Connected MX

Software Version 4.8.5
ExportData Tool

Support Matrix

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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/support-and-services/documentation/.

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.

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Requirements

This section provides information about the requirements to successfully install and run the CMX 4.8.5 ExportData tool. For questions about any of these requirements, contact Micro Focus Support.

The ExportData tool has the following requirements and prerequisites:

- **Software requirements**
  - **Operating system**. Any macOS or 64-bit Windows operating system
  - **Third-party software**. The following software:
    - Sqlite4java build 392 (Included in the ExportData software package)
    - Java
      - For the GUI:
        - 64-bit Java SE Development Kit 8 (JDK 8)
        - Java SE Runtime Environment 8 (bundled with JDK 8)
      - For the CLI:
        - Java SE Runtime Environment 8
    - Java Cryptography Extension (JCE) Unlimited Strength Jurisdiction Policies enabled

      These policies are enabled by default.

- **System requirements**
  - **Credentials**. CMX credentials of a user with the Bulk Exporter role
  - **Encryption key management**. CMX must escrow your company's encryption keys

    If your company manages its own encryption keys using CMX Key Management Server (CMX-KMS) software, you must install the CMX client device certificate after installing the ExportData tool. This certificate enables the tool to establish a secure connection with the CMX server.
  - **Disk space**. Sufficient storage on the target location to hold the exported data

- **Prerequisites (ExportData GUI only)**
  - **Set the JAVA_HOME environment variable**.

    Set the JAVA_HOME environment variable to the Java SE 8 location on your computer:
    - Windows: `C:\Program Files\Java\<JDK-VERSION>`
    - macOS: `/Library/Java/JavaVirtualMachines/<JDK-VERSION>/Contents/Home`

    Where `<JDK-VERSION>` is the Java SE 8 version you are using.

- **Enable Java Native Interface (JNI) for Java SE 8 (macOS only)**.

  Download and run the script that enables JNI for Java SE 8 on the computer:

  1. Open the following script in a browser and save it as a file named `modify_java.py` in a temporary folder:

     https://gist.githubusercontent.com/pudquick/349f063c242239952a2e/raw/5e6ce4e975a1d269e61b7f29f410feff9e02636e/modify_java.py

  2. In Terminal, go to the folder that contains the script, and then enter the following command to run it:

     ```
     sudo python modify_java.py
     ```

- **Create a symlink to Java SE 8 (macOS only)**.

  Enter the following commands in Terminal to create a symlink to Java SE 8:

  ```
  sudo mkdir /Library/Application\ Support/ExportData/
  cd /Library/Application\ Support/ExportData/
  sudo ln -s /Library/Java/JavaVirtualMachines/<JDK-VERSION>/Contents/Home javaLocation
  ```

  Where `<JDK-VERSION>` is the Java SE 8 version you are using.

Compatibility

This section provides information about optional software and configurations that are compatible with the CMX 4.8.5 ExportData tool. For questions about any of the information in this section, contact Micro Focus Support.

Languages

This release supports English only.

Virtualization products

This release does not support any virtualization products.

Micro Focus software compatibility and coexistence

This release is compatible with the following Micro Focus software:

- CMX Key Management Server 4.7.1

This release may be installed on the same device as the following Micro Focus products:

- Connected Backup 9.x
- Connected Backup 8.x

Other software coexistence

No coexistence information for this release is available.

Send documentation feedback

If you have comments about this document, you can contact the documentation team by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

Feedback on Support Matrix (Micro Focus Connected MX 4.8.5)

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We appreciate your feedback!