Connected Backup

Software Version 9.0.2

Release Notes

Micro Focus®

Legal notices

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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.

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.

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Introduction

This document describes the new features and resolved issues for Micro Focus Connected Backup version 9.0.2.

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> **NOTE:**
> Custom branding the Mac Agent is not supported with this version. Branding cannot be applied to new installation or any branding applied to previous agents will also be removed after upgrading to Connected Backup 9.0.2 agent.
>
> For list of branding related issues, see Known issues.

> **IMPORTANT:** For 9.0.2, during the agent installation, the account number is not displayed. For information on getting the account number, see *View an account number* section in *Connected Backup Administering Mac Agents*.

New in this Release

This section lists the enhancements that Connected Backup version 9.0.2 contains.

- **Supports notarization of Mac Agent**

  The Mac Agent is notarized to run on macOS.

- **Supports Windows 10 Version 1909 for PC Agent**

  Added support for the PC Agent to work on Windows 10 Version 1909.

Resolved Issues

This release does not contain any resolved issues.

Known issues

This section lists the known issues for Micro Focus Connected Backup 9.0.2 release.

- **CB-41925** - Custom branding will be removed post agent upgrade to 9.0.2.

- **CB-42094** - Unable to open or run media agent MediaAutoRun on Windows 10 system.

- **CB-41962** - Unable to retrieve backed up file set when you double-click on Myroam_Expander.

  Workaround: See Retrieve files via Myroam_Expander.

- **CB-41950** - The user-defined agent install folder is changed to the default install folder structure when the branded agent is upgraded to 9.0.2 (from 9.0.1 or prior versions).

- **CB-41873** - When you back up large number of files, the **View History Details** doesn't display the list of backed up files in the **History** tab of the Mac agent.

  Workaround: Manually click the **columns** on the window to display the list.

- **CB-41504** - Uninstall wizard hangs for Re-branded Mac Agents on Mac 10.15 Catalina.

  Workaround: Uninstall the agent with command line.

  For details, see **Remove/Uninstall > Use the command-line** section in *Connected Backup Installing Mac Agents document*.

- **CB-41483** - Mac Executable shows as normal file after retrieved from MyRoam.

  Workaround: perform **one** of the following workarounds:

  - From the terminal, manually add execute permission to MyRoam_Executable and then run it.

    or

  - Turning off the setting preference in Safari and Firefox to automatically extract the downloaded

zip file and then use third party app, like WinRar, to extract the downloaded retrieve file.

This will retain the execute permissions of the MyRoam_Expander and it can be run as usually.

- **CB-41530** - Permissions of binary files changes upon retrieval from MyRoam.

  Workaround: Turning off the setting preference in Safari and Firefox to automatically extract the downloaded zip file and then use third party app, like WinRar, to extract the downloaded retrieve file.

  This will retain the execute permissions of the MyRoam_Expander and it can be run as usually.

Requirements

Connected Backup version 9.0.2 supports 64-bit standalone, mirrored, or clustered (mirrored or non-mirrored) Data Center configurations installed as one of the following:

- New installation

- Upgrade from Connected Backup 8.11.2 or 9.0

You can upgrade the PC Agent from the following version of Connected Backup components:

- Connected Backup Agent 8.8.5, or later

You can upgrade the Mac Agent from the following version of Connected Backup components:

- For macOS 10.14 (Mojave) - Connected Backup Agent 8.10.2, or later

- For macOS 10.15 (Catalina) - Connected Backup Agent 8.11.5, or later

For information about the system requirements, supported platforms, and software dependencies for Connected Backup 9.0.2, refer to the *Connected Backup 9.0.2 Requirements Matrix.*

Install Notes

This topic provides information about Connected Backup 9.0.2 installation and upgrade for specific scenarios. If you host your own Connected Backup environment, then refer to *Connected Backup Installing the Data Center* or *Connected Backup Upgrading the Data Center* documentation for complete installation or upgrade information.

The following Connected Backup packages are available for this release:

- `v9.0.2.bdc.english.zip`

  Contents:

  - `BDC folder`

- `v9.0mgmtApi.zip`

  Contents:

  - `ManagementAPI folder`

  - `Atmy.Cntd.ManagementConfig.dll`

- `ManagementAPIInstallManager.dll`
- `ManagementAPIServiceInstaller.exe`
- `ManagementServiceCmdLineInstaller.exe`

- `v9.0.2.dctoolkit.zip`

  Contents:

  - `Toolkit folder`

- `v9.0.2.BDRToolPkg.zip`

  Contents:

  - `BulkDataRetrieveTool.exe`
  - `icudt48.dll`
  - `icudt48x64.dll`
  - `icuuc48.dll`
  - `icuuc48x64.dll`

Upgrade Data Center to 9.0.2 version

The naming convention for mount point share names changed as of Connected Backup version 8.8.7. If you're upgrading from a version prior to 8.8.7, and have manually configured the Mount Points on the Data Center, refer to the 8.8.7 release notes and follow the steps to ensure volume accessibility.

Updated packaging structure of AgentSetup.zip files

From 9.0.2 onwards, the packaging structure has changed as follows:

1. The following are the Agent Setup files when downloaded using Support Center:

   a. `AgentSetup.pkg`

   b. `AgentSetup.mpkg`

   c. Resources

   d. Install

2. The following are the Agent Setup files when downloaded using Account Management Website:

   a. `AgentSetup.pkg`

   b. Resources

   c. Install

> **NOTE:** Do not delete or replace any setup files. Make sure to run `AgentSetup.pkg` instead of earlier preferred `AgentSetup.mpkg` when you want to install Mac Agent.

From 9.0.2 onwards, the `install` will be outside the `AgentSetup.pkg` or `AgentSetup.mpkg`.

Retrieve files via Myroam_Expander

When you double-click on Myroam_Expander and you are not able to retrieve backed up file set then to retrieve files, perform the following workaround:

1. Use Safari to download files from an Agent account on a Mac computer.

2. Extract the contents of the ZIP file, right click on **Myroam_Expander** and select the **Open with < Terminal** option.

   > **NOTE:** When you select **Open with < Terminal** option and if you are retrieving the backed up file set for the **first** time, a pop-up message similar to the following is displayed:
   > ```
   > Myroam_Expander can't be opened because identity of the developer cannot be confirmed.
   > ```
   > Click **Open** will allow you to retrieve backed-up file set without any error.

   Once you have given the permission to run Myroam_Expander then from next time onwards a pop-up message similar to the following is displayed:

   ```
   Myroam_Expander is a Unix app downloaded from the Internet. Are you sure you want to open it ?
   ```

   Click **Open** to retrieve the backed up file set.

Disable weak cipher

After installing the Support Center or AMWS web services application on a system, it is preferable to disable any weak and vulnerable cipher having a block size of 64-bits, such as Triple DES.

Documentation

The following documentation was updated for this release.

- *Connected Backup Installing Mac Agents*
- *Connected Backup Administering Mac Agents*
- *Connected Backup Requirements Matrix*