

Configuring aACE for Mobile Apps

Last Modified on 03/12/2024 2:07 pm EDT

This guide explains how to prepare your system to use any aACE mobile app. It is intended for system administrators.

Before setting up any mobile app, complete the following setup tasks:

1. Configure FileMaker Server

Enable the Web Publishing Engine via the FileMaker Admin Console. Additionally, turn on the Web Server with Data API enabled. For details about these configurations, please see [Claris's documentation for FileMaker Data API](https://help.claris.com/en/data-api-guide/content/index.html) (<https://help.claris.com/en/data-api-guide/content/index.html>).

2. Install the aACE Mobile File

Install the aACE Mobile file on your server to handle the data exchange between aACE and all mobile apps. You only need to install the aACE Mobile File once to support all apps released *up to that point*. As we release new apps, you may need to remove an outdated aACE Mobile File from the server and install a new one.

Note: Do not confuse the aACE Mobile file with the actual mobile apps, which are deployed on the devices where they will be used.

To install the aACE Mobile file on your server:

1. Request the latest version of the aACE Mobile file by [emailing aACE Support](#).
2. Download the file from the response email to your desktop and unzip it.
3. Upload the file to your FileMaker Server, as explained in the [FileMaker documentation](https://help.claris.com/en/server-help/content/hostdb-upload-pro.html) (<https://help.claris.com/en/server-help/content/hostdb-upload-pro.html>). Note these details:
 - Specify the proper location – Upload the integration file to the “aACE” folder.
 - Open the uploaded file in FileMaker Pro – Marking this flag allows the file to open automatically.
If the flag is *cleared*, you can open the file manually by clicking **File > Hosts > Show Hosts**, then clicking the **Network File Path** button in the top-right of the window.
4. Open the file and follow the prompts to connect the aACE Mobile file to your aACE system.

3. Create aACE Users for Mobile Apps

Each mobile app has different user requirements. aACE team members access each mobile app with login credentials. However, we design some apps for individual users, while others work best when shared using a 'device-specific' team member.

aACE Software licensing is per 'named' user. This means a team member cannot be logged on simultaneously to multiple workstations, including mobile apps – if a user logs in to aACE on their desktop, then logs in to a mobile app, the desktop session will be disconnected.

The privileges and preferences of a user group will restrict access to aACE records in an app. For example, a team member who can only view leads assigned to her will have the same limitation in the aACE desktop and in the CRM app.

4. Obtain Your Device(s) and Install Claris FileMaker Go

Most aACE mobile apps are compatible on the iPhone, iPad Mini, and regular iPad (Non-iOS mobile devices are not supported). For details, please consult the setup documentation for each specific app.

You must install FileMaker Go on each device that will run an aACE app. This free app is [available in the Apple App Store](https://apps.apple.com/us/app/claris-filemaker-go-19/id1484857908) (https://apps.apple.com/us/app/claris-filemaker-go-19/id1484857908).

Note: You can also use aACE mobile apps on Mac and PC desktop computers that have FileMaker Pro installed.
