

# Connected MX Agent

Software Version 4.9.1

For the Windows and macOS operating systems

## Release Notes



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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/documentation/connected-mx/>.

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- 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](#).

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# Release Notes

## Connected MX Agent 4.9.1

This document is an overview of the changes made to Micro Focus CMX Agent 4.9.1 for both macOS and Windows. It contains important information not included in other documentation about the following items:

- [Enhancements, below](#)
- [Limitations, on the next page](#)
- [Open issues, on page 6](#)
- [Installation, on page 7](#)

For information about the installation requirements and compatibility of this release with other products, see the associated *Micro Focus Connected MX Agent 4.9.1 Support Matrix*. The support matrix may be updated between releases, so it is available only from the [Connected MX documentation site](#).

## Enhancements

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

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**Clarified options in Device Setup Wizard.** The options in the Agent's Device Setup Wizard have been simplified so it is easier to determine which one you should choose. (TT-31613)

The wizard now prompts:

**Select how to configure this computer:**

- **As a replacement or reinstallation of my existing computer**  
I want to transfer an existing backup account to this computer.
  - **As a secondary or additional computer**  
I want to create a new backup for this computer that is separate from my existing computer backups.
  - **As an end-user's computer**  
I want to transfer an end-user's existing backup account to this replacement or reimaged computer.
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## Limitations

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

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**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/>.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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# Installation

You can get the 4.9.1 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 4.9.1 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 4.9.1 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.