

# Connected ExportData Tool

Software Version 24.4

## 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/>.

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- 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 ExportData Tool 24.4

This document is an overview of the changes made to OpenText Connected ExportData Tool 24.4. It contains important information about the following items, which other documentation does not include:

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

**NOTE:** From Connected version 24.2 onwards, the Mobile App (iOS and Android) support for Connected is withdrawn.

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

## **Enhancements**

This release includes security enhancements.

## Limitations

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

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**Issue:** On macOS, while using Command Line Interface (CLI), back slashes (\) are automatically ignored or escaped. (TT-34999)

**NOTE:** It is recommended to use only the forward slash (/) to separate the folders in the hierarchy.

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**Issue:** When running on a Mac platform, after data export is successful, unable to open the folder from ExportData tool when the data export request name contains special characters. (TT-34334)

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**Issue:** Due to data protection measures introduced in macOS 10.15 (Catalina), if you attempt to download or install the ExportData tool to a folder that contains either your documents or other personal files in your user profile, macOS prompts whether to allow access.

Additional prompts occur whenever the tool attempts to export files to one of the protected folders for the first time. For the tool to export the 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:** In CMX-KMS environments, you cannot export data for users that are on-hold. (TT-30248)

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# Installation

You can download the ExportData tool from the Downloads page of the Connected web application. For detailed information about the tool, see the ExportData Tool Help Center, available from the [Connected documentation site](#).

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.