Vertiv™ Avocent® MP1000 Management Platform and Vertiv™ Avocent® MP1000VA Management Platform Virtual Appliance

Release Notes

VERSION 3.88.1 DECEMBER 2025

Release Notes Section Outline

1. Notes for Updating the Hardware Appliance

The Vertiv™ Avocent® MP1000 Management Platform firmware may be updated through the web user interface (UI). To access the web UI, enter your assigned IP address into a web browser, which is provided during the initial setup of the management platform.

NOTE: For additional information on this process, refer to the Vertiv™ Avocent® MP1000 Management Platform Quick Installation Guide, which is provided with the management platform and also available at www.vertiv.com/Management-Platform under the *Documents & Downloads* tab.

IMPORTANT NOTE: Prior to updating the hardware appliance firmware, ensure your hardware will have full integration software support with this release. For more information, contact your Vertiv Technical Support representative.

2. Notes for Updating the Virtual Appliance

This new release supports upgrading the Vertiv™ Avocent® MP1000 Management Platform Virtual Appliance in both VMware and Hyper-V virtual environments, assuming the virtual appliance is already deployed on your system. If you need instructions on preparing for and deploying the virtual appliance, or if you need any additional information related to the initial launch of the virtual appliance, refer to the Vertiv™ Avocent® MP1000VA Installation/Deployment Guide, which is available on the Vertiv™ Avocent® MP1000 Management Platform Virtual Appliance product page under the *Documents & Downloads* tab. After you have deployed the virtual appliance and are ready to upgrade to the latest version, proceed to the next section of these release notes.

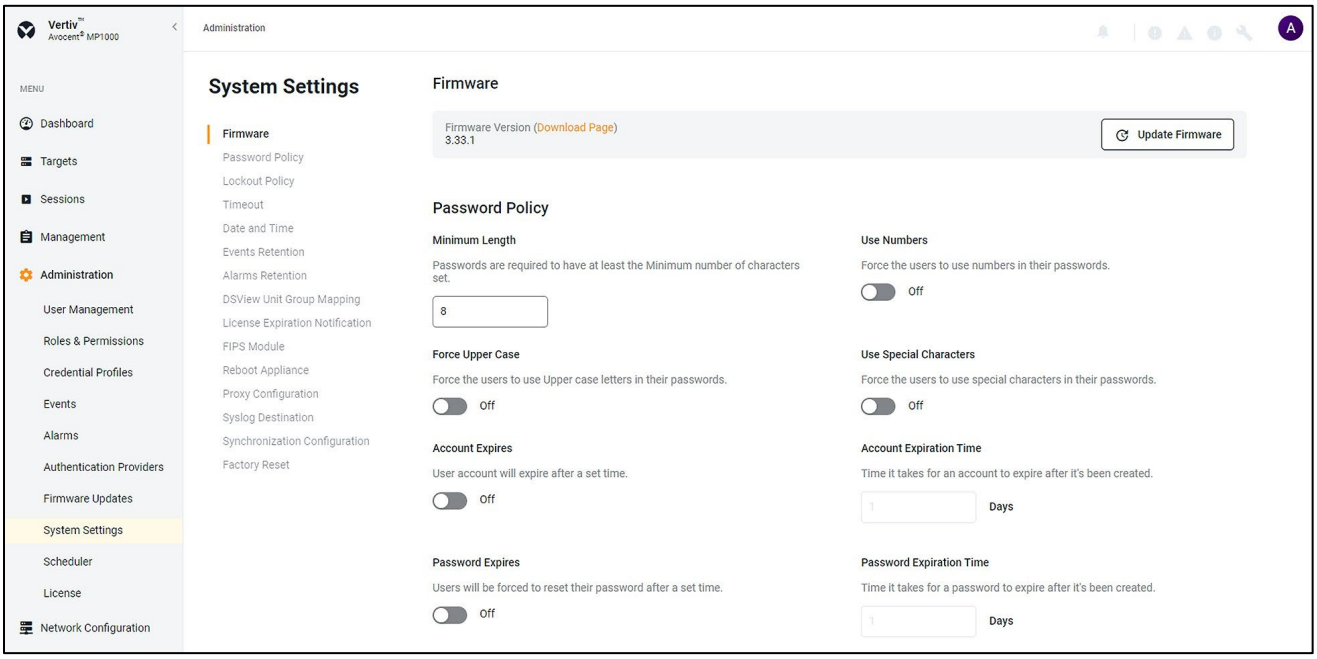
IMPORTANT NOTE: The initial deployment of the virtual appliance in a VMware virtual environment is done with an Open Virtual Appliance (OVA) file (.ova). The initial deployment of the virtual appliance in a Hyper-V virtual environment is done with a Virtual Hard Disk (VHDX) file (.vhdx). Ensure you do not attempt to update the virtual appliance with that file; the upgrade file is an img.xz file. Additionally, the upgrade files for the virtual appliance are NOT interchangeable with those for the hardware appliance. Before upgrading, verify that you are using files specifically designed for the Vertiv™ Avocent® MP1000VA Management Platform Virtual Appliance.

