Connected MX
Web Application

Software Version 4.9.0

Release Notes

Legal notices

Copyright notice

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 Web Application 4.9.0

This document is an overview of the changes made to Micro Focus CMX web application 4.9.0. It contains important information not included in other documentation about the following items:

For information about the installation requirements and compatibility of this release with other products, see the associated *Micro Focus Connected MX Web Application 4.9.0 Support Matrix*. The support matrix may be updated between releases, so it is available only from the Connected MX documentation site.

New features

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

Optimized protection and migration of Windows user state data (.mig files). web application now supports the optimized protection and migration of Windows user state data, which simplifies the process of restoring a user's previous Windows user state if they replace or re-image their computer. (TT-28777)

The CMX web application includes the following changes to provide this new support:

- **New backup policy option**. Backup policies contain a new **Back up Windows user state files (.mig)** option, which affects only Windows-based Agents 4.9.0 or later. Selecting this option configures Agents to back up all `.mig` files on disk, except those excluded by drive or Smart Scan, regardless of any admin or user rules that exclude them. Note that web application does not generate `.mig` files, but protects those that either you or your users create.

- **New restore option**. When the **Back up Windows user state files (.mig)** policy option is enabled, and a user starts a restore request that contains a `.mig` file, web application displays a new **Import Windows user state** restore option accompanied by the list of all `.mig` files in the request. Selecting this option and a `.mig` file instructs the Agent to import that file using Microsoft's User State Migration Tool (USMT) when the entire restore completes.

- **New Backup Status report field**. When the **Back up Windows user state files (.mig)** policy

option is enabled, the Backup Status report contains a new **Last Windows User State Backup** field that identifies the last time the Agent successfully backed up a device's Windows user state (`.mig`) file. This information helps identify users whose Windows user state data have never been backed up or have not been backed up for a long time and is potentially out of date.

Export/import of backup policy. Administrators can now export a backup policy to an XML file, modify its rules by hand, and then import the policy back into web application. (TT-28974)

The ability to export and import a backup policy enables administrators to perform the following tasks:

- Create a custom backup policy template containing common corporate rules.

- Duplicate a specific backup policy, and then customize it for another group of users.

- Replicate a backup policy across various web application hierarchies or geographical web application instances.

New Support role. This new customer-based Support role is for a Support user who can view groups, users, and policies and who can run reports for any group within the company. (TT-29977)

- **Permissions**. View-only permission on web application information helps the Support user investigate and resolve end-user issues. A Support user can also perform typical User functions on their own files.

- **Help**. Support users have access to the complete administrative version of the Help Center even though it contains information about some tasks they cannot perform. Access to this information ensures that these users have all the background information needed to support others.

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.

Restore enhancements. Two enhancements make it easier to monitor and troubleshoot the process of restoring files:

- **Download a restore request report**. While viewing the contents of a restore request on the **RESTORE** tab, you can now download the information to a report in comma-separated value (CSV) format. (TT-26200)

  Although the report contains the same information as displayed online, using third-party tools to view and analyze the report's data might make it easier to examine a request's contents or monitor its progress.

- **Generate a restore request from an existing one**. You can now create a restore request by selecting files from an existing one. (TT-29746)

  Creating a request in this manner is especially useful after troubleshooting a restore error. For example, suppose a network issue prevents web application from restoring some of a request's

files. While viewing the request to determine which ones failed, you can quickly add those files directly to a new request instead of searching your backup set for them.

Updated User Accounts report. The User Accounts report no longer provides detailed information about deleted users. However, the summary section still includes them in its totals. (TT-30531)

Standalone ImportUsers and ExportData tool help. Information about the ImportUsers and ExportData tools now resides in individual tool-specific Help Centers, available on Connected MX documentation site. Help for these tools is no longer included with the Help Center accessible through the CMX web application.

Resolved issues

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

Issue: The web application now supports the following special characters in email addresses: plus (+), minus (-), underscore (_), and apostrophe (') (TT-21686)

For anyone whose corporate email address contains a special character other than these, you must continue to create an email alias in your environment without those characters. Then, use that alias to create the CMX user.

Issue: Resolved the issue that prevented users from logging in to the web application using Internet Explorer. (TT-29068)

Issue: Configuring a backup policy to prevent users from downloading files from their backup sets also prevents them from viewing files, even if the option to view files is enabled. (TT-30866)

CMX automatically prevents users from viewing files to ensure they do create a local copy by saving the file or taking a screenshot of it.

Limitations

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

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 web application 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: 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 web application user, you can assign it to someone else.

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

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

Workaround: To ensure that web application 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 web application 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: 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.

Issue: Configuring a backup policy to prevent users from downloading files from their backup sets also prevents them from viewing files, even if the option to view files is enabled. (TT-30866)

CMX automatically prevents users from viewing files to ensure they do create a local copy by saving the file or taking a screenshot of it.

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 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 web application. (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 web application, 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: Web Application 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".

Installation

To access the CMX 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 CMX Key Management Server (KMS) software required in environments using customer-managed keys, see the CMX *Key Management Server Install Guide*, available in the Connected MX area of https://www.microfocus.com/documentation/connected-mx/.