

# Connected MX ExportData Tool

Software Version 4.8.5

Release Notes



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## 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](#).

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# Release Notes

## Connected MX ExportData Tool 4.8.5

This document is an overview of the changes made to Micro Focus CMX ExportData tool 4.8.5. It contains important information not included in other documentation about the following items:

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

For information about the installation requirements and compatibility of this release with other products, see the associated *Micro Focus Connected MX ExportData Tool 4.8.5 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 ExportData Tool Help Center or contact Micro Focus Support.

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**ExportData tool support for ExportData tool-KMS.** The ExportData tool now works in ExportData tool Key Management Server (ExportData tool-KMS) environments. (TT-26086)

If your company manages its own encryption keys using ExportData tool-KMS software, you can now use the ExportData tool to extract user data in bulk. For information about how to install the tool, and the ExportData tool client certificate it needs to run in a ExportData tool-KMS environment, see the ExportData tool web application help.

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**Improved reliability of downloads.** Enhancements to the ExportData tool have made the download of large files more reliable. (TT-28009)

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**Improved access to ExportData tool's version number.** The ExportData tool version number now appears in the lower-left corner of the ExportData tool's UI and in an INFO message in the tool's `data_export.log` file. (TT-28429)

Displaying the version in these new locations makes it much easier to identify which version you are using. Previously, the version number was available only in a file located in the installation package.

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**New tool-specific Help Center.** Starting with Connected MX 4.9.0, information about the ExportData tool resides in a tool-specific Help Center, available on the [Connected MX documentation site](#). It is no longer included with the Help Center accessible through the CMX web application.

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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), if you attempt to download or install the ExportData tool to a folder that contains either your documents or other personal files in your user profile, macOS prompts whether to allow access.

Additional prompts occur whenever the tool attempts to export files to one of the protected folders for the first time. For the tool to export the 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:** In CMX-KMS environments, you cannot export data for users that are on-hold. (TT-30248)

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# Installation

You can download the ExportData tool from the Downloads page of the CMX web application. For detailed information about the tool, see the ExportData Tool Help Center.

To access the CMX 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.