3. Update Instructions

NOTE: If you have previously configured a cluster with either a management platform hardware or virtual appliance with a firmware version before v3.66.8, the node must be deconstructed to perform a firmware upgrade successfully. To deconstruct the node from the web UI, navigate to the *Management - High Availability* screen. First, remove the Standby node from the cluster, then remove the Primary node. After the cluster has been deconstructed, you may proceed to the procedure below to upgrade the firmware. For further details on High Availability, refer to the Vertiv™ Avocent® MP1000 High Availability Technical Note.

To update the management platform appliance firmware:

1. Visit the management platform firmware download page located here:
   Vertiv™ Avocent® Management Platform Software Download
2. Download the latest firmware and save it to your local computer, FTP, HTTP, or TFTP server.
   NOTE: The latest firmware version is listed in the Appliance Firmware Version Information section of these release notes.
3. In a web browser, enter **https://**<appliance.IP> using the IP address for eno1 that you configured from the management platform console menu.
4. Enter your username and password at the login screen. The Targets List screen opens.
5. In the sidebar, select *Administration - System Settings* and click the *Update Firmware* button.



6. Select the firmware file and click *Update*.

   NOTE: After the firmware has been successfully updated, it is strongly advised to clear the browser cache.

   NOTE: If the time on the Vertiv™ Avocent® RM1048P Rack Manager and the management platform differ by more than a few seconds, the management platform will be unable to discover and manage the rack manager. It is recommended to configure both appliances with the same NTP server to establish a shared time setting and allow for proper discovery.

4. Appliance Firmware Version Information

NOTE: Starting with appliance firmware version 3.66.8, the file extension has changed from .img.xz to .fl for both the hardware and virtual appliance.

NOTE: Before upgrading the management platform hardware or virtual appliance to a firmware version before 3.58.4, you must first upgrade the appliance to firmware version 3.58.4 (released in February 2024).

APPLIANCE/PRODUCT	VERSION	FILENAME
Vertiv™ Avocent® MP1000 Management Platform	3.88.1	obsidian-3.88.1-update.fl
Vertiv™ Avocent® MP1000VA Management Platform Virtual Appliance	3.88.1	AvocentADXVirtualAppliance-3.88.1-update.fl

5. Features and Enhancements

The following features and enhancements are available with this release of the Vertiv™ Avocent® MP1000 Management Platform and Vertiv™ Avocent® MP1000VA Management Platform Virtual Appliance:

- Adds the ability to view and configure additional settings for the Vertiv™ Avocent® ACS800 and Vertiv™ Avocent® ACS8000 advanced console systems from the management platform web UI.
- Enhances the SSH Passthrough feature as follows:
  - Supports both public/private key authentication and username/password authentication for SSH passthrough sessions.
  - Allows connections to devices with SSH servers. Examples of these devices include, but are not limited to:
    - Vertiv™ Avocent® IPSL IP serial devices
    - Vertiv™ PowerIT rPDU devices
    - Vertiv™ Liebert® rack UPS devices
    - Generic target devices
    - Devices connected to the Vertiv™ Avocent® RM1048P Rack Manager appliance
- Enhances the IP Pools feature as follows:
  - Allows a user to centrally manage IP Pools from the management platform web UI, instead of managing IP pools through each Vertiv™ Avocent® RM1048P Rack Manager.
  - Allows a user to assign an external IP address to a target device in the Appliance View or Targets List page.
- Improves the device status in the Appliance View and the Targets List pages.

