

Connected MX

Software Version 4.7.0

Release Notes



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

This product includes software written by Eric Young (eay@cyrtsoft.com).

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.

You can check for more recent versions of a document through the [MySupport portal](#). Many areas of the portal, including the one for documentation, require you to sign in with a Software Passport. If you need a Passport, you can create one when prompted to sign in.

Additionally, if you subscribe to the appropriate product support service, you will receive new or updated editions of documentation. Contact your Micro Focus sales representative for details.

Support

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- Search for knowledge documents of interest
- Access product documentation
- View software vulnerability alerts
- Enter into discussions with other software customers
- Download software patches
- Manage software licenses, downloads, 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 with a Software Passport. If you need a Passport, you can create one when prompted to sign in. To learn about the different access levels the portal uses, see the [Access Levels descriptions](#).

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Connected MX Release Notes

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This document is an overview of the changes made to Micro Focus Connected MX (CMX). It contains important information that is not included in books or Help. You can find information about the following in this document:

[Enhancements, on the next page](#)

[Fixed defects, on page 8](#)

[Limitations, on page 10](#)

[Open defects, on page 12](#)

[Installation, on page 16](#)

Support matrix

For information about the installation requirements and compatibility with other products, see the *Connected MX Support Matrix*. The support matrix may be updated between releases, so it is available only from the [MySupport portal](#).

The support matrix includes the following information:

- **Requirements**
 - Web browsers
 - Computers
- **Compatibility**
 - Languages
 - Virtualization products
 - Micro Focus software coexistence
 - Other software coexistence

Enhancements

For more information about specific enhancements, see the CMX Help Center or contact your Micro Focus Support representative directly.

Web application enhancements

The web application contains these enhancements.


New file restore options. When starting a restore request, new options give you more control over how the Agent restores that request's files (TT-25018):

- **Restore to an alternate location.** You can now specify a custom location on the device in which the Agent restores files. By default, the Agent restores files to their original location.
- **Overwrite existing files.** You can now choose to have the Agent overwrite existing files with the ones it restores. By default, when restoring a file that exists, the Agent appends a number to the restored file's name to prevent overwriting the existing one.


NOTE:

These new options are available only to restore requests for devices running an Agent version 4.7.0 or later. Restore requests for devices with earlier Agent versions use the default restore settings.

RESTORE tab enhancements. The following changes were made to the RESTORE tab:

- Added the ability to filter the list of restore requests by status. (TT-24909)
The RESTORE tab now shows only recent restore requests (those created within the last week), by default. However, you can filter the list to see all requests or only those with a specific status.
- Enhanced the general information about each restore request. (TT-25877)
Information for each restore request now includes the total asset count and, for requests serviced by Agents version 4.7.0 or later, any error message associated with the request. In addition, the  badge now marks requests with at least one error to make it easier to identify requests that need attention.
- Added the ability to filter the request's file list by status. (TT-22737)
The tab displays all files in the request by default. You can select a specific status to see only a subset of files, such as all files restored with a warning.
- Enhanced request-specific information. (TT-24910)
 - Improved the layout of request-specific information.
The files in each restore request are now displayed in an interactive grid that lets you customize which columns appear on the page.

- Improved error information.

Files that failed to restore due to an error are now marked by the  badge and appear at the beginning of the list. For restores performed by Agent version 4.7.0 or later, the RESTORE tab also provides the associated error message so you can troubleshoot the issue.

Improved accuracy of the last good backup date. The **Last Good Backup** field value in the Devices Not Backed Up report now more accurately reflects the last successful backup date. (TT-24940)

CMX now considers backups "successful" if no errors occur and any pending mail files were backed up within the last 24 hours. Previously, a backup was successful only if there were no errors and no assets remained pending. However, because modified mail files are backed up only once every 24 hours to enhance performance, these files often remain pending after a backup. As a result, these pending mail files prevented the backup from being "successful".

Added smart scan support for the macOS .Trash folder. macOS-based Agents assigned a backup policy with smart scan technology enabled no longer scan or back up the `.Trash` folder. (TT-25164)

CMX retains copies of files previously backed up from this folder until they are permanently deleted according to the Agent's assigned retention policy.

ImportUsers tool enhancements

The ImportUsers tool contains the following enhancements.

Removed Oracle Java dependency. The CMX ImportUsers tool now officially supports open source implementations of Java SE 8. (TT-25917)

New `-retrycount` command-line parameter. This optional parameter specifies the maximum number of times the tool resends a request to the CMX server when it encounters a timeout-related error. The default is 5. (TT-26712)

New retry logic. The ImportUsers tool includes logic that enables it to reprocess a CSV file and act on only the entries that previously failed or were not processed due to network issues or heavy system load. (TT-26811)

To invoke this retry logic, rerun the tool without changing the CSV file (so it has the same MD5 checksum) and specify the same output location (`-outputDir` option) for its audit file.

