Connected MX
Agent

Software Version 4.11.0

For the Windows and macOS operating systems

Release Notes

Micro Focus®

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This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (http://www.openssl.org).

Documentation updates

The title page of this document contains the following identifying information:
- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for updated documentation, visit https://www.microfocus.com/documentation/connected-mx/.

Support

Visit the MySupport portal to access contact information and details about the products, services, and support that Micro Focus offers.

This portal also provides customer self-solve capabilities. It gives you a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the MySupport portal to:

- Search for knowledge documents of interest
- View software vulnerability alerts
- Enter into discussions with other software customers
- Manage software licenses and support contracts
- Submit and track service requests
- Contact customer support
- View information about all services that Support offers

Many areas of the portal require you to sign in. If you need an account, you can create one when prompted to sign in. To learn about the different access levels the portal uses, see the Access Levels descriptions.

Contents

Release Notes

Connected MX Agent 4.11.0

This document is an overview of the changes made to Micro Focus CMX Agent 4.11.0 for both Windows and macOS operating systems. It contains important information about the following items, which other documentation does not include:

- Enhancements

- Resolved issues

- Limitations

- Open issues

- Installation

For information about the installation requirements and compatibility of this release with other products, see the associated *Micro Focus Connected MX Agent 4.11.0 Support Matrix*. The support matrix may be updated between releases, so it is available only from the Connected MX documentation site.

Enhancements

This section describes the enhancements in this release. For more information about a specific one, see the CMX Help Center or contact Micro Focus Support.

Backup on-disk files in OneDrive folder. The Agent supports backup of on-disk files under the OneDrive sync root folder. (TT-32576)

Agent allows backup of only those files in your OneDrive that are **Always available on this device** (fully pinned) or **Available on this device** (pinned) to your local system. This over comes the issue of downloading files that are stored in cloud system during backup.

> **IMPORTANT:**
> - If the folder is stored in the cloud system and one or any of the files within that folder is **Always available on this device** or **Available on this device** to your local system, then the Agent takes the backup of the entire folder skipping any files stored in the cloud system.
>
> - Once the Agent has backed up the in-disk files from OneDrive folder and later you move the files back to the cloud in your local system's OneDrive folder then these files do not get deleted from CMX. The files will remain in the CMX server and will be deleted during the next scan.

> **NOTE:** This enhancement is applicable only for Windows 10 versions of the Operating System.

Preference setting to delay Agent scans. The **General** tab of the Agent's preference settings now

provides an option to delay the Agent's startup scan for up to 60 minutes. (TT-32884)

You can override the default value for this setting if your administrative policy allows.

> **NOTE:** If your Agent automatically starts when you log on, a delayed scan can improve your system's startup performance because the scan begins after other applications have completed their initial processing.
>
> However, delaying the scan also delays any backup that results from it. Therefore, to ensure that CMX protects your files as soon as possible after you log on, delay the scan only if your system performance at startup is slow because many applications start at that time.

Resolved issues

This release resolves the following issue. For more information, contact, Micro Focus Support.

Issue: Resolved the issue that enabled the Agent to run without a device ID when a network problem at start up prevents its retrieval. (TT-33153)

Limitations

This section describes the limitations in this release. For more information about a specific one, contact Micro Focus Support.

Issue: Available on this device files in one drive are getting backed up only when the scanner thread runs. (TT-34886)

When OneDrive files are opened, file state becomes **Available on this device** and those files back up does not happen immediately. The **Available on this device** files are backed up only when the scanner thread runs, that is, when an agent is restarted or when the backup policy is updated.

Issue: Due to data protection measures introduced in macOS 10.15 (Catalina), the first time an Agent attempts to access a folder that contains either your documents or other personal files in your user profile, macOS prompts whether to allow access.

The first of these prompts occurs during installation or upgrade to macOS Catalina when the Agent tries to create a shortcut on your desktop. Additional prompts occur during the Agent's initial scan whenever it attempts to access one of the protected folders for the first time. For the Agent to back up files, you must allow access. After granting access to a specific folder, you are not prompted again for that location unless you manually revoke access through the macOS Security & Privacy settings.

For more information about this macOS security-related data protections feature, see https://www.apple.com/macos/catalina/features/.