Resolved Issues

- General issues resolved:
  - Fixed issue where high CPU utilization is detected on a management platform virtual appliance with many target devices (CA-0001103865).
  - Fixed issue where the status shows as Offline for all Vertiv™ Avocent® IPIQ IP KVM and Vertiv™ Avocent® IPUHD 4K IP KVM devices in the Appliance View or Targets List page (CA-000110648, CA-0001056784, and CA-0001106484).
  - Fixed issue where a previous discovery process continues indefinitely on the Discoveries page even though the target device has been added at a later date (CA-0000998448).
  - Fixed issue where remote connections to Amazon Web Services (AWS) are being observed during an installation of a management platform virtual appliance (CA-0001109078).
  - Fixed issue where email notifications for active alarms are not being sent when the notification policy is configured due to certificate validation errors with IP SANs (CA-0001096635).

- Fixed issue where management of a Vertiv™ Avocent® MergePoint Unity™ switch by multiple management platform hardware and virtual appliances is not supported.
- Fixed issue where the discovery of a Vertiv™ PowerIT rPDU device with firmware 6.x is not working correctly when using a credential profile that is configured with username and password.
- Fixed issue where a discovery of a Vertiv™ PowerIT rPDU device after upgrading the firmware shows that it was not successful. However, the device is successfully added to the Appliance View.
- Security vulnerabilities have been resolved (CA-0001100793).

- Authentication Provider issues resolved:
  - Fixed issue where Active Directory or LDAP authentication experiences login performance degradation from an Active Directory or LDAP provider with many groups (CA-0001081049).
  - Fixed issue where a user may not be able to authenticate with Azure single sign-on (SSO) after the configuration of the Azure SSO has been completed on the web UI (CA-0001076222).
  - Fixed issue where SSO login fails with a custom certificate using FQDN due to redirect URI being automatically generated with an IP address instead of FQDN. Users can now specify a custom redirect URI to match their certificate's FQDN (CA-0001122546).
- Firmware Upgrade issues resolved:
  - Fixed issue where firmware upgrades for a Vertiv™ Avocent® IPUHD 4K IP KVM and Vertiv™ Avocent® IPSL IP serial devices that are managed by a Vertiv™ Avocent® RM1048P Rack Manager fail when using the File Upload method.
  - Fixed issue where firmware upgrades for a Vertiv™ Avocent® IPUHD 4K IP KVM or Vertiv™ Avocent® IPIQ IP KVM device fail when using the TFTP file transfer method.
  - Fixed issue where the firmware version on the Appliance View page is not updated correctly after performing an upgrade of the Vertiv™ Avocent® MergePoint Unity™ switch.
- High Availability issues resolved:
  - Fixed issue where an unexpected HA failover occurred during scheduled backup operations, which by default appear at 00:00 UTC (CA-0001047886 and CA-0001109800).
  - Fixed issue where a primary node stays in Maintenance mode and prevents the primary node from switching to Standby or Primary mode during an HA failover operation (CA-0001077669, CA-0001082261, and CA-0001077669).
  - Fixed issue where the cluster reports Standalone mode instead of Primary/Standby mode on startup. This prevented KVM sessions from being established (CA-0001045560).
  - Fixed issue where firmware upgrades on HA cluster nodes resulted in cluster failures. The system now enforces guardrails that only allow firmware upgrades when Primary and Standby nodes are in the correct mode (such as Primary, Standby, or Maintenance).
  - Fixed issue where custom certificates and their signing authorities are not correctly recognized during cluster formation, which prevented clusters from being formed and caused system downtime. The system now verifies certificate acceptance and adds signing authorities to the allowlist during the certificate update process (CA-0001100185, CA-0001082261, CA-0001077689, and CA-0001086148).
  - Fixed issue where the SSL certificate cannot be updated from the web UI of the Standby node in an HA cluster. The Certificate feature is unavailable or disabled when creating or updating on the Standby node's web UI. (CA-0001100185).
- Licensing issues resolved:
  - Fixed issue where the license service may go offline every few days, preventing users from launching KVM sessions (CA-0001056587).
- Session/Viewer Issues resolved:
  - Fixed issue where a user with a lower permission level can view the list of all viewer sessions.
- Web UI issues resolved:
  - Fixed issue where devices connected to a Vertiv™ Avocent® RM1048P Rack Manager are missing or displayed as duplicates in the Appliance View and Targets List pages after a firmware upgrade. The duplicate devices had the same port and IP address but different names, preventing KVM sessions from being opened.
  - Fixed issue where Vertiv™ Liebert® rack UPS and Vertiv™ PowerIT rPDU devices that are connected to a Vertiv™ Avocent® RM1048P Rack Manager, then deleted from the Appliance View, may not be rediscovered and added to the Appliance View after performing a resync operation.

