

Connected Agent

Software Version 10.0.0

For the macOS and Windows operating systems

Support Matrix



Document Release Date: September 2021
Software Release Date: September 2021

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

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/>.

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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:

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- 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 Micro Focus Connected Agent 10.0.0 for both macOS and Windows. For questions about any of these requirements, contact Micro Focus Support.

macOS

Agent requirements for macOS-based computers:

- **Hardware requirements:**
 - **Memory (RAM).** 2 GB (minimum)
 - **Processor.** Intel
 - **Disk space.** 250 MB
- **Software requirements:**
 - **Operating system.** macOS 10.13 (High Sierra) or later

Windows

Agent requirements for Windows-based computers:

- **Hardware requirements:**
 - **Memory (RAM).** 2 GB (minimum)
- **Processor.** See the Microsoft Windows documentation
- **Disk space:** 250 MB *plus* an additional 5-10% free disk space on each NTFS volume to support open file backup with Microsoft Volume Shadow Copy Service (VSS)
- **Software requirements:**
 - **Operating system.** Windows 7, Windows 8, Windows 8.1, or Windows 10
 - **Microsoft OS updates:**

NOTE: Microsoft's recommendations supersede the recommendation listed here.

IMPORTANT: The Agent requires these updates for installation or upgrade. Without them, new installations fail and upgrades retain the current version of the Agent.

- **KB3033929 - Microsoft security update.** (Windows 7 only)

Computers running Windows 7 require this security update to verify the Agent's filter driver, which is signed by a SHA-2 certificate. Computers that automatically update Windows software should have this update installed already. For all other Windows 7 computers, install this update before installing or upgrading the Agent to version 4.0.5 or later. For more information about this update, see [Microsoft Security Advisory 3033929](#).

- **KB2999226 - Update for Universal C Runtime (CRT) in Windows.** (Windows 7, Windows 8, Windows 8.1)

The Agent uses the CRT to provide Connected status badges on items in your sync folder and right-click Agent menu options in Windows Explorer to manage backups. Windows 10 includes the CRT by default; earlier versions do not. For information about this CRT update, including how to install it, see [Update for Universal C Runtime in Windows](#).

TIP: Windows 7 only

Microsoft's security update KB4015549 is an important monthly quality rollup for Windows 7 that contains the software installed by both KB3033929 and KB2999226. Computers that automatically update Windows software should have this update installed already. For all other Windows 7 computers, install this update before installing or upgrading the Agent. For information about this critical update, see [KB4015549](#).

- **Microsoft Volume Shadow Copy Service (VSS).**

VSS installed and enabled

- **Microsoft User State Migration Tool (USMT) — Optional** (Agent 4.9.0 and later)

If your backup policy allows, Connected can import Windows user state (.mig) files automatically after restoring them. To do so, the computer must have USMT installed. If installed outside of the default install path, the USMT location must be defined by the Windows PATH environment variable.

- **Browser.** Internet Explorer version 11 or later

Agents prompt for Connected credentials using Internet Explorer; however, it does not have to be your default browser.

- **Ports.** Two free local TCP/IP ports: one port with a number from 7777 through 7787 and the other from 7788 through 7798

Compatibility

This section provides information about optional software and configurations that are compatible with Connected Agent 10.0.0 for both macOS and Windows. 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 coexistence

This release is compatible with the following Micro Focus software:

- Connected Key Management Server 4.10.1

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 information about coexistence with other software is available for this release.

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 Micro Focus Connected Agent 10.0.0 Support Matrix

Add your feedback to the email and click **Send**.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to Connected.DocFeedback@microfocus.com.

We appreciate your feedback!