New `-outputprefix` command-line parameter. This optional parameter specifies the string that replaces the name of the CSV file in the tool's audit file name. The default name of the audit file is `csvFileName-MD5Checksum.txt`. (TT-26855 / TT-26871)

ExportData tool enhancements

The following applies to the ExportData tool.

Removed Oracle Java dependency. Although not released for 4.7.0, previous versions of the CMX ExportData tool now officially support open source implementations of Java SE 8. (TT-25917)

Agent enhancements

Agents contain the following enhancement.

Enhanced support for handling restore errors. If the Agent fails to restore a file, it now provides more detailed error information to the CMX server for display on the RESTORE tab. (TT-24910 / TT-25877)

File restore enhancements. The Agent now supports restoring files to an alternate location and overwriting existing files. (TT-25022)

NOTE:

Agents earlier than version 4.7.0 continue to use the Agent's default restore settings.

Improved support for missing configuration information. If the Agent fails to retrieve configuration information from the CMX server at startup, it now enters a dormant state instead of exiting. This enables the Agent to reconnect automatically after network issues are resolved. (TT-25522)

Enhanced retry logic. When the Agent starts, it now automatically resets the retry count of any items that have reached their maximum number of retries. (TT-26976)

Previously, the Agent stopped attempting to back up items that reached their retry limit until you explicitly instructed it to try again using the **Retry at Next Backup** button.

Fixed defects

The reference number for each fixed defect is its defect number. For more information about fixed defects, contact your Micro Focus Support representative directly.

Web application issues

These defects were web application problems.

Issue: If the Agent fails to restore all files in a folder, the web application now displays the correct status for the restore request when it completes. (TT-11044)

Previously, if the Agent failed to report the status of a restore asset, the web application continued to display the request's status as "In Progress" after the restore completed. Now, the web application displays the correct status.

Issue: The file preview and download links are now available only if users have the appropriate permissions for these actions. (TT-27141)

In earlier versions, these links were always available so attempting to preview or download a file without the proper permission resulted in an error.

Agent issues

These defects were Agent problems.

Issue: Corrected the issue that caused the Windows-based Agent to crash if the default service port (7777) or Agent port (7788) was in use by another application. (TT-24509)


Now when the Agent finds either of its default ports in use, it increments the port number, up to a total of ten times, looking for an available port.

Issue: When deleting assets, the Agent now correctly handles Gateway timeouts and the subsequent calls to retry the operation. (TT-26096)

Issue: Resolved an issue that inadvertently removed backslashes from Windows file paths in some log messages of the Device Log report (TT-26115)

Issue: The Agent has reduced the severity of warning messages it logs at startup when the **Migration_Mode** registry key is missing. (TT-26587)

The Agent creates the **Migration_Mode** key during installation or upgrade only if necessary. The absence of this key does not necessarily indicate a problem so messages the Agent previously logged as WARN are now reduced to NOTICE.

Issue: Resolved an issue that occasionally prevented the Agent from obtaining an authorization token from its refresh token. When this occurred, the Agent entered an unauthorized state () which required the user to enter credentials again. (TT-26915)

Limitations

For more information about a specific limitation, contact your Micro Focus Support representative directly.

Web application limitations

The following issues are limitations of the web application.

Issue: You cannot view H.264-encoded MPEG-4 files using a Chrome browser. (TT-16665)

Chrome browsers do not support these types of files.

Workaround: Use a browser that supports H.264-encoded MPEG-4 files to view the file.

Issue: When viewing the web application in portrait mode using a Safari browser on an iPad running iOS 9 or later, the font in some dialog boxes appears too large. (TT-18185)

Workaround: To reset the font to its correct size, rotate the iPad to landscape mode and use it in that orientation.

Issue: Windows 10: While managing backups, the web application displays an error if you select the drive that serves as the System Reserved Partition. (TT-19125)

Although CMX does not support the backup of items on the System Reserved Partition, it displays the drive for selection. If you select this drive, the web application displays a message that it cannot connect to the Agent.

Agent limitations



The following issues are Agent limitations.

Issue: Mac-based Agents cannot detect metered connections so you cannot prevent sync or backup activity over metered connections on Mac-based computers.

On a Mac-based computer, the Agent cannot detect a metered connection so it treats all connections as nonmetered. If you set a policy to prevent activity over a metered connection, you prevent this activity on Windows-based Agents 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.

Open defects

The reference number for each defect is its defect number. For more information about open defects, contact your Micro Focus Support representative directly.

Web application issues

The following issues are problems in the web application.

Issue: You cannot share files with a recipient whose email address contains more than 50 characters. (TT-10670)

If you try to share files with a recipient whose email address contains more than 50 characters, the web application fails to share the files with any specified recipient and displays the error message: *Invalid argument provided. Please verify that provided argument is valid.*

Workaround: Find out if the person has an alternative email address that contains less than 50 characters. If so, use that address to share the file.