- Fixed issue where the web UI displays an incorrect power outlet status when an invalid credential profile is configured for the discovery of a Vertiv™ PowerIT rPDU.
- Fixed issue where a Vertiv™ PowerIT Monitored or Metered-only rPDU incorrectly presents row menu options to control sockets in the Appliance View for the Vertiv™ Avocent® ACS8000 advanced console system. These socket control options are not supported for a metered-only PDU.
- Fixed issue where the Device Discovery page does not correctly validate IP address ranges, allowing invalid IP address entries during IP Range Discovery operations (CA-0001087739).
- Fixed issue where the web UI does not update to reflect the correct firmware version after updating a Vertiv™ Avocent® RM1048P Rack Manager (CA-0001089100 and CA-0001088135).
- Fixed issue where UPS devices connected to a Vertiv™ Avocent® ACS800/8000 advanced console system are duplicated in the Targets - Appliance View whenever a resync operation is performed on the advanced console system (CA-0001070117).
- Fixed issue where the Notification Policy does not accept a dash (-) in the email address domain name in the Distribution List (CA-0001038642).
- Fixed issue where the Targets - Appliance View and Administration - Firmware Updates pages do not display the correct firmware version after updating a Vertiv™ Avocent® RM1048P Rack Manager's firmware (CA-0001082261).

6. Device Support Information

The Vertiv™ Avocent® MP1000 Management Platform may manage the following devices:

- Vertiv™ Avocent® RM1048P Rack Manager
- Vertiv™ Avocent® IPUHD 4K IP KVM device
- Vertiv™ Avocent® IPIQ IP KVM device
- Vertiv™ Avocent® ACS800 and/or Vertiv™ Avocent® ACS8000 advanced console systems
- Vertiv™ Avocent® IPSL IP serial device
- Vertiv™ PowerIT rPDUs
- Vertiv™ Liebert® rack UPS devices
- Vertiv™ Avocent® MergePoint Unity™ KVM over IP and serial console switch (firmware version 2.14.0 or higher)
- Vertiv™ Avocent® MPUIQ-VMCHS-G01, MPUIQ-VMCHD, MPUIQ-VMCDV, MPUIQ-VMCDP, and MPUIQ-SRL modules
- Vertiv™ Avocent® MergePoint Unity™ 2 KVM over IP and serial console switch
- Vertiv™ Avocent® AutoView™ switch (cascaded from a Vertiv™ Avocent® MergePoint Unity™ switch) – firmware version 2.10.0 or higher
- Vertiv™ Avocent® Universal Management Gateway appliance UMIQ-v2 module converted to operate as a Vertiv™ Avocent® IPIQ IP KVM device

  NOTE: For this functionality, contact your Vertiv Technical Support representative.

7. Language Support Information

The Vertiv™ Avocent® MP1000 Management Platform software currently supports English and Simplified Chinese.

