AMX5000/AMX5010/AMX5020/AMX5030 Switches
Firmware Revision 3.6.0.0
Release Notes
April 23, 2007

This document outlines:

1. AMX5000, AMX5010, AMX5020 and AMX5030 switches firmware version and compatibility
2. Important installation notes
3. How to update the firmware on my AMX5000, AMX5010, AMX5020 or AMX5030 switches.
4. Enhancements
5. Fixes
6. Important user information

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AMX5000, AMX5010, AMX5020 and AMX5030 Switches Firmware Version and Compatibility
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Revision 3.6.0.0 of AMX5000, AMX5010, AMX5020 and AMX5030 switches is intended to be used with the
following AMX® switching system revisions:

-AMWorks® software   revision 6.4.0.10
-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

Revision 3.6.0.0 of AMX5000, AMX5010, AMX5020 and AMX5030 switches is compatible with the
following existing versions of firmware.
-AMWorks software   From revision 6.0.0.15
-AMX5100 user station   From revision 1.1.3.42
-AMX5110 user station   From revision 1.2.2.22
-AMX5111 user station   From revision 4.2.0.0
-AMX5120 user station   From revision 1.2.2.22
-AMX5121 user station   From revision 4.2.0.0
-AMX5130 user station   From revision 4.0.0.15
-AMIQ-PS2 module   From revision 2.0.0.2
-AMIQ-VSN module   From revision 3.0.0.1
-AMIQ-WSN module   From revision 3.0.0.1
-AMIQ-USB module   From revision 3.0.0.1
-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
-AMIQ-SRL module   From revision 1.0.0.0

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Important Installation Notes
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Please update AMWorks software to revision 6.4.0.10 before you carry out any other AMX switch system updates. Revisions of AMWorks software before 5.1.0.7 will not operate correctly with the AMX5020 switch. Revisions of AMWorks software before 6.0.0.15 will not operate correctly with the AMX5030 switch.
If your AMX switch is below revision 2.2.0.35 or is at C.0.0.12, you must update the AMX switch to 2.2.0.35 first. Then update the AMX switch to the latest version. You can use the latest AMWorks software to do this intermediate update to the AMX switch.
Go to www.avocent.com to download the latest firmware revisions for all AMX switch devices.

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How to update the firmware on my AMX5000, AMX5010, AMX5020 or AMX5030 switches
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1. Install AMWorks software as described in the AMWorks software release notes.
2. From your newly installed AMWorks software, select 'Admin Tools - Firmware Update' from the menu.
3. Select all of the AMX5000, AMX5010, AMX5020 or AMX5030 switches in your configuration. You must update each type separately.
4. From the "firmware update" dialog, select the update file for the AMX50xx switches.
   This file will be named "**amx50xx.avt**." **Make sure you select the file that contains revision 3.6.0.0.**
5. Select "Begin Update," and all firmware updates selected will launch. You may update all of your AMX50xx switches of the same type in parallel, for fastest results. It will take about 5 minutes per AMX50xx switch for the firmware updates to complete.

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Enhancements
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This release of firmware contains the following enhancements (since 3.5.1.3).
   1. Support for Dual Matrix Configuration. The AMX5111/12/30 user stations can now be connected to two AMX matrix switches. Make sure the AMX switches are part of the same AMX environment.
   2. 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.

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Fixes
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This release of firmware contains the following fixes (since 3.5.1.3).
   1. When certain IP settings (IP address, Netmask and gateway ip) are successfully set from the serial console menu, the admin user can no longer login to the serial console menu. The error "Unspecified C Exception!" is shown when the user attempts to login. This issue has now been fixed.

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Important User Information
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1. When operating on a busy network, AMWorks software may encounter difficulties transferring firmware update files to the AMX switch. This is because the AMX switching system may timeout and abort the operation if the file-transfer process is lengthy.
    If this is the case, there are a number of approaches that will help to resolve the problem:
    1.1. Perform the updates when the network is less busy.
    1.2. Update the AMX50xx switches individually (not in parallel).
    1.3. Increase the network capacity of your network switch/hub.
    1.4. Put the AMX switching system onto a dedicated network switch/hub.

2. Following the upgrade/downgrade of an AMX switch using AMWorks software, the AMX switch may become un-contactable via the network port. If this problem occurs both front panel LAN lights will be off even when connected correctly to the network. The error can be fixed by power cycling the AMX switch.