Issue: Occasionally, closing the file view by pressing Esc prevents you from immediately viewing the same file again. (TT-10687)

If you press Esc to close the file view and then immediately try to view the file again, the web application does not always redisplay the file.

Workaround: To resolve the problem, either view another file before trying to view the first file again or refresh the page through the browser.

Issue: The web application displays charts and graphs in Microsoft PowerPoint files upside down. (TT-16472)

Issue: You cannot view large videos stored in CMX. (TT-16903)

If you attempt to view a video file larger than approximately 100 MB, the web application displays an error message.

Workaround: To view a large video stored in CMX, download the file, and then play the video locally.

Issue: When using Internet Explorer 11 on touch-screen devices, you cannot resize custom images for collaboration files. (TT-17986)

The zoom function in the Custom Image Selection wizard does not work on touch-screen devices when using Internet Explorer 11.

Workaround: Do one of the following:

- Choose a custom image of 32 x 32 pixels, which you do not have to resize.
- Use a different type of browser so that you can resize the image.

Issue: The Policy Audit report sometimes identifies a policy as being applied to the Whole Company when it actually applies only to one or more specific groups. (TT-20519)

Issue: You cannot create a user who has the same email address as a user whose status is pending delete. (TT-20565)

Workaround: To reuse the email address of a user who is pending delete, reactivate the deleted user, change their email address, and then delete the user again. Now that the email address is no longer associated with an CMX user, you can assign it to someone else.

Issue: Connected MX displays "Internal Server Error" instead of a more descriptive message if it authenticates users against your own corporate identity provider (IdP) that is configured to prevent external access to the web application. (TT-20725)

Issue: The Data Trends report does not include data from collaborations. (TT-21132)

If you select multiple types of data for the report, including collaborations, the results do not contain collaboration data. If you select only collaborations, the results state "No data available".

Issue: The CMX internal IdP fails to authenticate users if the customer is assigned to a partner five levels deep in the CMX hierarchy. (TT-21521)

Although CMX supports partners up to five levels deep, its internal IdP supports authentication for only four levels.

Workaround: To ensure that CMX can authenticate users when using its internal IdP, create partners for those customers at a maximum of four levels deep from the top of the CMX hierarchy.

NOTE:

The web application shows partners only a partial view of the hierarchy, which starts at their location and continues down with all subpartners under their span of administrative control. Therefore, the actual number of levels a partner can create depends on their own location within the hierarchy. For help resolving problems related to this issue, contact Support.

Issue: The web application and ImportUsers tool do not let you specify a special character, such as an apostrophe, when defining a user's email address. (TT-21686)

Workaround: For anyone whose corporate email address contains a special character, create an email alias in your environment without those characters. Then, use that alias to create the CMX user.

Issue: After an Agent upgrade, the Backup Status report does not indicate the device's new Agent version until the Agent restarts a second time. (TT-26090)

Agent issues

The following issues are Agent problems.

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: Mac Agents do not support custom backup policies rules that contain Unicode characters, such as the letter `á` or `ñ`. (TT-11242)

If the Mac 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.

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 `HPConnectedMXSystemTrayUI.exe` and `HPConnectedMXService.exe`.

Issue: On computers running Windows 10, you cannot install Microsoft Remote Server Administration Tools (RSAT) if the Agent is already installed. (TT-23937)

There is an incompatibility between the Agent's filter driver ("LX_Tracker") and RSAT that causes the RSAT installation to fail.

Workaround: To install RSAT on a Windows 10 computer if the Agent is already installed, do the following:

1. Disable the Agent's filter driver by entering the following command at an elevated command prompt:

```
fltmc unload LX_Tracker
```

2. Install RSAT.
3. Restart the computer.

Issue: On rare occasion, the process of upgrading a Windows-based Agent from version 4.5.0 or earlier to 4.6.0 or later fails to uninstall the earlier version. (TT-26349)

When this occurs, both the old and new versions of the Agent can be active on the device at the same time. The new version is active immediately after upgrade while the old version becomes active after the system reboots (4.6.x Agents) or the user manually starts it through the Start Menu (4.7.x Agents).

Installation

You can access or install Connected MX client applications in the following ways:

CMX web application

To access the web application, use the URL to the server that hosts your CMX environment. Either:

- <https://cmx-us.connected.com>
- <https://cmx-uk.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 install the Micro Focus Key Management Server (KMS) software required in environments using customer-managed keys, see the Micro Focus Key Management Server Install Guide, available from the [MySupport portal](#).

CMX Agents

As an CMX administrator, you can get the Agent from the Downloads page of the web application. To do so:

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 4.7.0 Agent version for your operating system, and then click **Download selected agent**.

After download, you can install or upgrade the Agent interactively or 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**.

To set version 4.7.0 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.

CMX ImportUsers tool

You can download the ImportUsers tool from the Downloads page of the CMX web application. For detailed information, see the CMX Help Center.