8. Client Browser Support Information

NOTE: Unless noted otherwise, both 32-bit and 64-bit browsers are supported.

BROWSER	PREFERRED VERSION	SUPPORTED VERSIONS
Edge	115+	79+
Firefox	115+	35+

BROWSER	PREFERRED VERSION	SUPPORTED VERSIONS
Chrome	115+	40+
Safari	16+	12+

9. Viewer Support and Version Information

Supported Viewers

VIEWER	VERSION
KVM Viewer	4.55.1
Serial Viewer	4.29.1
Virtual Machine (VM) Viewer	3.22.1

Viewer Features and Browser Support

VIEWER FEATURE	MICROSOFT EDGE	MOZILLA FIREFOX	GOOGLE CHROME	APPLE SAFARI
Create ISO Image	Yes	No	Yes	No
Map Files or Folders in Virtual Media	Yes	No	Yes	No
Browse Disk Image	Yes	No	Yes	No

10. Server Processor (SP) Support Information

Tested SPs/Servers and Firmware

NOTE: Other SPs that support IPMI 2.0 may also be supported.

SERVICE PROCESSOR	FIRMWARE VERSION	PROTOCOLS
Dell iDRAC6 (R)	2.92	IPMI 2.0
Dell iDRAC7	2.65.65.65	Redfish, IPMI 2.0
Dell iDRAC8	2.84.84.84	Redfish, IPMI 2.0
Dell iDRAC9	6.10.80.00	Redfish, IPMI 2.0
HP iLO 2	iLO 2 v2.33	IPMI 2.0
HP iLO 3	iLO 3 v1.92	IPMI 2.0
HP iLO 4	iLO 4 v2.82	Redfish, IPMI 2.0
HP iLO 5	iLO 5 v2.91	Redfish, IPMI 2.0

SERVICE PROCESSOR	FIRMWARE VERSION	PROTOCOLS
Lenovo IMM2	TCOO60A 5.90	IPMI 2.0
Lenovo XCC	CDI3A8N 9.40	Redfish, IPMI 2.0
FSC iRMCS4	9.62F	IPMI 2.0
ACI	v4.3-2022-r08	Redfish, IPMI 2.0
OpenBMC	2.9, 2.11	Redfish, IPMI 2.0

Supported SPs/Servers for Launching KVM Sessions

SERVICE PROCESSOR	PORT	PORT TRAFFIC
Dell iDRAC7	5900	Inbound
Dell iDRAC8	5900	Inbound
Dell iDRAC9	5900 (default), 443 (configured with racadm)	Inbound
HP iLO 4	5900 (firmware < 2.8), 443 (firmware > 2.8)	Inbound
HP iLO 5	443	Inbound
XCC	3900	Inbound

11. Power Distribution Unit (PDU) Support Information

PRODUCT FAMILY	FIRMWARE VERSION
Vertiv™ PowerIT rPDU with I-03	6.3.0
Vertiv™ PowerIT rPDU with I-05M	6.3.0

12. Rack UPS Support Information

SUPPORTED VERTIV™ RACK UPS PRODUCTS
Vertiv™ Liebert® GXT4 and Vertiv™ Liebert® GXT5 UPS
Vertiv™ Liebert® PSI5 UPS
Vertiv™ Edge UPS
Vertiv™ Liebert® APS UPS

13. Vertiv™ Avocent® MergePoint Unity™ Support Information

SUPPORTED VERTIV™ AVOCENT® MERGEPOINT UNITY™ SWITCH MODELS
MPU104E
MPU108E
MPU108EDAC
MPU1016
MPU1016DAC
MPU2016
MPU2016DAC
MPU2032
MPU2032DAC
MPU4032
MPU4032DAC
MPU8032
MPU8032DAC
DMPU108E
DMPU1016
DMPU2032

14. Vertiv™ Avocent® MergePoint Unity™ 2 Support Information

SUPPORTED VERTIV™ AVOCENT® MERGEPOINT UNITY™ 2 SWITCH MODELS
MPU2-108DAC-400
MPU2-2016DAC-400
MPU2-2032DAC-400
MPU2-4032DAC-400

15. Cascaded Device Support Information

The following table lists the Vertiv™ Avocent® AutoView™ switch models that can be cascaded via the Vertiv™ Avocent® MergePoint Unity™ switch.

