

Connected MX Web Application

Software Version 4.10.0

Release Notes



Document Release Date: September 2020
Software Release Date: September 2020

Legal notices

Copyright notice

© Copyright 2020 Micro Focus or one of its affiliates.

The only warranties for products and services of Micro Focus and its affiliates and licensors (“Micro Focus”) are as may be set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Micro Focus shall not be liable for technical or editorial errors or omissions contained herein. The information contained herein is subject to change without notice.

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](#).

Contents

Release Notes	4
New features	4
Enhancements	5
Limitations	6
Open issues	7
Installation	10

Release Notes

Connected MX Web Application 4.10.0

This document is an overview of the changes made to Micro Focus CMX Web Application 4.10.0. It contains important information not included in other documentation about the following items:

- [New features, below](#)
- [Enhancements, on the next page](#)
- [Limitations, on page 6](#)
- [Open issues, on page 7](#)
- [Installation, on page 10](#)

For information about the installation requirements and compatibility of this release with other products, see the associated *Micro Focus Connected MX Web Application 4.10.0 Support Matrix*. The support matrix may be updated between releases, so it is available only from the [Connected MX documentation site](#).

New features

This section describes the new features in this release. For more information about a specific one, see the CMX Help Center or contact Micro Focus Support.

New reports. CMX now provides the following reports:

- **Admin Audit report.** The Admin Audit report provides detailed information about the creation or modification of users, groups, and customer information. The system gathers data used by this report once a day. (TT-30791)
- **Data Access report.** The Data Access report provides a high-level audit of data access by users and data administrators. (TT-30790)

This report identifies who accessed data, when, and the type of access, such as by viewing or downloading the data. The system gathers data used by this report once a day. For more information, see the Connected MX Help Center.

- **Restore Assets report.** The Restore Assets report provides detailed information about restored assets. (TT-30793)

For each asset, this report also identifies which application (Agent or ExportData tool) performed the restore, whether the restore was successful and the date the restore completed. The system gathers data used by this report every four hours.

To support this report, ExportData tool 4.10.0 contains enhancements that provide the list of assets the tool exports, the status of those exports, and the date the exports completed. Tool

enhancements also provide the report with status messages to aid in troubleshooting export problems.

For more information about these reports, see the Connected MX Help Center.

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 email address support. CMX now supports email addresses that conform to RFC 5322, except for those with a local part that contains the following characters: (TT-31527)

- A quotation mark ("). For example: "JaneDoe"@example.com
- A white space. For example: John Doe@example.com
- A period (.) as the first or last character or that appears consecutively two or more times.

For example: .JaneDoe@example.com, JohnDoe.@example.com, or Chris..Doe@example.com

To support an address with a local part that contains any of these characters, create an email alias in your environment without the character, and then use that alias to create the CMX user.

In previous releases, CMX supported only a few special characters in addresses.

NOTE: If CMX authenticates users against your own corporate identity provider (IdP) and you need to support the dollar sign (\$) in user email addresses, configure your IdP to send any user attribute other than the email address as their SAML attribute.

Report enhancements. This release contains the following report enhancements:

- **Removal of PII for deleted users.** The following reports now replace a deleted user's PII (such as user name or email address) with their unique user ID. (TT-31719)
 - Backup Status report
 - Device Log report
 - PII Sharing Overrides report
 - Policy Audit report
 - Sharing Activity report
 - User Devices report
- **Consistent report date formats.** CMX now provides date-related consistency across reports. (TT-32058)

It provides date consistency by ensuring the following:

- Date range searches are performed in terms of UTC and are inclusive of the specified start and end dates.

- Start dates have a default value of 30 days prior to the current (local browser) date.
- Dates are reported in the following formats:
 - **CSV file.** UTC time
 - **Online.** Browser's local time

NOTE: CMX stores and searches dates using UTC-based times. Therefore, due to the conversion between UTC and your browser's local time zone, you might need to broaden your date range to adjust for results on date boundaries.

For example, an administrator in the PDT (UTC-7) time zone that conducts a search with an end date of June 1, 2020 will not see results with a date later than 5:00 p.m., May 31, 2020.

Restore enhancements. Enhancements to the restore mechanism results in the following:

- **Quicker restore population.** CMX now populates restore requests with assets more efficiently. (TT-32280)
- **Automatic cancellation for unrecoverable errors.** CMX now automatically cancels restore requests in situations that would cause an error from which it could not recover. (TT-32406)

For example, CMX now cancels pending or in-process restore requests for migrated devices and deleted users.

Identity and Access Management upgrade. Identity and Access Management upgraded to improve integration with customer Identity Management Providers. (TT-26459)

Limitations

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

Issue: You cannot view H.264-encoded MPEG-4 files using a Chrome browser. (TT-16665)

Chrome browsers do not support these types of files.

