

AMWorks® Software
Version 6.4.0.10
Release Notes
April 23, 2007

This document outlines:

1. AMWorks® software version information and software compatibility.
2. Important installation guidelines.
3. How to upgrade.
4. How to upgrade from AMWorks software version 3.x.x.x or earlier.
5. How to upgrade from AMWorks software version 4.x.x.x upwards.
6. Completing the installation.
7. Enhancements.
8. Fixes.
9. Known issues.
10. Important user information

AMWorks Software Version Information and Software Compatibility

Version 6.4.0.10 of AMWorks software is intended to be used with the following AMX® switch firmware revisions:

- | | |
|----------------------------------|------------------|
| - AMX50xx switch | revision 3.6.0.0 |
| - AMX5100 user station | revision 4.1.3.0 |
| - AMX5110/20 user stations | revision 4.3.0.3 |
| - AMX5111/21/30 user stations | revision 4.5.0.0 |
| - AMIQ-SRL module | revision 1.0.1.4 |
| - AMIQ (all other types) modules | revision 4.3.0.0 |

Version 6.4.0.10 of AMWorks software uses *.avt files for upgrade of AMX switch products.

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

Only revisions of AMWorks software from 5.2.0.4 will support the AMX5130 user station and AMIQDM module types correctly.

Only revisions of AMWorks software from 6.0.0.15 will support the AMX5030 switch correctly.

If your AMX switch is below revision 2.2.0.35 or is at C.0.0.12, you must update the switch to 2.2.0.35 first. Then update to the latest version. You can use the latest AMWorks software to do this intermediate update to the AMX switch.

Version 6.4.0.10 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 |
| -AMX5030 switch | From Revision 3.5.0.10 |
| -AMX5100 user station | All revisions |
| -AMX5110 user station | All revisions |
| -AMX5111 user station | All revisions |
| -AMX5120 user station | All revisions |
| -AMX5121 user station | All revisions |
| -AMX5130 user station | All revisions |
| -AMIQDM-PS2 module | All revisions |
| -AMIQDM-USB module | All revisions |
| -AMIQDM-VSN module | All revisions |
| -AMIQ-SRL module | All revisions |

Important Installation Guidelines

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 6.4.0.10 revisions of AMWorks software may not be able to either open or read the newer database files.

For example, 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 to a pre 6.4.0.10 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.

NOTE:

From revision 6.1.0.4 of AMWorks software, you may backup and restore the database files, to and from any location, as part of the standard AMWorks software features set. Go to Admin Tools ->Database to use this feature.

How to Upgrade

When you update to AMWorks software 6.4.0.10, it is also recommended that you update the firmware on your AMX50xx switches (3.6.0.0), user stations and AMIQ modules to the latest firmware revisions to enable all of the existing features of the AMX switch system.

Go to www.avocent.com to download the latest firmware revisions for all AMX switch devices.

How to Upgrade from AMWorks Software Version 3.x.x.x or Earlier

1. To ensure that the correct database information is distributed across the AMX switch 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 must 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.

How to Upgrade from AMWorks® Software Version 4.x.x.x Upwards

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 your synchronization "database source", and use the "Overwrite" option.
2. When synchronization is complete, close your running instance of AMWorks software.
3. Make a backup of the database files: The files that you should backup are: msa.data, msa.properties, msa.script and msa.backup. These database files will be located in the AMWorks software installation folder. The default location is : C:\Program Files\Avocent AMWorks. (From revision 6.1.0.4, you may backup as part of the standard AMWorks software features set. Go to Admin Tools ->Database to use this feature.)
4. Place the install CD for your new version of AMWorks software into your CD-drive, and run setup.
5. 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.
6. Go to the next section, "Completing the Installation".

Completing the Installation

1. Run the AMWorks software. You will be prompted for a password. The default password is 'password'. Avocent recommends that you change the password from its default setting.
2. After updating AMWorks software, set the Network Settings from the Admin menu.
3. You may now need to either "Discover" or "Add" your AMX50xx switches.

NOTE:

If you have not already updated the firmware on your AMX5000, AMX5010, AMX5020 or AMX5030 switches, then you may not be able to successfully synchronize the system databases. You will need to update the firmware on the AMX50xx switches, then continue to step 4. For information on upgrading the AMX5000, AMX5010, AMX5020 or AMX5030 switches, see the release notes for these switches.

4. When you have either "discovered" or "added" each of the AMX5000, AMX5010, AMX5020 or AMX5030 switches, perform a "Synchronize System Database" on your newly configured system.

