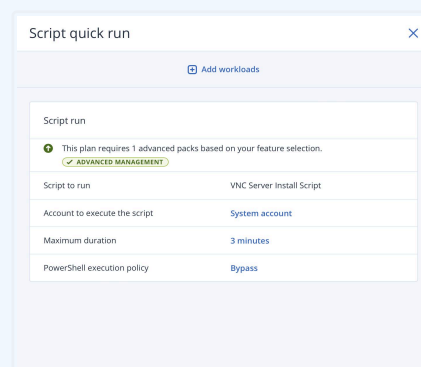


Populate the script and arguments, then set the **Status** field from **Draft** to **Approved** and click **Save**.

Select your newly created script from the **My scripts** list, then click **Script quick run**:

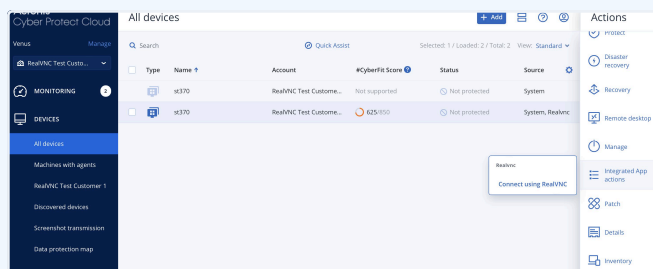
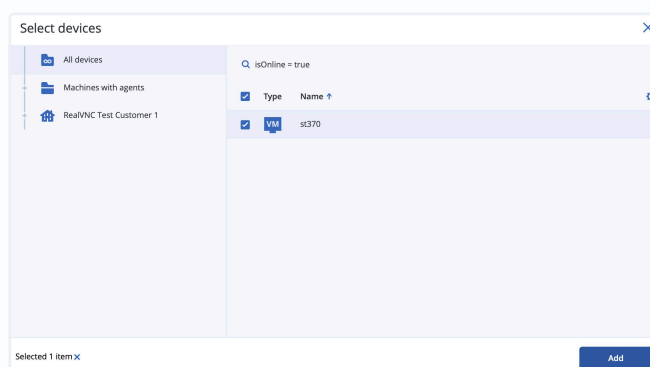


From the **Script quick run** window, click **Add workloads**:



Select the workload(s) and then click **Add** to add them to the script.

Click **Run now** on the **Script quick run** window and wait for your script to run.



Once completed, we should see a VNC Server installed and joined on the device managed by the workload, and we should see the **Connect using RealVNC** button under **Integrated App actions** on the *Acronis Devices* page.

i Before making a connection, you'll first need to download and install the VNC Viewer from <https://downloads.realvnc.com/download/file/viewer.files/VNC-Viewer-Latest-Windows.exe>

The **Connect using RealVNC** option will open up the locally-installed RealVNC Viewer application and make a connection to the RealVNC Server we've just installed.

The RealVNC Viewer will prompt the user to sign-in to the application if they are not already signed-in, and the RealVNC Server itself may have an authentication step to access the desktop it is serving.