Connected
Agent

Software Version 24.2

Release Notes

opentext™

Legal notices

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/.

Support

Visit the MySupport portal to access contact information and details about the products, services, and support that OpenText 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:

- 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.

Contents

Release Notes

Connected Agent 24.2

This document is an overview of the changes made to OpenText Connected Agent 24.2 for both Windows and macOS operating systems. It contains important information about the following items, which other documentation does not include:

- Enhancements
- 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.

New option to export Connected keychain. Connected Mac Agent is enhanced with a new option to export Connected keychain items to facilitate further upgrades.

Limitations

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

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.

Mobile and Tablet Apps will no longer be able to register, backup and retreieve data from Connected. Also, existing apps cannot backup to Connected.

Issue: Available on this device files in one drive are getting backed up only when the scanner thread runs. (TT-34886)

When OneDrive files are opened, file state becomes **Available on this device** and those files back up does not happen immediately. The **Available on this device** files are backed up only when the scanner thread runs, that is, when an agent is restarted or when the backup policy is updated.

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/.

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.

Issue: On computers running Windows 7, Windows Explorer occasionally fails to display status badges on icons in the `Connected files` folder. (TT-8101)

On Windows-based computers, the Agent applies badges (shell overlay icons) to file and folder icons in the `Connected files` folder to indicate an item's sync status. However, because Windows limits the number of overlays that it supports at one time, Windows Explorer might fail to display these badges. If this happens, you cannot determine from an item's icon whether the Agent has synced it with Connected. For example, ✅ indicates that the plain text file is synced. If Windows Explorer fails to display status badges, the icon appears as ▯.

Workaround: For more information about how the Windows shell overlay limitation affects Connected and potential ways to work around it, contact OpenText Support.

Issue: The Agent does not warn the user when unable to establish a connection with the filter driver—the component that continuously listens for file changes and informs the Agent of them. (TT-21915)

As a result of this issue, the Agent does not back up newly created or modified files until it discovers the file changes itself through scans run each time the Agent restarts or receives updates to its administrative policy rules.

Workaround: If the Agent does not attempt to back up new or modified files, verify that the device's firewall settings and security software are not blocking the Agent's communication with the filter driver. To do so, verify that local firewall and security software do not block all ports in the following ranges: 7777 through 7787 and 7788 through 7798 or any communication between `ConnectedMXSystemTrayUI.exe` and `ConnectedMXService.exe`.

Open issues

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

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.

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.

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.

Issue: On Windows-based computers, the SystemInfo.txt file remains on your computer after you uninstall the Agent. (TT-10738)

When generating an Agent .zip file on Windows-based systems at the user's request, the Agent invokes the Windows diagnostic tool. This tool creates a system report *userFolder*\AppData\Local\Hewlett-Packard\HP Connected MX\SystemInfo.txt that the Agent's uninstall process fails to remove.

Workaround: To remove the file, manually delete it.

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.

Installation

You can get the 24.2 Agents 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-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 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 Agent version for your 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 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.