Connected MX
Agent

Software Version 4.9.0

For the Windows and macOS operating systems

Release Notes

Micro Focus®

Legal notices

Copyright notice

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-mx/.

Support

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

- Search for knowledge documents of interest
- View software vulnerability alerts
- Enter into discussions with other software customers
- Manage software licenses and support contracts
- Submit and track service requests
- Contact customer support
- View information about all services that Support offers

Many areas of the portal require you to sign in. If you need an account, you can create one when prompted to sign in. To learn about the different access levels the portal uses, see the Access Levels descriptions.

Contents

Release Notes

Connected MX Agent 4.9.0

This document is an overview of the changes made to Micro Focus CMX Agent 4.9.0 for both macOS and Windows. It contains important information not included in other documentation about the following items:

- New features, below

- Resolved issues, on the next page

- Limitations, on the next page

- Open issues, on page 6

- Installation, on page 8

For information about the installation requirements and compatibility of this release with other products, see the associated *Micro Focus Connected MX Agent 4.9.0 Support Matrix*. The support matrix may be updated between releases, so it is available only from the Connected MX documentation site.

New features

This section describes the new features in this release. For more information about a specific one, see the CMX Help Center or contact Micro Focus Support.

Optimized protection and migration of Windows user state data (.mig files). When governed by a backup policy having the new **Back up Windows user state files (.mig)** option enabled, Windows-based Agents now support optimized protection and migration of `.mig` files. (TT-28777)

The Agent contains the following changes to provide this new support:

- **Optimized protection of .mig files**. The Agent backs up all `.mig` files on disk, except those excluded by drive or Smart Scan, regardless of any admin or user rules that exclude them.

- **Automated import of .mig files**. If when starting a restore request you opt to import a `.mig` file, the Agent initiates that import using USMT when the entire restore completes.

On-demand backups. You can now initiate a backup interactively with the Agent's new **Back up now** menu option or through the Agent's command line using its new `backupnow` parameter. (TT-29549)

Although Agent performs frequent backups to continuously protect your data, this new feature lets you protect files ahead of schedule. Initiating a backup interactively lets you back up your own files sooner. Initiating backups through the Agent's command line lets you back up files for anyone on a regular or as-needed basis. For example, you can install a script on each user's computer that initiates a backup before every shutdown or you can deploy a script to a specific user that initiates a backup because their Agent has not performed one in a while.

Resolved issues

This section describes the issues resolved in this release. For more information about a specific one, contact, Micro Focus Support.

Issue: Fixed the issue that prevented the macOS-based Agent from continuing to back up assets after attempting to back up a folder reserved for the OS, such as `Suggestions`. (TT-29039)

Now if the Agent encounters such a folder, it marks the folder as failed and continues the backup with the next asset.

Issue: If you cancel a restore request while the Agent is actively restoring files, the Agent now resumes backups at its next regularly scheduled interval. (TT-29524)

Previously after you canceled an active restore, the Agent did not resume backups until you restarted it.

Issue: If the Agent encounters an HTTP 408 (Timeout request), 502 (Bad gateway), or 504 (Gateway timeout) error while attempting an operation, it now backs off until the connection is available before trying again. (TT-29820)

Previously, the Agent reattempted the operation until reaching its maximum number of retries. At that point, the operation failed.

Issue: During initialization, if the Agent fails to receive a device configuration from the Agent server, it now retries fetching it until successful before continuing its normal operations. (TT-30189)

Previously, if the Agent failed to receive a device configuration, it continued to run without a device ID.

Issue: Resolved the issues that occasionally prevented the Agent from resuming a large restore that was in progress at the time the Agent was restarted. In some of these cases, the Agent's status indicated the restore was in progress even though it was not. (TT-30711)

Limitations

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

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 Agent. 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 Agent and potential ways to work around it, contact Micro Focus 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 Micro Focus Support.

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 4.9.0 Agents from the Downloads page of the CMX web application. To do so:

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 4.9.0 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 CMX Help Center. To access the help center, in the upper-right corner of the CMX web application, click your name, and then click **Help**.

As an administrator, to set version 4.9.0 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.