Connected Backup

Software Version 9.0.4

Release Notes

Micro Focus®

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Contents

Introduction

This document describes the new features and resolved issues for Micro Focus Connected Backup version 9.0.4.

New in this Release

This section lists the enhancements that Connected Backup version 9.0.4 contains.

- **Customize IIS error pages**

  Provided recommendations to customize IIS error pages that displays detailed information and exposes the application paths on the hosted servers.

- **Supports Windows 10**

  Added support for the PC Agent to work on Windows 10 version 20H2.

- **Supports SQL Server 2019**

  Added support for the Connected Backup to work with SQL Server 2019.

- **Order media shipping label** - enhanced the shipping label field by labelling the fields along with their description.

- **Supports Windows Server 2019 for Management API**

  Added support for the Connected Backup Management API to work with Windows Server 2019.

- **Supports macOS Big Sur**

  Added support for the Mac Agent to work on macOS 11.0 Big Sur.

Resolved Issues

This section lists the resolved issues in Connected Backup version 9.0.4.

- **CB-43145** - Resolved an issue where a new account is created when using CLI for account recovery on MacOS Catalina and BigSur.

- **CB-42452** - Resolved issue on unsupported version of TinyMCE used.

- **CB-38798** - Resolved Compactor subtree mode large xattr (more than 8000bytes) lost issue.

- **CB-40606** - Changes to log a proper warning message for offline cloud files (Tested with Microsoft OneDrive).

- **CB-40399** - Resolved Mac Agent's backup issue with Microsoft Outlook's FontPreviewCache and Cocoapods folders with the addition of two new default locked exclusion rules.

- **CB-41227** - Cleanup of unused files from Support Center installation folder.

- **CB-42449** - In the AMWS application, error message during invalid credentials has been updated.

- **CB-42450** - Default session timeout for AMWS application is changed to 15 minutes.

- **CB-40974** - Bug fixed in BDRT to not to show failure messages when file retrieval is successful.

Known issues

This section lists the known issues for Micro Focus Connected Backup 9.0.4 release.

- **CB-43881** - Unable to retrieve files from MyRoam with DC on Windows Server 2008 R2 SP1 and SQL Server 2008 R2 SP3.

- **CB-43785** - Instead of 'Account Locked', you may receive '500 internal server error / Unexpected error' while retrieving data via MyRoam when compactor is processing data for the account.

  > **NOTE:** The 500 internal server error / Unexpected error will no longer be displayed when compactor is done processing the data for the account and released it. After this, you will be able to retrieve data via MyRoam.

- **CB-42963** - Mac Agent backups fail when agent encounters emoji characters in file or folder names. The following error is logged in the diagnostics section of the `AgentLog_account_number.txt` log file:

  ` An error occurred while translating the encoding of a message.`

  Workaround: From Mac Agent backup, exclude the folder(s) or file(s) path found in `Protocol.log` that have embedded question mark characters in path names.

- **CB-42702** - While retrieving files using BDRT tool if the tool finds any invalid account then for such accounts the account number in the agent log file name will be named as <00000-00000>. For example, Agent_00000-00000_09-10-2020_06-09.txt.

- **CB-41925** - Due to support for Mac Notarization, the Mac Agent custom branding will be removed post agent upgrade to 9.0.2 or above.

- **CB-41962** - Unable to retrieve backed up file set when you double-click on Myroam_Expander.

  Workaround: See Retrieve files via Myroam_Expander.

- **CB-41950** - The user-defined agent install folder is changed to the default install folder structure when the branded agent is upgraded to 9.0.2 (from 9.0.1 or prior versions).

- **CB-41873** - When you back up large number of files, the **View History Details** doesn't display the list of backed up files in the **History** tab of the Mac agent.

  Workaround: Manually click the **columns** on the window to display the list.

- **CB-41504** - Uninstall wizard hangs for Re-branded Mac Agents on Mac 10.15 Catalina.

  Workaround: Uninstall the agent with command line.

  For details, see **Remove/Uninstall > Use the command-line** section in *Connected Backup Installing Mac Agents document*.

- **CB-41483** - Mac Executable shows as normal file after retrieved from MyRoam.

  Workaround: perform **one** of the following workarounds:

- From the terminal, manually add execute permission to MyRoam_Executable and then run it.

  or

- Turning off the setting preference in Safari and Firefox to automatically extract the downloaded zip file and then use third party app, like WinRar, to extract the downloaded retrieve file.

  This will retain the execute permissions of the MyRoam_Expander and it can be run as usually.

