

# Connected Backup

Software Version 8.11.5

## Release Notes



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The title page of this document contains the following identifying information:

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- 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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# Introduction

This document describes the new features and resolved issues for Micro Focus Connected Backup version 8.11.5.

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## New in this Release

This section lists the enhancements that Connected Backup version 8.11.5 contains.

- **Supports macOS Catalina**

Added support for the Mac Agent to work on macOS 10.15 Catalina.

**NOTE:** Mac Agent is now migrated to 64bit.

**NOTE:** You will encounter pop up messages during agent setup file download from AMWS website, install, re-install and uninstall Mac Agent. Depending on the pop up messages displayed, click **Allow** or **OK** to continue with the operation.

For more details, see *Connected Backup Installing Mac Agents*.

## Resolved Issues

This release does not contain any resolved issues.

## Known issues

This section lists the known issues and workarounds for Micro Focus Connected Backup 8.11.5 release.

- **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.

- **CB-41521** - Advanced rules windows displayed in the background while adding a new user-created rule.

**Workaround:** Manually click or select the 'New Rule' window and it gets into foreground.

## Requirements

Connected Backup version 8.11.5 supports 64-bit standalone, mirrored, or clustered (mirrored or non-mirrored) Data Center configurations installed as one of the following:

- Connected Backup 8.11.2
- Connected Backup 8.11.3
- Connected Backup 8.11.4

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

- For macOS 10.13 (High Sierra) - Connected Backup Agent 8.8.7.2, or later
- For macOS 10.14 (Mojave) - Connected Backup Agent 8.10.2

For information about the system requirements, supported platforms, and software dependencies for Connected Backup 8.11.5, refer to the *Connected Backup 8.11.5 Requirements Matrix*.

## Install Notes

This topic provides information about Connected Backup 8.11.5 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:

- v8.11.5.0.macagentfileset.english.zip

Content:

- English 8.11.5 mac agentfileset folder

- v8.11.5.0.zip (Support Center, AMWS and Data Center component)

Content:

- SupportCenter.dll
- SSWSAPI.dll
- dsping80
- MacExtractor

## Before you begin

Download the package from the [MySupport portal](#) to a location that you can access from your Data Center servers.

## Install Fileset Update

You must install the fileset update on each Data Center server that hosts a Registry database.

### NOTE:

The location of these Registry databases depends on the type of Data Center configuration that you use.

- In a stand-alone configuration, the Data Center contains the Registry database.
- In a mirrored Data Center configuration, both Data Center servers contain a Registry database.
- In a clustered Data Center configuration, the Registration Master servers contain a Registry database.
- In a non-mirrored clustered Data Center configuration, the Data Center contains a single Registry Master server and multiple Directory servers. The Registry Master server is associated with the Registry database.

**To install Connected Backup 8.11.5 Mac Agent Files, perform the following steps:**

1. Extract the contents of `v8.11.5.0.macagentfileset.english.zip` to the following folder of each Data Center server that hosts a Registry database:

`\DataCenter\Configuration$\-1\MACAgentFileSets`

2. On the server that hosts Support Center, open the Windows Registry Editor, and then set the value of the `MSIRefresh` registry key to 1.

The location of the key is: `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Connected\SupportCenter`

3. Log in to Support Center using a technician ID that has **Refresh Cached Database State** permission.

**TIP:**

The Admin account created by the Support Center installation process has this permission.

4. Click the refresh icon  in the upper left pane.

The Support Center loads the new Agent file sets.

5. On the server that hosts Support Center, open the Windows Registry Editor, and then set the value of the `MSIRefresh` registry key to 0.

The location of the key is: `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Connected\SupportCenter`

6. To verify the installation, complete the following steps:

- a. In the left menu, expand **Configurations > Mac**, and then click **Agent Versions**.
- b. Ensure that the **Agent** list on the Agent Versions page contains the file sets that you installed for this release.
- c. Create a new Agent Version which specifies the release in the Agent list.

**NOTE:**

To use a new release, each agent file set you install must be associated with an Agent Version.

For more information on how to work with Agent Versions and Configurations, refer to Support Center Help.

**To install Connected Backup 8.11.5 Support Center Update, perform the following steps:**

1. Log on as an administrator to the server that hosts Support Center.
2. Use Internet Information Services (IIS) Manager to stop all IIS services.
3. Browse to the \DataCenter directory, and then rename the SupportCenter.dll file to retain a copy of it.
4. Extract the SupportCenter.dll file from the v8.11.5.0.zip file directly into the \DataCenter folder, which maintains the correct set of file permissions of the file.
5. If Data Center is installed in a custom location, follow below instruction to get the exact path:
  - a. Open Windows Registry Editor.
  - b. Check InstallDir key value at the following location: HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Connected\BackupDataCenter
6. Restart all IIS services.
7. Repeat steps 2 through 6 on all other servers that hosts Support Center in your environment.

**To install Connected Backup 8.11.5 AMWS Update, perform the following steps:**

1. Log on as an administrator to the server that hosts Account Management Website (AMWS).
2. Browse to the \inetpub\wwwroot\SSWSAPI directory, and then rename the SSWSAPI.dll file to retain a copy of it.
3. Extract the SSWSAPI.dll file from the v8.11.5.0.zip file directly into the \inetpub\wwwroot\SSWSAPI folder, which maintains the correct set of file permissions of the file.
4. Restart all IIS services.

**To install the remaining files, perform the following steps:**

1. Log on as an administrator to the server that hosts Data Center.
2. Browse to the \DataCenter directory, and then rename the dsping80 and MacExtractor files to retain a copy of them.
3. Extract the dsping80 and MacExtractor files from the v8.11.5.0.zip file directly into \DataCenter folder, which maintains the correct set of file permissions of the files.
4. If Data Center is installed in a custom location, follow below instruction to get the exact path:

- a. Open Windows Registry Editor.
- b. Check InstallDir key value at the following location: HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Connected\BackupDataCenter.

## **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, such as Triple DES.

## **Documentation**

The following documentation was updated for this release.

- *Connected Backup Installing Mac Agents*
- *Connected Backup Administering Mac Agents*
- *Connected Backup Requirements Matrix*