

Connected MX

Software Version 4.8.2

macOS Agent

Release Notes



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Legal notices

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Acknowledgements

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/support-and-services/documentation/>.

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](#).

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Connected MX Agent Release Notes

Software version: 4.8.2

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This document is an overview of the changes made to the Micro Focus Connected MX (CMX) macOS Agent for 4.8.2. It contains important information not included in other documentation about the following items:

[Enhancements, on the next page](#)

[Limitations, on page 6](#)

[Open issues, on page 7](#)

[Installation, on page 8](#)

Support matrix

For information about the installation requirements and compatibility of this release with other products, see the associated *Connected MX 4.8.2 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**
 - Computers
- **Compatibility**
 - Languages
 - Virtualization products
 - Micro Focus software coexistence
 - Other software coexistence

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.

Enhanced support for macOS 10.15. The macOS-based Agent is now notarized in a manner such that it will run on macOS 10.15 (Catalina) even if Apple's online GateKeeper service is not available to verify it. (TT-29121)

Previous versions of the Agent will run on macOS 10.15 only when GateKeeper is available to verify them.

Limitations

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

Issue: macOS 10.15 (Catalina) introduced data protection measures on folders that contain your documents and other personal files in your user profile. As a result, the first time the Agent attempts to access a file in each of these folders, 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: 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.

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: 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 4.8.2 macOS-based 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 4.8.2 Agent version for the macOS 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 4.8.2 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.