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Avocent® HMX High Performance KVM Extender System, Next Generation, and the Avocent® HMX Advanced Manager Release Notes

VERSION 4.6, DECEMBER 1, 2017

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.

Pre-requisites

A mixed system where the Advanced Manager software is at version 4.4 and the HMX extender system transmitters and receivers are at version 4.5 is not supported. If the Avocent® HMX Advanced Manager software is upgraded to version 4.5, then the connected transmitters and receivers (endpoints) must also be upgraded to version 4.5 in order to maintain compatibility. While the HMX Advanced Manager can be upgraded straight to version 4.5, the transmitters and receivers must be upgraded to version 4.4 first and then upgraded to version 4.5.

NOTE: It is also not possible to downgrade the extenders to version 4.1, 4.2 or 4.3. If your HMX Advanced Manager software is at version 4.1, 4.2 or 4.3, then it must be upgraded to the same version as the endpoints.

If your HMX Advanced Manager software server is being used in a backup configuration, then you must upgrade all of the HMX Advanced Manager software servers before upgrading the transmitters and receivers. See the Avocent® HMX Advanced Manager Installer/User Guide for additional information.

Systems Running Versions Earlier than 4.4

As soon as you upgrade the Avocent® HMX Advanced Manager software to version 4.5, you will be prompted to upgrade the transmitters and receivers since the minimum hardware version has been set for version 4.5.

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

1. In the user interface (OBWI) of the 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 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 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 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 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 High Performance KVM Extender System Transmitters and Receivers	V4.6.41576
Avocent® HMX Advanced Manager	V4.6.41580

3 Features, Enhancements and Resolved Issues (By Version)

This section highlights features and/or enhancements available since the last version/update of the Avocent® HMX extender system and/or the Avocent® HMX Advanced Manager software.

Version 4.6 (This Release)

This release covers version V4.6.441576 for the Avocent® HMX 5100, 5200 and 6200 transmitters and receivers, as well as the HMX 6210 transmitter. This release also covers version V4.6.441580 of the Avocent® HMX Advanced Manager software.

The Avocent® HMX Advanced Manager changes since version 4.5 include:

- The Avocent® MIB should have any references to Emerson replaced with Vertiv™
- There is a Vertiv™ rebrand of all pieces, including the Admin site and the On-Screen Display (OSD)
- We now prevent a user from setting localhost as remote syslog server
- This release exposes the C-USB LAN Graphical User Interface (GUI) for Vertiv™
- This release ensures that a DHCP server on a Vertiv™ 4.6 HMX Manager software server can serve addresses to Emerson devices
- Brand substring of firmware filenames changed from 'emerson' to 'vertiv'
- The firmware version number for the Vertiv™ firmware changed
- There is an update to the remote OSD background color on the branded software
- When configuring a backup from the primary, links to update licenses are now shown, but these relate to the primary
- This release allows the HMX extender system/Manager brand to be localizable
- This release makes it possible for the customer to add a new locale with a language pack

The following issues with the Avocent® HMX Advanced Manager have been fixed since version 4.5

- Transmitters' VIDEO_MB config is defaulted to 1000, rather than 950
- Not possible to create a channel with the same video source used for both heads
- Possible to bring down the network interface by providing an invalid netmask
- Replaced HMX Manager software server no longer sending email
- HMX Manager software server not sending mail to exchange server
- Remove accidental 'f' on settings page
- Premature browser redirect to primary on restoration results in *Server not available* error
- Device Daemon misreports devices as offline after failover
- On recovery from fail-over, changes made by the acting primary are not always rewritten back to the primary
- Code to purge old database backups doesn't work
- The button statuses in the get_channels API response are wrong
- The reboot_HMX Manager page has the wrong version number for the HMX Manager software
- Shortcuts page refers to "channel" when it should say "preset"
- Maximum height of OSD content should not exceed 548px
- Fix various presentation issues with OSD
- Description not truncating properly, and it causes bottom of the OSD to be clipped

Endpoint changes with 4.6 include a Vertiv™ rebrand of all pieces, including the web pages (logos/colors) and naming. Also, the following issues are now corrected:

- USB Stall handling can result in unnecessary device rejection
- HPz840 loss of USB on transmitter restart

- Vertiv branding has not been carried through in the VNC configuration
- VNC firmware version is incorrect
- FIELD-PageUP/DN shift OSD which can lock up text entry
- Verify capacitive fingerprint reader (P6000) not reliable
- Transmitter System Configuration web page locks up trying to load thumbnails
- Dual-head mode can fail when the screen sizes are unequal
- Typing an extended ASCII character into the password input field closes the OSD
- Preferred networking mode cannot switch multicast video due to h/w limitations

4 Known Issues

UNIT	ISSUE
Avocent® HMX Advanced Manager software server	In some versions of Chrome that have the option to save passwords enabled, the OSD login message and cluster password is auto-filled. As a result, the backup server being set up in the cluster will not be allowed to join because the password is unknown. Before adding a backup server, ensure the cluster password has not been auto-filled, or just use another browser.
Avocent® HMX Advanced Manager software server	Because the maximum number of AD users that can be a member of an AD group is 1499, the group is returned as empty if there are 1500 or more users in a group.
Avocent® HMX Advanced Manager software server	The create_channel API call returns an error if the method contains information about the second video head for transmitters without the second video head.
Avocent® HMX High Performance KVM Transmitters and Receivers	Occasionally, when the channel overlay is in the middle of the screen and the OSD menu is brought up, there is video corruption to the right-hand side of the OSD menu (where a scroll bar would be on a low video resolution)
Avocent® HMX High Performance KVM Transmitters and Receivers	At times, the new OSD channel reminder banner is mispositioned in the center of the screen. This has been observed if the pop-up messages have been disabled because the positioning image is not sent if video resolution changes without the pop-up message box enabled. Opening the OSD menu and reconnecting the channel brings the reminder banner into the correct position (top-left of the screen). Enabling pop-up messages also fixes this issue.
Avocent® HMX High Performance KVM Transmitters and Receivers	When using hotkey switching to change channels (ALT key), some hotkeys have been left in the down state, leading to mistyped keyboard characters. Pressing the hotkey again should release the key and correct the issue.
Avocent® HMX High Performance KVM Transmitters and Receivers	IDEAS RF Card Reader locks up