

Connected Agent

Software Version 23.3

For the macOS and Windows operating systems

Support Matrix

opentext™

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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.

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Requirements

This section provides information about the requirements to successfully install and run OpenText Connected Agent 23.3 for both macOS and Windows. For questions about any of these requirements, contact OpenText 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 10.15(Catalina), macOS 11 (Big Sur), macOS 12 (Monterey), macOS 13 (Ventura) or later. For details, see *Compatibility matrix* below.

Windows

Agent requirements for Windows-based computers:

- **Hardware requirements:**
 - **Memory (RAM).** 2 GB (minimum)
- NOTE:** Microsoft's recommendations supersede the recommendation listed here.
- **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 10 or Windows 11. For details, see *Compatibility matrix* below.
 - **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 matrix

IMPORTANT: Connected Windows and Mac Agents will be supported on specific versions of Windows and macOS as long as those versions are in general support by the respective vendors. As the protected Operating System platforms go out of general support, only best effort support will be provided on them. Full support will continue to be available on the supported version(s) of those OS platforms.

The following is the list of recent OS platforms and their last supported agent versions:

OS Version	Agent Version					
Windows	4.9.2, 4.10.1, 4.11.0	10.0.0	10.0.1	10.1.0, 10.1.2	10.1.3	10.1.4 & Later
Windows 7	X	X		X	X	
Windows 8	X	X				
Windows 8.1	X	X				
Windows 10	X	X		X	X	X
Windows 11				X	X	X

OS Version	Agent Version					
macOS	4.9.2, 4.10.1, 4.11.0	10.0.0	10.0.1	10.1.0, 10.1.2	10.1.3	10.1.4 & Later
macOS 10.13.x (High Sierra)	X					
macOS 10.14.x (Mojave)	X		X	X		
macOS 10.15.x (Catalina)	X		X	X		X
macOS 11.x.x (Big Sur)			X	X		X
macOS 12.x.x (Monterey)				X		X
macOS 13.x.x (Ventura)						X

Compatibility

This section provides information about optional software and configurations that are compatible with Connected Agent 23.3 for both macOS and Windows. For questions about any of the information in this section, contact OpenText Support.

Languages

This release supports English only.

Virtualization products

This release does not support any virtualization products.

OpenText software coexistence

This release is compatible with the following OpenText software:

- Connected Key Management Server 4.10.2

This release may be installed on the same device as the following OpenText 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

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