- **CB-41530** - Permissions of binary files changes upon retrieval from MyRoam.

  Workaround: Turning off the setting preference in Safari and Firefox to automatically extract the downloaded zip file and then use third party app, like WinRar, to extract the downloaded retrieve file.

  This will retain the execute permissions of the MyRoam_Expander and it can be run as usually.

Requirements

Connected Backup version 9.0.4 supports 64-bit standalone, mirrored, or clustered (mirrored or non-mirrored) Data Center configurations installed as one of the following:

- New installation

- Upgrade from Connected Backup 8.11.6 or 9.0.3

You can upgrade the PC Agent from the following version of Connected Backup components:

- Connected Backup Agent 8.8.5, or later

You can upgrade the Mac Agent from the following version of Connected Backup components:

- For macOS 10.14 (Mojave) - Connected Backup Agent 8.10.2, or later

- For macOS 10.15 (Catalina) - Connected Backup Agent 8.11.5, or later

- For macOS 11.0 (BigSur) - Connected Backup Agent 9.0.3, or later

For information about the system requirements, supported platforms, and software dependencies for Connected Backup 9.0.4, refer to the *Connected Backup* 9.0.4 *Requirements Matrix.*

Install Notes

This topic provides information about Connected Backup 9.0.4 installation and upgrade for specific scenarios. If you host your own Connected Backup environment, then refer to *Connected Backup Installing the Data Center* or *Connected Backup Upgrading the Data Center* documentation for complete installation or upgrade information.

The following Connected Backup packages are available for this release:

- `v9.0.4.bdc.english.zip`

  Contents:

  - `BDC folder`

- `v9.0.4.mgmtApi.zip`

  Contents:

  - `ManagementAPI folder`

  - `Atmy.Cntd.ManagementConfig.dll`

  - `ManagementAPIInstallManager.dll`

  - `ManagementAPIServiceInstaller.exe`

  - `ManagementServiceCmdLineInstaller.exe`

- `v9.0.4.dctoolkit.zip`

  Contents:

  - `Toolkit folder`

- `v9.0.4.BDRToolPkg.zip`

  Contents:

  - `BulkDataRetrieveTool.exe`

  - `icudt48.dll`

  - `icudt48x64.dll`

  - `icuuc48.dll`

  - `icuuc48x64.dll`

Upgrade Data Center to 9.0.4 version

The naming convention for mount point share names changed as of Connected Backup version 8.8.7. If you're upgrading from a version prior to 8.8.7, and have manually configured the Mount Points on the Data Center, refer to the 8.8.7 release notes and follow the steps to ensure volume accessibility.

Retrieve files via Myroam_Expander

When you double-click on Myroam_Expander and you are not able to retrieve backed up file set then to retrieve files, perform the following workaround:

1. Use Safari to download files from an Agent account on a Mac computer.

2. Extract the contents of the ZIP file, right click on **Myroam_Expander** and select the **Open with < Terminal** option.

   > **NOTE:** When you select **Open with < Terminal** option and if you are retrieving the backed up file set for the **first** time, a pop-up message similar to the following is displayed:
   > ```
   > Myroam_Expander can't be opened because identity of the developer cannot
   > be confirmed.
   > ```
   > Click **Open** will allow you to retrieve backed-up file set without any error.

   Once you have given the permission to run Myroam_Expander then from next time onwards a pop-up message similar to the following is displayed:

   ```
   Myroam_Expander is a Unix app downloaded from the Internet. Are you sure you
   want to open it ?
   ```

   Click **Open** to retrieve the backed up file set.

Disable weak cipher

After installing the Support Center or AMWS web services application on a system, it is preferable to disable any weak and vulnerable cipher having a block size of 64-bits, all RC4 ciphers, and other ciphers.

The following are some of the examples:

- Block size of 64-bits -
  - Triple DES
- RC4 ciphers -
  - TLS_RSA_WITH_RC4_128_SHA
  - TLS_RSA_WITH_RC4_128_MD5
- Other ciphers -
  - TLS_RSA_WITH_AES_256_CBC_SHA (0x35)
  - TLS_RSA_WITH_AES_128_CBC_SHA (0x2f)
  - TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA (0xc014)
  - TLS_ECDHE_RSA_WITH_AES_128_CBC_SHA (0xc013)

Documentation

The following documentation was updated for this release.

- *Connected Backup Administering PC Agents*

- *Connected Backup Administering Mac Agents*

- *Connected Backup Requirements Matrix*

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