During installation, if you chose to 'delete' the old AMWorks software database, then:

- a. Choose one of the AMX50xx switches as your Database Source.
- b. Use the 'overwrite' option.
- c. Click the start button.

-OR-

If you did not delete the old AMWorks database:

- d. Choose AMWorks as the database source.
- e. Use the 'overwrite' option.
- f. Click the start button.

Enhancements

This release of software contains the following enhancements, since revision 6.2.0.5.

1. Support for Dual Matrix Configuration. The AMX5111, AMX5121 and AMX5130 user stations can now be connected to two AMX matrix switches.
2. A new menu item *Admin Tools->Database->Clear Database...* has been added.
3. When AMWorks software was used to set up Follow mode and LDAP authentication only was enabled, the follow mode connections failed to be made in the system. Now if you are using Follow mode while the authentication setting is configured to "LDAP user-login authentication only", the lead user station is authenticated through a configured LDAP server and makes a connection to the lead server. The other following user stations (that are part of the group) are now logged in automatically by AMWorks software with the same username as the lead user station and the follow mode connections are made successfully. This means that the LDAP user at the lead user station now has to provide the LDAP password only once to login. The user's LDAP password is not stored anywhere in the AMX system and when the lead user station logs out, all user stations in the Follow mode group are logged out too.

Fixes

This release of AMWorks software contains the following fixes, since revision 6.2.0.5.

1. Help files have been updated to clarify some issues.
2. The manipulation of a large AMWorks database with multiple server groups has been improved.
3. The Admin Tools->Export server names would only export the first 256 server names that exist in the AMWorks database. This issue has been fixed.
4. The Resource Routers->NVISION->Add tab to add an nVision router is grayed out with only AMX5121 user stations in the currently connected devices list. This issue has been fixed.

Known Issues

This release of AMWorks software contains the following known issues:

1. If the upgrade/downgrade of an AMX user station using AMWorks software fails, the AMX user station could be left in bootloader (running boot code). If an AMX5111, AMX5121 or AMX5130 user station is left in bootloader, it will display a message asking for the update to be performed again. To update an AMX user station that is in bootloader, perform a "device discovery" in AMWorks software and check that the AMX user station was discovered. If the AMX user station was discovered, it will have the device name "InBootLoader." Now you can perform the update/downgrade again on this AMX user station. Once the update has completed, check that the AMX user station now has the correct Application Version by clicking on that user station in the AMWorks software device tree.

Important User Information

1. 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.

2. The "Force Connect" and "Force Disconnect" features will not be enabled unless there is at least one user logged into the system.
3. When using the "Configure Matrix" feature, you need to ensure that there is a user logged into the user stations on the configuration; otherwise, this feature may not work as expected.
4. When using the "Follow Mode" feature in the cases of dual- or multi- video-card servers, the 2nd (and 3rd, and 4th, etc) video output from the Server must be attached into an AMIQ-USB module. The USB port of the AMIQ module must be inserted into a USB port on the server, in order to supply power to that AMIQ-USB module.
5. When using Follow Mode, all server names must be unique. Servers cannot be added to a follow-mode-group if they have duplicate names.
6. User stations can only exist in one follow-mode-group. Servers can exist in many follow-mode-groups, unless they are the leader of a group, in which case they can only appear in one.
7. If Follow Mode is configured and a Leader User station makes a connection to a server (other than a group-leader) that doesn't appear in a follow-mode-server-group, Follow Mode will still be activated (i.e. all user stations in the follow-mode-user-station-group will connect to the server).
8. When operating over a slow and busy network, AMWorks software may encounter difficulty transferring firmware update files to the AMX switch system. This is because the AMX switch 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:
 - a. Perform the updates when the network is less busy.
 - b. Update the AMX50xx switches individually (not in parallel).
 - c. Increase the network capacity of your network switch.
 - d. Put the AMX switch equipment onto a dedicated network switch/hub.
9. 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:
 - a. Perform a "device discovery"
 - b. Perform "system synchronization"
 - c. If the "sync status" indicator is still RED, see the AMWorks Online Help Troubleshooting section.
10. AMWorks software requires that TCP port number 9734 is open in order to allow full TCP communication with the AMX switch system devices. In order for automatic device-discovery to work correctly, UDP port number 9737 must also be open.
11. 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.
12. As with previous versions of AMWorks software, when performing a database- synchronization in overwrite mode (and taking an AMX 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 users' effective rights will remain unchanged.