SUPPORTED VERTIV™ AVOCENT® AUTOVIEW™ SWITCH MODELS
AV2108

SUPPORTED VERTIV™ AVOCENT® AUTOVIEW™ SWITCH MODELS
AV2216
AV3108
AV3216

16. TCP Port Usage Information

PORT	TYPE	PORT TRAFFIC	DESCRIPTION
443	TCP	Inbound, Outbound	General Communications (TCP)
22	TCP	Inbound	General Communications (TCP)
3871	TCP	Outbound	Vertiv™ Avocent® ACS800/8000 advanced console systems Vertiv™ Avocent® MergePoint Unity™ KVM over IP and serial console switch
445	TCP	Outbound	The SMB host port must be open for the management platform to connect to a remote network drive for backup and restore operations.
4122	TCP	Outbound	This port is required only when the SSH Passthrough feature is enabled.
48048	TCP	Outbound	The default port for RESTful API communication with a Vertiv™ Avocent® ACS800/8000 advanced console system. This port is configurable on the advanced console system.

17. Vertiv™ Avocent® DSView™ Management Software Versions

SOFTWARE VERSION	SERVICE PACK	RELEASE DATE
4.5.0	SP15	July 15, 2022
4.5.0	SP16	December 9, 2022
4.5.0	SP17	June 6, 2024
4.5.0	SP18	March 18, 2025
4.5.0	SP18.1	June 13, 2025
4.5.0	SP18.2	September 23, 2025

NOTE: Launching KVM and serial sessions to devices managed by the Vertiv™ Avocent® DSView™ management software requires the activation of a Vertiv™ Avocent® DSView™ Management Software Development Edition license on the management software system.

18. Vertiv™ Avocent® DSView™ Solution Related Products

PRODUCT	DOWNLOAD/PRODUCT PAGE
Vertiv™ Avocent® RM1048P Rack Manager	https://www.vertiv.com/en-us/support/software-download/software/vertiv-avocent-rm1048-software-download-page/
Vertiv™ Avocent® IPIQ IP KVM device	https://www.vertiv.com/en-us/support/software-download/software/vertiv-avocent-ipiq-software-downloads/
Vertiv™ Avocent® IPUHD 4K IP KVM device	https://www.vertiv.com/en-us/support/software-download/software/vertiv-avocent-ipuhd-4k-ip-kvm-software-download-page/
Vertiv™ Avocent® IPSL IP serial device	https://www.vertiv.com/en-us/support/software-download/software/vertiv-avocent-ipsl-ip-serial-device-software-download-page/
Vertiv™ Avocent® ACS800/8000 advanced console systems	https://www.vertiv.com/en-us/support/software-download/it-management/avocent-acs-8000-advanced-control-systems-software-downloads/
Vertiv™ Avocent® MergePoint Unity™ KVM over IP and serial console switch	https://www.vertiv.com/en-us/support/software-download/it-management/avocent-mergepoint-unity-switches-software-downloads/
Vertiv™ Avocent® MergePoint Unity™ 2 KVM over IP and serial console switch	https://www.vertiv.com/en-us/products-catalog/monitoring-control-and-management/ip-kvm/vertiv-avocentmergepointunity-2-kvm-over-ip-switches/
Vertiv™ Avocent® AutoView™ 3108/3216 switch	https://www.vertiv.com/en-us/support/software-download/it-management/avocentautoview-3108-3216-analog-kvm-switches-software-downloads/
Vertiv™ Avocent® AutoView™ 2108/2216 switch	https://www.vertiv.com/en-us/support/software-download/it-management/avocentautoview-21082216-analog-kvm-switches--software-downloads/
Vertiv™ Avocent® DSView™ management software	https://www.vertiv.com/en-us/support/software-download/software/avocent-dsview-software-downloads/

19. Known Issues and Limitations

This release contains the following known issues and limitations:

