

Vertiv™ Avocent® HMX 8000

High Performance KVM Extender System

Release Notes

VERSION 3.0, SEPTEMBER 2, 2020

Release Notes Section Outline

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1. Upgrade Instructions

NOTE: For additional product information, please refer to the Avocent® HMX High Performance KVM Extender System Next Generation Installer/User Guide and the Avocent® HMX Advanced Manager Installer/User Guide.

Transmitters and receivers are flash upgradable at any time to ensure that your system is running the most current version available. If your system is running the most current firmware version and is managed by the Avocent® HMX Advanced Manager software, then that same version must be used across all units in your system. Firmware versions can be mixed in configurations not using the Advanced Manager software, but it is always recommended to use the most current version. The Advanced Manager software On-Board Web Interface (OBWI) provides a central location for you to perform a firmware upgrade on any linked unit.

To upgrade the firmware on the Avocent® HMX Advanced Manager server:

1. In the user interface (OBWI) of the Avocent® HMX Advanced Manager server, or the primary server, select *Dashboard- Settings- Managers* and ensure that the Require Authentication radio button is set to No. If it is not set to No, change it and click *Save*.
2. Select *Dashboard- Backups* and ensure the backup option to Download to your computer is selected. Click *Backup Now*.
3. Using the Avocent® HMX Advanced Manager software server, verify that all transmitters and receivers are connected and online.
4. Navigate to *Dashboard- Updates* and browse to the location of the software update file.
5. Select the file and click *Open*.
6. Click *Upload*. Do not restart or turn the Avocent® HMX Advanced Manager software server off until the upgrade is complete.
7. After the upgrade is complete, click *Restart Now*.

NOTE: While the update is applied, the primary server temporarily loses communication. During this time, the backup server acts as the primary server. You are redirected to the backup server's web interface and automatically logged in. When the primary server becomes available, you are redirected back to that web interface.

8. If you have an Avocent® HMX Advanced Manager backup server, repeat the steps above to upgrade the backup server. Then, proceed to the next step.
9. The upgrade should now be complete. To verify, select *Dashboard- Settings- Managers* on the primary Avocent® HMX Advanced Manager software server and confirm both servers are upgraded and synchronized.

To upgrade the firmware on the transmitters and receivers:

1. In the user interface (OBWI) of the Avocent® HMX Advanced Manager server, select *Dashboard- Updates*.
2. In the Upload new TX/RX Firmware section, click *Browse*.
3. Select the firmware file and click *Open*.
4. Click *Upload*.
5. For each transmitter and receiver to be upgraded, select the corresponding checkbox.
-or-
Select the Upgrade All checkbox.
6. Click *Upgrade Selected Transmitters*.
-or-
Click *Upgrade Selected Receivers*.

2. Package Version Information

APPLIANCE/PRODUCT	IMAGE/CODE VERSION
Avocent® HMX 8000 Transmitters and Receivers	V3.0

3. Features and Enhancements

This version of the Avocent® HMX 8000 high performance KVM extender system adds the following features and enhancements:

NOTE: This release requires Avocent® HMX Advanced Manager software version 4.11 or higher.

- Adds support for new 5K video resolutions:
 - 5120 x 1440, 5120 x 2160 (at 30 Hz) and 5120 x 2880 (at 30 Hz)
- Adds support for high frame rate:
 - Now supports up to 240 Hz (HD)
 - All restrictions on frame rates are lifted
NOTE: The DisplayPort standard is still DP1.2 and the pixel clock is still limited to 600 MHz.
- Adds support for DisplayPort audio:
 - Now available on both video heads
 - Supports linear PCM
 - Supports selectable audio (two, six or eight on each)
- Adds 1GB Ethernet operation on CATx ports:
NOTE: Ensure you enable the 1GB Ethernet port.
 - The Adaptive compression setting is now turned on to improve video performance
- Adds support for multi-rate Ethernet, enabled via the SFP ports:
 - Supports copper SFP using 10Gb, 5Gb, 2.5Gb or 1Gb Ethernet over CATx cables
NOTE: For proper performance, Vertiv recommends 10Gb SFP.
 - Supports a distance of either 30 meters (90 feet @ 10GbE) or 100 meters (300 feet @ 2.5 or 5 GbE)

- Provides improved diagnostics for support:
 - New diagnostic tool aids support and troubleshooting of the product and network
 - New statistic graphs available for network usage and video performance
 - Extra diagnostics available for USB and DisplayPort performance
 - New IGMP and ping tests to assist in assessing network performance

4. Resolved Issues

- Resolved issue where it was not possible to access BIOS on an HP Pro Desktop 4.
- Resolved issue where a transmitter and receiver were unable to upgrade via a Chrome browser.
- Resolved the following issues with the on-board web interface (OBWI):
 - Confusing messages were appearing if an upgrade failed.
 - The OBWI was not scaling properly when viewed from a 4K browser.

5. Known Issues

The following issues apply to the Avocent® HMX 8000 high performance KVM extender system.

AREA	ISSUE DESCRIPTION	WORKAROUND
Audio	DisplayPort audio may send channel data to the wrong speaker.	If this issue occurs (even without the presence of the Avocent® HMX 8000 extenders), rebooting your computer usually resolves the issue.
Video	<ul style="list-style-type: none"> • 3440 x 1440 @50 Hz is not supported. • Intermittent video “tearing” may occur at 1080p @ 144 Hz. • Video mirroring does not support DisplayPort audio; when mirroring video outputs, audio only works on the first screen. 	<ul style="list-style-type: none"> • No workaround at this time. • Disconnect and reconnect the channel. • No workaround at this time.
Upgrading	<ul style="list-style-type: none"> • When upgrading from v2.02 to v3.0 (via the OBWI) using a computer web browser to upload the image, the upgrade file upload from the browser to the Avocent® HMX 8000 extender incorrectly times out. A dialog box appears, indicating an error. 	<ul style="list-style-type: none"> • Option 1: Upgrade directly via a USB stick or the Avocent® HMX Advanced Manager software. • Option 2: Proceed with the upgrade via the OBWI anyway. Although the error dialog box appears, the upload actually succeeds and the upgrade proceeds (LEDs will flash green/blue). Ignore any <i>Upload timed out</i> messages, and when the LEDs stop flashing, clear the dialog box and select the option to manually reboot. The upgrade then takes effect.

AREA	ISSUE DESCRIPTION	WORKAROUND
Upgrading (Continued)	<ul style="list-style-type: none"> The RJ45 ports may be disabled if you upgrade to v3.0, downgrade to v2.02 (via the OBWI), then upgrade back to v3.0 via switch mode. 	<ul style="list-style-type: none"> Option 1: Upgrade directly via a USB stick or the Avocent® HMX Advanced Manager software. Option 2: Proceed with the upgrade via the OBWI and perform a full “upgrade from file” to v3.00.0014.
Transmitter	On the transmitters, the OBWI is not updated for network port speed, and causes issues when switching from SFP to CATx.	Instead of using the <i>Refresh</i> button on the Network Settings page, reload the entire web page for the device URL.
Point-to Point Mode	In point-to-point mode, the <i>Rx Ports-USB-Enabled</i> setting has no immediate effect to the current channel.	Reboot, change the channel or delete/re-add the USB connection on the preset.