

AMWorks® Software  
Version 5.2.1.0  
Release Notes  
August 9, 2005

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AMWorks® Software Information  
Version 5.2.1.0

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Version 5.2.1.0 of AMWorks software is intended to be used with the following AMX™ switch firmware revisions:

AMX50xx switch	revision 3.4.0.7
AMX51xx user station	revision 4.0.0.15
AMIQ (all types) modules	revision 4.2.0.1
AMIQ-SRL module	revision 1.0.1.0

Version 5.2.1.0 of AMWorks software uses \*.avt files for upgrade of AMX™ switch products.

Only versions of AMWorks software from 5.1.0.7 will support the AMX5020 switch correctly.

Only versions of AMWorks software from 5.2.0.4 will support the AMX5130 user station and AMIQDM modules correctly.

If your switch is below version 2.2.0.35 or is at C.0.0.12 you must update to 2.2.0.35 first. Then update to the latest version.

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Software Compatibility

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Version 5.2.1.0 of AMWorks software is compatible with the following firmware:

AMX5000 switch	From revision 3.0.0.1
AMX5010 switch	From revision 3.0.0.1
AMX5020 switch	From revision 3.3.0.17
AMX5100 user station	From revision 1.1.3.42
AMX5110 user station	From revision 1.2.2.22
AMX5120 user station	From revision 1.2.2.22
AMX5130 user station	From revision 4.0.0.15
AMIQ-PS2 module	All revisions
AMIQ-USB module	All revisions
AMIQ-VSN module	All revisions
AMIQ-WSN module	All revisions

AMIQ-SRL module	All revisions
AMIQDM-PS2 module	From revision 4.2.0.1
AMIQDM-VSN module	From revision 4.2.0.1
AMIQDM-USB module	From revision 4.2.0.1

Version 5.2.1.0 of AMWorks software will successfully update firmware from all of the following revisions:

AMX5000 switch	From Revision 2.2.0.35
AMX5010 switch	From Revision 2.2.0.35
AMX5020 switch	From Revision 3.3.0.17
AMX5100 user station	All revisions
AMX5110 user station	All revisions
AMX5120 user station	All revisions
AMX5130 user station	From Revision 4.0.0.15
AMIQ-SRL module	All revisions
AMIQDM-PS2	All revisions
AMIQDM-USB	All revisions
AMIQDM-VSN	All revisions

If your switch is below revision 2.2.0.35 or is at C.0.0.12 you must update to 2.2.0.35 first. Then update to the latest version.

Version 5.2.1.0 of AMWorks software will introduce new features that will only operate with the following revisions:

AMX5000 switch	From revision 3.4.0.7
AMX5010 switch	From revision 3.4.0.7
AMX5020 switch	From revision 3.4.0.7
AMX5100 user station	From revision 4.0.0.15
AMX5110 user station	From revision 4.0.0.15
AMX5120 user station	From revision 4.0.0.15
AMX5130 user station	From revision 4.0.0.15
AMIQDM-PS2 module	From revision 4.2.0.1
AMIQDM-USB module	From revision 4.2.0.1
AMIQDM-VSN module	From revision 4.2.0.1
AMIQ-SRL module	All revisions

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### Important Installation Guidelines

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You should be aware that when you update to this revision of AMWorks software, the database tables may be modified and updated to a new format that includes extra feature information about the system.

This means that pre-5.2.1.0 revisions of AMWorks software may not be able to either open or read the newer database files.

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If you update AMWorks software, you cannot subsequently downgrade to a previous revision of AMWorks software without first un-installing and re-installing. The process of un-installing and re-installing AMWorks software will cause you to lose your database files. Therefore, if you think that you may wish to downgrade back to a pre-5.2.1.0 revision of AMWorks software sometime in the future, you should make a backup

copy of the database files. The database files that you would need to backup are: msa.data, msa.properties, msa.script and msa.backup.

These database files will be located in the AMWorks software installation folder, which is defaulted to :  
c:\program files\avocent amworks\

When making a copy of the database files, it is important that AMWorks software is not running. Likewise, when replacing the database files, it is also important that AMWorks software is not running.

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### How to upgrade

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When you update to AMWorks software 5.2.1.0, it is also recommended that you update the firmware on your AMX50xx switches to revision 3.4.0.7 (or later) in order to enable some of the extra features AMWorks software offers to the AMX switching system.

The AMX50xx switch devices must be at revision 3.4.0.7 to allow the extra AMX switch features to take effect.

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### How to upgrade from AMWorks software version 3.x.x.x or earlier

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1. To ensure that the correct database information is distributed across the AMX switching system, perform a Synchronize System Database from your existing AMWorks software installation. Use the AMWorks software database as the Database Source.
2. Note all user-group and server-group information. This upgrade will not restore current user and server group information.
3. Stop the 'mySql' service. You need to have administrator privileges to do this. If you are unsure how to do this, contact your system administrator.
4. Uninstall the existing AMWorks software installation.
5. Place the install CD for your new version of AMWorks software into your CD-drive, and run setup.
6. Follow the on-screen instructions.
7. Go to the section "Completing the installation", below.