- Firmware Update Issues:
  - Upgrading firmware on a Vertiv™ Avocent® IPUHD 4K IP KVM device occasionally fails with the error message "Failure: retry limit reached for IPXX FW update: error from IPIQ management service" or "Failure: retry limit reached for IPXX FW update." To resolve this issue, perform a "Reset Preserve network and User" operation from the three-dot menu of the 4K IP KVM device and attempt the firmware upgrade again. If the firmware upgrade fails initially, try the upgrade operation again without performing a reset.
  - **[BEFORE UPGRADING rPDU DEVICE]** When a Vertiv™ PowerIT rPDU device is connected to a Vertiv™ Avocent® RM1048P Rack Manager and configured to obtain an IP address from a DHCP server, a firmware upgrade of the rPDU device causes the device to obtain a new IP address after it is rebooted. To resolve this issue, configure the rack manager to reserve an IP address for the rPDU device.
  - When updating firmware on Vertiv™ Avocent® IPUHD 4K IP KVM devices, the web UI may incorrectly display a successful update message even though the firmware update has failed. Note that firmware downgrades from version 3.x to 2.x are not supported on 4K IP KVM devices.
  - Unable to update the firmware of a Vertiv™ Avocent® MergePoint Unity™ switch using the FTP or TFTP methods from the web UI. The only supported methods for updating firmware are the File Upload and HTTP methods.
- Bulk Firmware Update Issues:
  - A bulk firmware update operation of several Vertiv™ Avocent® IPIQ IP KVM devices that are physically connected to the back of a Vertiv™ Avocent® RM1048P Rack Manager may cause one or more firmware updates to fail. To resolve this issue, wait for at least five minutes after the Vertiv™ Avocent® IPIQ IP KVM Device Bulk Firmware Update operation has failed, and then attempt to update the firmware for the IP KVM devices that previously failed.
  - A bulk firmware update operation of several Vertiv™ Avocent® IPUHD IP KVM devices that are physically connected to the back of a Vertiv™ Avocent® RM1048P Rack Manager may cause one or more firmware updates to fail. To resolve this issue, wait for at least five minutes after the Vertiv™ Avocent® IPUHD 4K IP KVM Device Bulk Firmware Update operation has failed, and then update the firmware for 4K IP KVM devices that have previously failed. If the bulk update operation continues to fail, delete and re-add the 4K IP KVM device from the *Targets – Appliance View* or *Targets – Targets List* page, and then update the firmware for 4K IP KVM devices. If the bulk firmware update operation issue is not resolved, follow these steps:
    1. Disconnect the 4K IP KVM device from the back of the rack manager.
    2. Delete the 4K IP KVM device from the *Targets – Appliance View* or *Targets – Targets List* page.
    3. Restart both the SIP-Docker and IP-Management services using the CLI.
    4. Update the firmware in the 4K IP KVM device.
  - A bulk firmware update operation of several Vertiv™ Avocent® RM1048P Rack Managers that are managed by the management platform may cause one or more firmware updates to fail. To resolve this issue, follow these steps:
    1. Delete and re-add the rack manager from the *Targets - Appliance View* page.
    2. Re-add the rack manager.
    3. Update the firmware in the rack manager.
- Certificate Issues:
  - The Vertiv™ Avocent® RM1048P Rack Manager appliance certificate generation fails after configuration of the email, RID, and URI entries in the Subject Alternative Name (SAN) when the management platform manages the appliance.
  - The SAN (Subject Alternative Name) field is not included in a CSR (Certificate Signing Request) generated by a Vertiv™ Avocent® IPUHD 4K IP KVM or Vertiv™ Avocent® IPSL IP serial device that is managed by either the management platform or Vertiv™ Avocent® RM1048P Rack Manager. A security warning will be presented on the browser after launching a KVM or serial session to the device.
  - Updating the certificate for a Vertiv™ Avocent® IPUHD 4K IP KVM device from the Targets List page requires a manual refresh of the page to view the updated contents of the certificate.

