Connected
ImportUsers Tool

Software Version 24.4

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/support-and-services/documentation/.

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

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Connected ImportUsers Tool 24.4

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

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NOTE: From Connected version 24.2 onwards, the Mobile App (iOS and Android) support for Connected is withdrawn.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

Open issues

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

Issue: To delete users, the ImportUsers tool requires you to include the `GroupName` field in the CSV file even though it ignores any values in that field. (TT-31022)

Workaround: Include the `GroupName` field in the CSV file's header row but leave its value empty in each row of data.

Issue: The ImportUsers tool encounters an error if you run it more than once with the same CSV file. (TT-33043)

Workaround: Ensure that every CSV file you use with the tool has a unique name. For example, append a timestamp to the name of each file.

Installation

You can download the ImportUsers tool from the Downloads page of the Connected web application. For detailed information about the tool, see the ImportUsers 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.