Workaround: Use a browser that supports H.264-encoded MPEG-4 files to view the file.

Issue: When viewing the web application in portrait mode using a Safari browser on an iPad running iOS 9 or later, the font in some dialog boxes appears too large. (TT-18185)

Workaround: To reset the font to its correct size, rotate the iPad to landscape mode and use it in that orientation.

Issue: Windows 10: While managing backups, the web application displays an error if you select the drive that serves as the System Reserved Partition. (TT-19125)

Although CMX does not support the backup of items on the System Reserved Partition, it displays the drive for selection. If you select this drive, the web application displays a message that it cannot connect to the Agent.

Issue: You cannot create a user who has the same email address as a user whose status is pending delete. (TT-20565)

Workaround: To reuse the email address of a user who is pending delete, reactivate the deleted user, change their email address, and then delete the user again. Now that the email address is no longer associated with a CMX user, you can assign it to someone else.

Issue: The CMX internal IdP fails to authenticate users if the customer is assigned to a partner five levels deep in the CMX hierarchy. (TT-21521)

Although CMX supports partners up to five levels deep, its internal IdP supports authentication for only four levels.

Workaround: To ensure that CMX can authenticate users when using its internal IdP, create partners for those customers at a maximum of four levels deep from the top of the CMX hierarchy.

NOTE: The web application shows partners only a partial view of the hierarchy, which starts at their location and continues down with all subpartners under their span of administrative control. Therefore, the actual number of levels a partner can create depends on their own location within the hierarchy. For help resolving problems related to this issue, contact Support.

Issue: Due to an issue with Microsoft Edge build 38.14393 and later, when you open a drop-down list and then scroll the page with the scrollbar, the list of items remains in its original position until you refresh the page. (TT-28469 / EdgeHTML issue #14978262)

Workaround: To ensure that the Edge browser moves the contents of an open drop-down list correctly, scroll the page with the mouse wheel instead of the scroll bar. Alternatively, use a different browser to view the application.

Issue: Due to an issue with FireFox version 65.0 and later, the web application displays an empty text box followed by the text "lebowskilebowski" in the upper left corner under the header. (TT-28616)

Workaround: To prevent these items from appearing, use a different browser to access the web application.

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 share files with a recipient whose email address contains more than 50 characters. (TT-10670)

If you try to share files with a recipient whose email address contains more than 50 characters, the web application fails to share the files with any specified recipient and displays the error message: Invalid argument provided. Please verify that provided argument is valid.

Workaround: Find out if the person has an alternative email address that contains less than 50 characters. If so, use that address to share the file.

Issue: Occasionally, closing the file view by pressing Esc prevents you from immediately viewing the same file again. (TT-10687)

If you press Esc to close the file view and then immediately try to view the file again, the web application does not always redisplay the file.

Workaround: To resolve the problem, either view another file before trying to view the first file again or refresh the page through the browser.

Issue: The web application displays charts and graphs in Microsoft PowerPoint files upside down. (TT-16472)

Issue: You cannot view large videos stored in CMX. (TT-16903)

If you attempt to view a video file larger than approximately 100 MB, the web application displays an error message.

Workaround: To view a large video stored in CMX, download the file, and then play the video locally.

Issue: When using Internet Explorer 11 on touch-screen devices, you cannot resize custom images for collaboration files. (TT-17986)

The zoom function in the Custom Image Selection wizard does not work on touch-screen devices when using Internet Explorer 11.

Workaround: Do one of the following:

- Choose a custom image of 32 x 32 pixels, which you do not have to resize.
 - Use a different type of browser so that you can resize the image.
-

Issue: The Policy Audit report sometimes identifies a policy as being applied to the Whole Company when it actually applies only to one or more specific groups. (TT-20519)

Issue: Web Application displays "Internal Server Error" instead of a more descriptive message if it authenticates users against your own corporate identity provider (IdP) that is configured to prevent external access to the web application. (TT-20725)

Issue: The Data Trends report does not include data from collaborations. (TT-21132)

If you select multiple types of data for the report, including collaborations, the results do not contain collaboration data. If you select only collaborations, the results state "No data available".

Issue: Under certain scenarios that are still to be determined, CMX generates a duplicate device for the same hardware. (TT-32379)

When this occurs, the user cannot migrate the duplicated device. If you encounter this issue, contact Support for help to manually remediate it.

Installation

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.

To install the CMX Key Management Server (KMS) software required in environments using customer-managed keys, see the CMX *Key Management Server Install Guide*, available from the [Connected MX documentation site](#).