Connected Backup

Software Version 9.0.3

Release Notes

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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 9.0.3.

New in this Release

This section lists the enhancements that Connected Backup version 9.0.3 contains.

- **Enhanced reporting of restore activity** - Added new **Restore Report** option under the Report Templates in the Support Center interface to display the information on accounts that has done the file retrievals. The report provides product restore statistics and metrics to the administrators. The report processes all the retrieve outcomes such as Successful, Completed with warning, Completed with Error, Failed and Canceled along with the type of error or warning messages if there is any.

- **Connected Backup uses latest version of Tomcat** - Connected Backup AMWS now uses Apache Tomcat 9.0.37 instead of Apache Tomcat 7.0.42.

- **Retrieve command for PC agents** - Retrieve command for PC agents is enhanced with new skip option (**[{-skipfilebyname | - sk}]**) in the command line which skips the file retrieval if a file with the same name is present in the retrieval location.

- **User account provisioning** - The user account provisioning (add, change, and delete) is now logged to DCMaint. The following changes done by technician are included:

  - **For communities**:

    - adding, moving, and renaming a community

    - branding

    - bandwidth throttling

    - enable and disable registration

    - digital certificate etc.

  - **For accounts** - changes in account configuration, status, password, contact information and so on.

- **Administrator controlled PC Agent debug logging** – Administrators are provided an option to enable or disable debug logs for an account. When enabled, generates additional logs on the agent that you can use to troubleshoot agent issues.

  > **NOTE:** Enable this option only to troubleshoot agent issues. Disable this as soon as you complete the troubleshooting.

- **Supports Windows Server 2019**

  Added support for the Connected Backup to work on Windows Server 2019.

- **Supports Outlook 2019**

  Added support for the Mac and PC Agents to work with Outlook 2019 version 2005 Build 12527.20470.

- Support Center is enhanced to reflect the correct version for macOS Big Sur.

Resolved Issues

This section lists the resolved issues in Connected Backup version 9.0.3.

- **CB-40972** - modify the default rule set for the Mac involving Time Machine

- **CB-38260** - Fix the incorrect translation of the word "minimieren" in German for agent.

- **CB-40537** - For the Connected Subscription clusters, media orders fail whenever the "CD" media type option is chosen, as they only support burning to DVD.

- **CB-41197** - After installation of agent, the agent is unable to register the account with the Data Center citing the operation timeout error message.

Known issues

This section lists the known issues for Micro Focus Connected Backup 9.0.3 release.

- **CB-42702** - While retrieving files using BDRT tool if the tool finds any invalid account then for such accounts the account number in the agent log file name will be named as <00000-00000>. For example, Agent_00000-00000_09-10-2020_06-09.txt.

- **CB-41925** - Custom branding will be removed post agent upgrade to 9.0.2.

- **CB-42094** - Unable to open or run media agent MediaAutoRun on Windows 10 system.

- **CB-41962** - Unable to retrieve backed up file set when you double-click on Myroam_Expander.

  Workaround: See Retrieve files via Myroam_Expander.

- **CB-41950** - The user-defined agent install folder is changed to the default install folder structure when the branded agent is upgraded to 9.0.2 (from 9.0.1 or prior versions).

- **CB-41873** - When you back up large number of files, the **View History Details** doesn't display the list of backed up files in the **History** tab of the Mac agent.

  Workaround: Manually click the **columns** on the window to display the list.

- **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.

Requirements

Connected Backup version 9.0.3 supports 64-bit standalone, mirrored, or clustered (mirrored or non-mirrored) Data Center configurations installed as one of the following:

- New installation

- Upgrade from Connected Backup 8.11.6 or 9.0.2

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

- Connected Backup Agent 8.8.5, or later

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

- For macOS 10.14 (Mojave) - Connected Backup Agent 8.10.2, or later

- For macOS 10.15 (Catalina) - Connected Backup Agent 8.11.5, or later

For information about the system requirements, supported platforms, and software dependencies for Connected Backup 9.0.3, refer to the *Connected Backup* 9.0.3 *Requirements Matrix.*

Install Notes

This topic provides information about Connected Backup 9.0.3 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:

- `v9.0.3.bdc.english.zip`

  Contents:

  - `BDC folder`

- `v9.0mgmtApi.zip`

  Contents:

  - `ManagementAPI folder`

  - `Atmy.Cntd.ManagementConfig.dll`

- `ManagementAPIInstallManager.dll`

  - `ManagementAPIServiceInstaller.exe`

  - `ManagementServiceCmdLineInstaller.exe`

- `v9.0.3.dctoolkit.zip`

  Contents:

  - `Toolkit folder`

- `v9.0.3.BDRToolPkg.zip`

  Contents:

  - `BulkDataRetrieveTool.exe`

  - `icudt48.dll`

  - `icudt48x64.dll`

  - `icuuc48.dll`

  - `icuuc48x64.dll`

Upgrade Data Center to 9.0.3 version

The naming convention for mount point share names changed as of Connected Backup version 8.8.7. If you're upgrading from a version prior to 8.8.7, and have manually configured the Mount Points on the Data Center, refer to the 8.8.7 release notes and follow the steps to ensure volume accessibility.

Retrieve files via Myroam_Expander

When you double-click on Myroam_Expander and you are not able to retrieve backed up file set then to retrieve files, perform the following workaround:

1. Use Safari to download files from an Agent account on a Mac computer.

2. Extract the contents of the ZIP file, right click on **Myroam_Expander** and select the **Open with < Terminal** option.

   > **NOTE:** When you select **Open with < Terminal** option and if you are retrieving the backed up file set for the **first** time, a pop-up message similar to the following is displayed:
   > `Myroam_Expander can't be opened because identity of the developer cannot be confirmed.`
   > Click **Open** will allow you to retrieve backed-up file set without any error.

   Once you have given the permission to run Myroam_Expander then from next time onwards a pop-up message similar to the following is displayed:

   `Myroam_Expander is a Unix app downloaded from the Internet. Are you sure you want to open it ?`

   Click **Open** to retrieve the backed up file set.

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, all RC4 ciphers, and other ciphers.

The following are some of the examples:

- Block size of 64-bits -
    - Triple DES
- RC4 ciphers -
    - TLS_RSA_WITH_RC4_128_SHA
    - TLS_RSA_WITH_RC4_128_MD5
- Other ciphers -
    - TLS_RSA_WITH_AES_256_CBC_SHA (0x35)
    - TLS_RSA_WITH_AES_128_CBC_SHA (0x2f)
    - TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA (0xc014)
    - TLS_ECDHE_RSA_WITH_AES_128_CBC_SHA (0xc013)

Documentation

The following documentation was updated for this release.

- *Connected Backup Administering PC Agents*
- *Connected Backup Administering Mac Agents*
- *Connected Backup Installing the Data Center*
- *Connected Backup Administering the Data Center*
- *Connected Backup Upgrading the Data Center*
- *Connected Backup Data Center Disaster Recovery*
- *Connected Backup Account Management Web Services Development*
- *Connected Backup Web Services Programming Reference*
- *Connected Backup Interoperability Matrix*
- *Connected Backup Requirements Matrix*
- *Connected Backup Bulk Data Retrieve Tool*

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