

Connected Agent

Software Version 24.4.1

For the macOS and Windows operating systems

Support Matrix

opentext™

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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/support-and-services/documentation/>.

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Requirements

This section provides information about the requirements to successfully install and run OpenText Connected Agent 24.4.1 for macOS and Windows. For questions about any of these requirements, contact OpenText Support.

NOTE: From Connected version 24.2 onwards, the Mobile App (iOS and Android) support for Connected is withdrawn.

macOS

Agent requirements for macOS-based computers:

- **Hardware requirements:**
 - **Memory (RAM).** 2 GB (minimum)
 - **Processor.** Intel, Apple Silicon (macOS 13 and above)
 - **Disk space.** 250 MB
- **Software requirements:**
 - **Operating system.** macOS 12 (Monterey), macOS 13 (Ventura), macOS 14 (Sonoma), macOS 15 (Sequoia) 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.**

Agents opens the default web browser and loads the Connected login page for Connected credentials.

- **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	23.4	24.1 & Later
Windows 10	X	X
Windows 11	X	X

OS Version	Agent Version		
macOS	23.4	24.1 & Later	24.4.1 & Later
macOS 12.x.x (Monterey)	X		
macOS 13.x.x (Ventura – Intel)	X	X	
macOS 14.x.x (Sonoma – Intel)	X	X	
macOS 15.x.x (Sequoia - Intel)			X
macOS 13.x.x (Ventura - Apple)		X	
macOS 14.x.x (Sonoma - Apple)		X	
macOS 15.x.x (Sequoia - Apple)			X

Compatibility

This section provides information about optional software and configurations that are compatible with Connected Agent 24.4.1 for macOSWindowsboth 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 24.2.2

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

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 OpenText Connected Agent 24.4.1 Support Matrix

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We appreciate your feedback!