

Connected Web Application

Software Version 23.4

Release Notes

opentext™

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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 OpenText offers.

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- View information about all services that Support offers
- Submit and track service requests
- Contact customer support
- Search for knowledge documents of interest
- View software vulnerability alerts
- Enter into discussions with other software customers
- Download software patches
- Manage software licenses, downloads, and support contracts

Many areas of the portal require you to sign in. If you need an account, you can create one when prompted to sign in.

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Release Notes

Connected Web Application 23.4

This document is an overview of the changes made to OpenText Connected Web Application 23.4. It contains important information about the following items, which other documentation does not include:

- [Enhancements](#)
- [Limitations](#)
- [Open issues](#)
- [Installation](#)

IMPORTANT: Download the latest version of Import Users Tool and Export Data Tool to work with Connected 10.1.2 or later versions of the backend. Prior versions of the tools are not compatible with 10.1.2 or later.

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

Enhancements

This section describes the enhancement(s) in this release. For more information about a specific one, see the Connected Help Center or contact OpenText Support.

Backup/restore performed by Connected Windows System Service. Connected Agent supports backup/restore to be performed by Connected Windows System Service instead of Connected SystemTray UI user application (user process). This allows Connected Agent to run in system context.

A new rule - **Service Operations** - has been added to Agent Configuration policy in the Connected Web Applications.

This enhancement is applicable only for Windows Connected Agent version 23.4 or later.

Limitations

This section describes the limitations in this release. For more information about a specific one, contact OpenText 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 Connected 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 a Connected user, you can assign it to someone else.

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

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

Workaround: To ensure that Connected 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 Connected 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.

Open issues

This section describes the open issues in this release. For more information about a specific one, contact OpenText Support.

Issue: Report data does not load properly on Safari version 13 and 14. (619109)

Workaround: Update the Safari Version to 15 or 16.

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 Connected. (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 Connected, 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".

Issue: Under certain scenarios that are still to be determined, Connected generates a duplicate device for the same hardware. (TT-32379)

When this occurs, the user cannot migrate the duplicated device. If you encounter this issue, contact Support for help to manually remediate it.

Installation

To access the Connected web application, use the URL to the server that hosts your Connected environment:

- <https://cmx-us.connected.com>
- <https://cmx-uk.connected.com>
- <https://cmx-eu.connected.com>
- <https://cmx-sg.connected.com>
- <https://cmx-ca.connected.com>

If you aren't sure which URL to use, contact your partner or the software fulfillment group that created your corporate Connected account.

To install the Connected Key Management Server (KMS) software required in environments using customer-managed keys, see the *Connected Key Management Server Install Guide*, available from the [Connected documentation site](#).

List of Stable IPs

The following table lists the stable IPs:

Region	URL	IPs
Oregon	cmx-us.connected.com	52.13.101.36
		35.162.121.142
		44.225.225.215
	cmxssso-us.connected.com	44.240.137.0
		54.213.113.100
		54.203.8.86
	not-usw.cmx.connected.com	44.224.151.12
		44.227.54.4
		35.85.101.35

Region	URL	IPs
London	cmx-uk.connected.com	3.11.34.189
		3.11.159.249
		18.170.5.106
	cmxssso-uk.connected.com	3.10.165.15
		18.135.208.173
		18.132.113.45
	not-euw.cmx.connected.com	3.11.88.245
		13.41.131.100
		13.40.239.63
Frankfurt	cmx-eu.connected.com	3.125.68.167
		3.65.229.175
		3.64.168.76
	cmxssso-eu.connected.com	18.156.19.61
		18.184.58.159
		3.125.58.50
	not-euc.cmx.connected.com	3.74.110.241
		3.72.195.102
		3.69.208.149
Canada	cmx-ca.connected.com	15.222.169.56
		15.222.175.69
		3.99.113.112
	cmxssso-ca.connected.com	3.97.224.36
		99.79.21.63
		15.222.81.189
	not-cac.cmx.connected.com	3.99.34.69
		3.98.103.186
		15.222.161.190

Region	URL	IPs
Singapore	cmx-sg.connected.com	18.143.4.122
		52.74.232.237
		18.143.4.122
	cmxssso-sg.connected.com	13.215.61.80
		13.250.91.130
		18.143.12.169
	not-apse.cmx.connected.com	13.215.216.173
		18.141.107.174
		18.138.55.50