Connected MX

Software Version 4.8.0

Release Notes

MICRO FOCUS®

Legal notices

Copyright notice

Acknowledgements

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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@cyrptsoft.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

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
- 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.

Contents

Connected MX Release Notes

Software version: 4.8.0

Publication date: August 2019

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:

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

New features

This release contains the following new features.

Web application

- **New Agent configuration policy**. The new Agent configuration policy lets administrators configure Agent preference settings, such as the type of desktop notifications Agents display and whether Agents start automatically when users log on to their computer. Users can override the policy's unlocked settings through their Agent's preference settings. For more information, see the CMX Help Center.

Agents

- **Administrative control of Agent preferences**. Agent preference settings, which specify the type of desktop notifications shown and whether the Agent starts at user log on, are now under administrative control through the new Agent configuration policy. However, if allowed by policy, users can override the administrator's default settings.

For more information about specific features, see the Connected MX Help Center or contact your Micro Focus Support representative directly.

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.

CMX-KMS now available for download. The CMX Key Management Server (CMX-KMS) package is now available on the Downloads page. This package, which includes software and documentation, is available only to CMX administrators, including data administrators. (TT-26330)

CMX-KMS is for use in environments that support customer-managed keys and was previously available from the MySupport portal.

Grace periods extended for deleted users and devices. CMX now retains deleted users and devices in a "pending delete" state for 35 days before permanent deletion. This is an increase from the previous grace period of 30 days. (TT-28171)

Agent enhancements

Agents contain the following enhancement.

Backup of open files on Windows devices. Agents on Windows-based devices can now back up, but not sync, files on an NTFS volume that are opened exclusively by another application. (TT-27983)

To back up open files, the Agent uses Microsoft Volume Shadow Copy Service (VSS), which must be enabled. If the Agent cannot back up an open file, it retries a set number of times and logs an error if it exhausts all retries without success.

For the disk space requirements Windows-based Agents have to support open file backup using VSS, see the *Connected MX Support Matrix*.

Certificate-based authentication. Agents now support certificate-based authentication. (TT-28423)

If an authentication certificate is installed on the device, the Agent will prompt the user for the certificate instead of their credentials when necessary.

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.

Agent issues

These defects were Agent problems.

Issue: Recently released Microsoft Windows 10 updates fix the issue that prevented the installation of Microsoft Remote Server Administration Tools (RSAT) if the Agent was already installed. (TT-23937)

Before attempting to install RSAT, ensure one of the following updates is installed:

- For Windows 10, version 1809: March 1, 2019—KB4482887 (OS Build 17763.348)

- For Windows 10, version 1803: March 19, 2019—KB4489894 (OS Build 17134.677)

Issue: Corrected a problem that, in rare instances, caused the installation of Windows-based Agents 4.6.0, or later, to fail and leave the previous Agent installed. (TT-26349)

Now if an Agent encounters the same problem, the new Agent installs successfully and becomes active. The previous Agent remains on the device but the upgrade process removes its registry keys so it will never launch automatically.

Issue: If the Agent attempts to restore a file to a folder that no longer exists, it now creates the folder and restores the file. Previously, it failed to restore the file and logged an error. (TT-27971)

Issue: Corrected the issue that prevented Agents from uploading files due to the error "Asset workspace does not match workspace of prior version". This error occurred if the Agent's `sync.db` file was manually copied to another device. (TT-27972)

Issue: If the Agent attempts to upload an asset to a folder that no longer exists in CMX, it now uploads the folder again, and then uploads the asset. Previously, the asset upload failed and the Agent logged an error. (TT-27973)

Issue: If the Agent fails to update the CMX backend with its restore status, it now attempts to resend the status every minute up to 10 times before canceling the restore. (TT-28221)

This new retry logic increases the chance that restores continue despite transient problems, such as temporary network issues. Previously, the Agent canceled restores after three quick attempts to send the backend a status update.

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.

Issue: Due to an issue with Microsoft Edge build 38.14393 and later, when you open a drop-down list and then scroll the page with the scrollbar, the list of items remains in its original position until you refresh the page. (TT-28469 / EdgeHTML issue #14978262)

Workaround: To ensure that the Edge browser moves the contents of an open drop-down list correctly, scroll the page with the mouse wheel instead of the scroll bar. Alternatively, use a different browser to view the application.

Issue: Due to an issue with FireFox version 65.0 and later, the web application displays an empty text box followed by the text "lebowskilebowski" in the upper left corner under the header. (TT-28616)

Workaround: To prevent these items from appearing, use a different browser to access the web application.

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`.

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 4.8.0 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 4.8.0 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.