

Connected MX

Software Version 4.7.2

Release Notes



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Acknowledgements

This product contains software licensed from Applied Informatics Software Engineering GmbH. Copyright © 2006-2014 by Applied Informatics Software Engineering GmbH.

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org>).

This product includes software written by Eric Young (eay@cyrtsoft.com).

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.

You can check for more recent versions of a document through the [MySupport portal](#). Many areas of the portal, including the one for documentation, require you to sign in with a Software Passport. If you need a Passport, you can create one when prompted to sign in.

Additionally, if you subscribe to the appropriate product support service, you will receive new or updated editions of documentation. Contact your Micro Focus sales representative for details.

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Visit the [MySupport portal](#) to access contact information and details about the products, services, and support that Micro Focus offers.

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- Search for knowledge documents of interest
- Access product documentation
- View software vulnerability alerts
- Enter into discussions with other software customers
- Download software patches
- Manage software licenses, downloads, 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 with a Software Passport. If you need a Passport, 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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Connected MX Release Notes

Software version: 4.7.2

Publication date: April 2019

This document is an overview of the changes made to Micro Focus Connected MX (CMX). It contains important information that is not included in books or Help. You can find information about the following in this document:

[Fixed defects, on the next page](#)

[Limitations, on page 6](#)

[Open defects, on page 7](#)

[Installation, on page 9](#)

Support matrix

For information about the installation requirements and compatibility with other products, see the *Connected MX Support Matrix*. The support matrix may be updated between releases, so it is available only from the [MySupport portal](#).

The support matrix includes the following information:

- **Requirements**
 - Web browsers
 - Computers
- **Compatibility**
 - Languages
 - Virtualization products
 - Micro Focus software coexistence
 - Other software coexistence

Fixed defects

The reference number for each fixed defect is its defect number. For more information about fixed defects, contact your Micro Focus Support representative directly.

Agent issues

These defects were Agent problems.

Issue: Corrected the problem that caused Windows-based Agents to exit unexpectedly at startup if the event log service was not available. (TT-27445)

Issue: Windows-based Agents now install binary files that contain a digital signature signed by Micro Focus. Previously, these Agents installed unsigned binary files, as follows:

- In the US-based environment, the `ConnectedMXService.exe` file was unsigned. (TT-27489)
 - In the UK-based environment, all Agent binary files, including `ConnectedMXService.exe`, were unsigned. (TT-27489 / TT-27496)
-

Issue: If the Agent encounters a network timeout while restoring a file, it now automatically continues to restore that file when the network issue is resolved. (TT-27593)

Previously, the restore of that particular file failed and the Agent resumed the restore from the next file in the restore request.

Issue: When starting a restore request soon after cancelling another request, the Agent no longer fails to restore files that are common to both. (TT-27708)

Limitations

For more information about a specific limitation, contact your Micro Focus Support representative directly.

Agent limitations

The following issues are Agent limitations.

Issue: Mac-based Agents cannot detect metered connections so you cannot prevent sync or backup activity over metered connections on Mac-based computers.

On a Mac-based computer, the Agent cannot detect a metered connection so it treats all connections as nonmetered. If you set a policy to prevent activity over a metered connection, you prevent this activity on Windows-based Agents 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 CMX. 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 CMX and potential ways to work around it, contact Micro Focus Support.

Open defects

The reference number for each defect is its defect number. For more information about open defects, contact your Micro Focus Support representative directly.

Agent issues

The following issues are Agent problems.

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: Mac Agents do not support custom backup policies rules that contain Unicode characters, such as the letter `á` or `ñ`. (TT-11242)

If the Mac 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.

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 `HPConnectedMXSystemTrayUI.exe` and `HPConnectedMXService.exe`.

Issue: On computers running Windows 10, you cannot install Microsoft Remote Server Administration Tools (RSAT) if the Agent is already installed. (TT-23937)

There is an incompatibility between the Agent's filter driver ("LX_Tracker") and RSAT that causes the RSAT installation to fail.

Workaround: To install RSAT on a Windows 10 computer if the Agent is already installed, do the following:

1. Disable the Agent's filter driver by entering the following command at an elevated command prompt:

```
fltmc unload LX_Tracker
```

2. Install RSAT.
3. Restart the computer.

Issue: On rare occasion, the process of upgrading a Windows-based Agent from version 4.5.0 or earlier to 4.6.0 or later fails to uninstall the earlier version. (TT-26349)

When this occurs, both the old and new versions of the Agent can be active on the device at the same time. The new version is active immediately after upgrade while the old version becomes active after the system reboots (4.6.x Agents) or the user manually starts it through the Start Menu (4.7.x Agents).

Installation

You can access or install Connected MX client applications in the following ways:

CMX web application

To access the web application, use the URL to the server that hosts your CMX environment. Either:

- <https://cmx-us.connected.com>
- <https://cmx-uk.connected.com>

If you aren't sure which URL to use, contact your partner or the software fulfillment group that created your corporate CMX account.

To install the Micro Focus Key Management Server (KMS) software required in environments using customer-managed keys, see the Micro Focus Key Management Server Install Guide, available from the [MySupport portal](#).

CMX Agents

As an CMX administrator, you can get the Agent from the Downloads page of the 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 4.7.2 Agent version for your operating system, and then click **Download selected agent**.

After download, you can install or upgrade the Agent interactively or 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**.

To set version 4.7.2 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.