Issue: You cannot prevent sync or backup activity over metered connections on macOS-based computers because Agents on these computers cannot detect metered connections.

Agents on macOS-based computers treat all connections as nonmetered so any policy configured to prevent activity over a metered connection prevents this activity on Windows-based computers only.

Issue: On computers running Windows 7, Windows Explorer occasionally fails to display status badges on icons in the `Connected files` folder. (TT-8101)

On Windows-based computers, the Agent applies badges (shell overlay icons) to file and folder icons in the `Connected files` folder to indicate an item's sync status. However, because Windows limits the number of overlays that it supports at one time, Windows Explorer might fail to display these badges. If this happens, you cannot determine from an item's icon whether the Agent has synced it with CMX. For example, indicates that the plain text file is synced. If Windows Explorer fails to display status badges, the icon appears as .

Workaround: For more information about how the Windows shell overlay limitation affects CMX and potential ways to work around it, contact Micro Focus Support.

Issue: The Agent does not warn the user when unable to establish a connection with the filter driver—the component that continuously listens for file changes and informs the Agent of them. (TT-21915)

As a result of this issue, the Agent does not back up newly created or modified files until it discovers the file changes itself through scans run each time the Agent restarts or receives updates to its administrative policy rules.

Workaround: If the Agent does not attempt to back up new or modified files, verify that the device's firewall settings and security software are not blocking the Agent's communication with the filter driver. To do so, verify that local firewall and security software do not block all ports in the following ranges: 7777 through 7787 and 7788 through 7798 or any communication between `ConnectedMXSystemTrayUI.exe` and `ConnectedMXService.exe`.

Open issues

This section describes the open issues in this release. For more information about a specific one, contact Micro Focus Support.

Issue: You cannot log in to the Agent if your email address contains a plus sign (+). (TT-10662)

The Agent prompts for your email address the first time that it starts. If you specify an email address that contains a plus sign, such as `my+name@example.com`, and then click **OK**, the Agent prompts for your email address again.

Issue: On Windows-based computers, the `SystemInfo.txt` file remains on your computer after you uninstall the Agent. (TT-10738)

When generating an Agent `.zip` file on Windows-based systems at the user's request, the Agent invokes the Windows diagnostic tool. This tool creates a system report `userFolder\AppData\Local\Hewlett-Packard\HP Connected MX\SystemInfo.txt` that the Agent's uninstall process fails to remove.

Workaround: To remove the file, manually delete it.

Issue: The macOS-based Agent does not support custom backup policies rules that contain Unicode characters, such as the letter á or ñ. (TT-11242)

If the Agent's backup policy contains a custom rule that includes a specific path, file name, or extension containing Unicode characters, the Agent fails to back up any files based on the rule.

Workaround: To define rules based on words that contain Unicode characters, replace each Unicode character with the question mark (?) wildcard character. This character matches any single character, including Unicode characters.

Workaround: Before reinstalling the Agent for use by a different user, manually remove all CMX registry keys, and then reboot the computer. Otherwise, the Agent will not prompt for credentials.

Installation

You can get the 4.11.0 Agents from the Downloads page of the CMX web application.

> **TIP:** To access the CMX web application, use the URL to the server that hosts your CMX environment:
>
> - https://cmx-us.connected.com
>
> - https://cmx-uk.connected.com
>
> - https://cmx-eu.connected.com
>
> If you aren't sure which URL to use, contact your partner or the software fulfillment group that created your corporate CMX account.

To download an Agent

1. In the upper-right corner of the web application, click your name, and then click **Downloads**.

2. On the Downloads page, under **Download a Specific Agent**, select the 4.11.0 Agent version for your operating system, and then click **Download selected agent**.

After download, you can install or upgrade the Agent interactively or, as an Administrator, from the command line. For more information, see the "Agent installation overview" or "Agent upgrade overview" topic of the CMX Help Center. To access the help center, in the upper-right corner of the CMX web application, click your name, and then click **Help**.

As an administrator, to set version 4.11.0 as the default Agent available for user download or to upgrade users to this version automatically, see the help topic "Configure the Agent versions available for user download" or "Initiate auto-upgrades of Agents", respectively.