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### How to upgrade from AMWorks software version 4.x.x.x or from 5.0.0.x

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1. Ensure that the correct database information is distributed across the system by performing a 'Synchronize System Database' from your existing installation. Use the AMWorks software database as you Synchronization reference.
2. When synchronization has completed, close your running instance of AMWorks software.
3. Place the install CD for your new version of AMWorks software into your CD-drive, and run setup.
4. Follow the on-screen instructions: you may install the new version of AMWorks software over the old version and you may choose to keep your existing database intact.
5. Go to the section "Completing the installation", below.

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## Completing the installation

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1. Run the AMWorks software. You will be prompted for a password. The default password is 'password'. We recommend that you change the password from its default setting.
2. After updating AMWorks software, set the Network Settings from the Admin menu.
3. You now need to either “Discover” or “Add” your AMX50xx switch devices.

### Note:

If you have not already updated the firmware on your AMX5000, AMX5010 or AMX5020 switches, then you will not be able to successfully synchronize the system databases. You will need to update the firmware on the AMX5000 or AMX5010 switches, then continue to step 4. For information on upgrading the AMX5000, AMX5010 or AMX5020 switches, see the support section for these switches.

4. When you have either "discovered" or "added" each of the AMX5000, AMX5010 or AMX5020 switches, Perform a “Synchronize System Database” on your newly configured system. During installation, if you chose to 'delete' the old AMWorks database, then:
  - 4a. Choose one of the AMX50xx switches as your Database Source.
  - 4b. Use the ‘overwrite’ option.
  - 4c. Click the start button.Otherwise (you did not delete the old AMWorks database):
  - 4d. Choose AMWorks software as the database source.
  - 4e. Use the 'overwrite' option.
  - 4f. Click the start button.

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## Enhancements

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This release of AMWorks software contains the following enhancements:

1. Correctly recognize and display all properties for an AMX5020 switch.
2. Full management support for the AMX5020 switch.
3. Recognize and display all properties for an AMX5130 user station.
4. Full management support for the AMX5130 user station.
5. Recognize and display all properties for an AMIQDM modules.
6. Full management support for the AMIQDM modules.
7. It provides full management support for audio (speaker/mic) settings for (capable) user stations and AMIQDM modules on the system.
8. It provides full management support for serial settings for (capable) user stations and AMIQDM modules on the system.
9. It provides the ability to set keyboard layout and emulation.

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## Fixes

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This release of AMWorks software contains the following changes since revision 5.0.0.39:

1. As with previous versions of AMWorks software, we recommend that when using Groups, Administration should be done only from AMWorks software. However, we have made the following change in order to maintain system synchronization in case of inadvertent administration via the user station:

When a user is associated with one or more groups, and subsequently that user's rights are modified from a user station, then that user will be automatically removed from groups on AMWorks software, and AMWorks software will remain in sync. The user's effective rights remain consistent with those set from the user station.

2. As with previous versions of AMWorks software, when performing a database- synchronization in overwrite mode (and taking an AMX matrix switch as the database source), all grouping information will be lost on AMWorks software. In order to ensure that grouping will not be lost inadvertently, we have introduced a warning message when this option is selected. The user's effective rights will remain unchanged.
3. On AMWorks software version 5.0.0.39, there was an issue which caused AMWorks software to set the synchronization status indicator to red for no apparent reason. When this happened, it was no longer possible to get AMWorks software to go back 'in-sync' with the rest of the system (i.e. the status indicator would not go green, even after doing device discovery and/or system synchronization). This issue has been fixed in this release.

**NOTE:**

When AMWorks software is running on Windows XP Service pack 2:

Windows XP SP2 installs a firewall (and turns it on) by default.

This firewall blocks FTP transfer, which the AMX switch system requires in order to successfully perform firmware updates. Secure Client (VPN) software may also block FTP transfer. In order to successfully update firmware, you may need to switch off your firewall (and/or Secure Client software) for the duration of the firmware updates.

4. On the 27<sup>th</sup> of July 2005, the Java Cryptography Extension (JCE) 1.2.1 reached its 'End of Service Life' (EOSL) The digital certificate that was used to sign the JCE 1.2.1 jar files expired on that date.

As a result, after this date, AMWorks software no longer functioned: The user would have seen the following java exception on attempting to log in:

“Error java.lang.SecurityException: The SunJCE provider may have been tampered.”

Additional information regarding the JCE1.2.1 End of Service Life can be found on the Sun Microsystems Website.

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Known Issues

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This release of AMWorks software contains the following known issues:

1. When operating over a slow and busy network, AMWorks may encounter difficulty transferring firmware update files to the AMX system. This is because the AMX system may timeout and abort the operation if the file-transfer is taking too long.

If this is the case there are a number of approaches that will help to resolve the problem:

- 1.1. Do the updates when the network is not so busy.
- 1.2. Update the AMX50xx devices individually (not in parallel).
- 1.3. Increase the network capacity of your switch.
- 1.4. Put the AMX equipment onto a dedicated network hub.

- 2.If your "sync status" indicator is RED even after you have performed a

"system synchronization", it may be because you need to perform a "device discovery" step.

Follow these steps:

- 2.1. Perform a "device discovery".
  - 2.2. Perform a "system synchronization".
  - 2.3. If the "sync status" indicator is still RED, see the AMWorks Online Help, Troubleshooting section.
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3. AMWorks software requires that TCP port number 9734 is open in order to allow full TCP communication with the AMX system devices. In order for automatic device-discovery to work correctly, UDP port number 9734 must also be open.