Connected Backup

Software Version 9.0.6

Release Notes

Micro Focus®

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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.

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- View software vulnerability alerts
- Enter into discussions with other software customers
- Download software patches
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- 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.

Contents

Introduction

This document describes the new features and resolved issues for Micro Focus Connected Backup version 9.0.6.

IMPORTANT: Note to Connected Backup SaaS customers

- Connected Backup SaaS customers are now eligible and required to update to the latest version (Connected 10 SaaS).

- We are offering an assisted upgrade program for this update.

- Customers will be provided an equivalent quantity they have already subscribed to, in the new Connected 10 SaaS environment.

- The older Connected Backup SaaS offering is planned to be retired during Q3 2022.

- For any questions on this process or program, you can reach us at Connected@microfocus.com.

New in this Release

This section lists the enhancements that Connected Backup version 9.0.6 contains.

- **JRE bundled with Mac Agent is upgraded**

  The JRE bundled with Mac Agent has been upgraded to version 17.0.1.

- **OpenSSL library is upgraded**

  Upgraded the OpenSSL library to the latest version.

- **log4j library is upgraded**

  The log4j library has been upgraded to version 2.17.1.

Resolved Issues

This section lists the resolved issues in Connected Backup version 9.0.6.

- **280358** - Resolved an issue where no company name should be specified within the text of agent errors.

- **282047** - Resolved an issue where Mac Agent backups fail when agent encounters emoji characters in file or folder names.

Known issues

This section lists the known issues for Micro Focus Connected Backup 9.0.6 release.

- **CB-43881** - Unable to retrieve files from MyRoam with DC on Windows Server 2008 R2 SP1 and SQL Server 2008 R2 SP3.

- **CB-43785** - Instead of 'Account Locked', you may receive '500 internal server error / Unexpected error' while retrieving data via MyRoam when compactor is processing data for the account.

  > **NOTE:** The 500 internal server error / Unexpected error will no longer be displayed when compactor is done processing the data for the account and released it. After this, you will be able to retrieve data via MyRoam.

- **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** - Due to support for Mac Notarization, the Mac Agent custom branding will be removed post agent upgrade to 9.0.2 or above.

- **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 9.0.6 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 9.0.4

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

- Connected Backup Agent 8.5.1.1 (Windows 7 only) and 8.8.2 (Windows 10 or above)

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 macOS 11 (BigSur) - Connected Backup Agent 9.0.3, or later

- For macOS 12 (Monterey) - Connected Backup Agent 9.0.5.1, or later

For information about the system requirements, supported platforms, and software dependencies for Connected Backup 9.0.6, refer to the *Connected Backup* 9.0.6 *Requirements Matrix.*

Install Notes

This topic provides information about Connected Backup 9.0.6 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:

- `v9.0.6.bdc.english.zip`

  Contents:

  - `ConnectedBackup_9.0.6_License.txt`

  - `BDC folder`

- `v9.0.6.mgmtApi.zip`

  Contents:

  - `ConnectedBackup_9.0.6_License.txt`

  - `ManagementAPI folder`

  - `Atmy.Cntd.ManagementConfig.dll`

  - `ManagementAPIInstallManager.dll`

  - `ManagementAPIServiceInstaller.exe`

  - `ManagementServiceCmdLineInstaller.exe`

- `v9.0.6.dctoolkit.zip`

  Contents:

  - `ConnectedBackup_9.0.6_License.txt`

  - `Toolkit folder`

- `v9.0.6.BDRToolPkg.zip`

  Contents:

  - `ConnectedBackup_9.0.6_License.txt`

  - `BulkDataRetrieveTool.exe`

  - `icudt48.dll`

  - `icudt48x64.dll`

  - `icuuc48.dll`

  - `icuuc48x64.dll`

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 Product Overview*
- *Connected Backup Installing PC Agents*
- *Connected Backup Installing Mac Agents*
- *Connected Backup Installing the Data Center*
- *Connected Backup Administering PC Agents*
- *Connected Backup Administering Mac Agents*
- *Connected Backup Administering the Data Center*
- *Connected Backup Upgrading the Data Center*
- *Connected Backup Data Center Disaster Recovery*
- *Connected Backup DataTransfer API Administration Guide*
- *Connected Backup Management API Administration Guide*
- *Connected Backup Account Management Web Services Development*
- *Connected Backup Web Services Programming Reference*
- *Connected Backup PC Agent Quick Start*
- *Connected Backup Mac Agent Quick Start*
- *Connected Backup Media Agent Quick Start*
- *Connected Backup Agent Version Matrix*
- *Connected Backup Interoperability Matrix*
- *Connected Backup Requirements Matrix*
- *Connected Backup Application Localization Matrix*
- *Connected Backup Documentation Localization Matrix*
- *Connected Backup Bulk Data Retrieve Tool*

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We appreciate your feedback!