

# Connected Agent

Software Version 24.2.3

macOS Agent

## Release Notes

**opentext™**

Document Release Date: October 2024

Software Release Date: October 2024

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## Acknowledgements

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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- Download software patches
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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 Agent 24.2.3

This document is an overview of the changes made to OpenText Connected Agent 24.2.3 for macOS. It contains important information about the following items, which other documentation does not include:

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

For information about the installation requirements and compatibility of this release with other products, see the associated *OpenText Connected Agent 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.

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**Support for Mac profiles.** Added support for Mac configuration profiles.

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## Resolved issues

This release resolves the following issue(s). For more information, contact, [OpenText Support](#).

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**Issue:** Resolved an issue where, Connected was crashing on macOS Sonoma. (912017)

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**Issue:** Resolved an issue where, Connected consumed higher memory on MacBooks compared to prior versions. (907065)

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## Limitations

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

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**Issue:** If a user is deleted from hierarchy search, user will be deleted and moved to pending delete state but no message is shown in the UI. (904038)

**Workaround:** User Deletion status should be verified from User's Profile page.

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**Issue:** Due to data protection measures introduced in macOS 10.15 (Catalina), the first time an Agent attempts to access a folder that contains either your documents or other personal files in your user profile, macOS prompts whether to allow access.

The first of these prompts occurs during installation or upgrade to macOS Catalina when the Agent tries to create a shortcut on your desktop. Additional prompts occur during the Agent's initial scan whenever it attempts to access one of the protected folders for the first time. For the Agent to back up files, you must allow access. After granting access to a specific folder, you are not prompted again for that location unless you manually revoke access through the macOS Security & Privacy settings.

For more information about this macOS security-related data protections feature, see <https://www.apple.com/macOS/catalina/features/>.

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**Issue:** You cannot prevent sync or backup activity over metered connections on macOS-based computers because Agents on these computers cannot detect metered connections.

Agents on macOS-based computers treat all connections as nonmetered so any policy configured to prevent activity over a metered connection prevents this activity on Windows-based computers only.

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## Open issues

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

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**Issue:** Mac Agent upgrade from Connected 4.11.x to 24.1 leaves empty entries in Keychain with old product name (Connected MX). (878019)

**Workaround:** The workaround is to delete all the entries that are marked Connected MX, manually.

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**Issue:** (Mac Agent only) When you upgrade mac-OS to Sonoma (14.0) and initiate a backup, a pop-up is displayed, **Connected agent is trying to access other applications data.** (822010)

**Workaround:**

The workaround is to allow **Full disk access** to Connected service. To allow full access, perform the following steps:

1. Navigate to **System Settings > Privacy & Security > Full Disk Access**, and enable the toggle for **Connected**.
  2. Click **Save**.
  3. Quit and start the Connected Agent again.
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**Issue:** You cannot log in to the Agent if your email address contains a plus sign (+). (TT-10662)

The Agent prompts for your email address the first time that it starts. If you specify an email address that contains a plus sign, such as `my+name@example.com`, and then click **OK**, the Agent prompts for your email address again.

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**Issue:** The macOS-based Agent does not support custom backup policies rules that contain Unicode characters, such as the letter á or ñ. (TT-11242)

If the Agent's backup policy contains a custom rule that includes a specific path, file name, or extension containing Unicode characters, the Agent fails to back up any files based on the rule.

**Workaround:** To define rules based on words that contain Unicode characters, replace each Unicode character with the question mark (?) wildcard character. This character matches any single character, including Unicode characters.

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# Installation

You can get the 24.2.3 macOS-based Agent from the Downloads page of the Connected web application.

**TIP:** 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-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 download an Agent

1. In the upper-right corner of the web application, click your name, and then click **Downloads**.
2. On the Downloads page, under **Download a Specific Agent**, select the 24.2.3 Agent version for the macOS operating system, and then click **Download selected agent**.

After download, you can install or upgrade the Agent interactively or, as an Administrator, from the command line. For more information, see the “Agent installation overview” or “Agent upgrade overview” topic of the Connected Help Center. To access the help center, in the upper-right corner of the Connected web application, click your name, and then click **Help**.

As an administrator, to set version 24.2.3 as the default Agent available for user download or to upgrade users to this version automatically, see the help topic “Configure the Agent versions available for user download” or “Initiate auto-upgrades of Agents”, respectively.

**NOTE:** If you are using KMS service to manage keys and plan on upgrading the Connected Agent to version 24.1 or later, then make sure to regenerate the device client certificate, **cmxDevice.p12**, using **OpenSSL 3.0**.

For more details on creating the SSL certificate, refer KMS documentation.

Contact support if you encounter any issue during the upgrade.