- High Availability issues:
  - SSH Passthrough functionality fails to work correctly on the Standby node after it becomes the Primary node during an HA failover. To resolve this issue, disable and then re-enable the SSH Passthrough feature from the web UI on the new Primary node after the failover is complete.
  - After updating the management platform firmware, the role for the primary node of a cluster may be displayed as “Maintenance” on the High Availability page. To resolve this issue, follow these steps:
    1. Remove the primary node that is in Maintenance mode from the cluster.
    2. Restart the primary node using the CLI.
    3. Add the primary node to the cluster.
  - Adding a node with a DHCP address to a cluster causes synchronization issues. To resolve this issue, configure the node to have the original static IP address when it was first added to the cluster, and then reboot the node on which the static IP address was changed.
  - The role in the High Availability list view may display “Standalone” for a node that is added to a cluster as a Standby node. To resolve this issue, click on the three-button menu at the end of the row for the node you want to correct and select the *Set to Standby* option. The role in the High Availability list will be updated to "Standby".
  - A cluster node transition between Primary and Standby may cause the status of target devices managed by the Vertiv™ Avocent® DSView™ management software to show as non-responsive. To resolve this issue, remove the Vertiv™ Avocent® DSView™ management software server from the management platform, then re-add it and wait for the status to update.
  - After a cluster is set up or the cluster is deconstructed and then reconstructed, one of the cluster nodes (such as the management platform hardware appliance) may fail to be added to the cluster. To resolve this issue, log in to the management platform hardware appliance that failed to be added to the cluster using the web UI and verify that the High Availability feature is enabled. Then, add the node to the cluster.

    If the Add Node operation fails or you are unable to log into the management platform hardware appliance that failed to be added to the cluster using the web UI or CLI, perform a factory restore on the management platform hardware appliance using the following steps:
    1. Access the console port of the management platform hardware appliance.
    2. Press **Ctrl-Alt-Del** keys to bring up the main menu.
    3. Select the **Maintenance** menu option.
    4. On the following menu, select the **Factory Restore** menu option.
  - After a cluster is deconstructed and then reconstructed, one of the cluster nodes (such as the management platform virtual appliance for VMware) may fail to be added to the cluster. To resolve this issue, log in to the virtual appliance that failed to be added to the cluster using the web UI and verify that the High Availability feature is enabled, and then add the node to the cluster.

    If the Add Node operation fails or you are unable to log into the virtual appliance that failed to be added to the cluster using the web UI or CLI, perform the following steps if the management platform virtual appliance has been previously upgraded to a newer version:
    1. Log in to the virtual machine and access the console port of the management platform virtual appliance.
    2. Press **Ctrl-Alt-Del** keys to bring up the main menu.
    3. Select the **Maintenance** menu option.
    4. On the following menu, select the **Force boot previous Image** menu option.

    -or-

    If the virtual appliance has not been upgraded after installation, you will need to delete and reinstall the management platform virtual appliance.
- Virtual Machine issues:
  - The status and power control for virtual machines running in Hyper-V are not displayed correctly on the Appliance View page.
  - Adding a VM host on the Virtualization page displays an error message even though the VM host is successfully added to the management platform. To avoid this error message, you can add the VM host from the Appliance View page.

- SP issues:
  - After initial discovery of a Service Processor (SP), the firmware version is not displayed in the Appliance View. To resolve this issue, perform a manual Resync operation on the Service Processor. After the Resync is completed, the firmware version will be displayed correctly in the Appliance View.
  - Users are unable to access the web UI for iDRAC 8/9 service processors with firmware version 5.10.50.00 or higher from the Targets List view.

    To resolve this issue, follow these steps:

    1. Log in to the iDRAC 8/9 service processor from a console window.
    2. Execute the **racadm get idrac.webserver.HostHeaderCheck** command and verify that the host header check is enabled.
    3. Execute the **racadm set idrac.webserver.HostHeaderCheck 0** command and verify it is successfully executed.
    4. Execute the **racadm get idrac.webserver.HostHeaderCheck** command and verify that the host header check is disabled.
    5. Launch the web UI for the iDRAC 8/9 service processor from the Targets List view.
  - Accessing details for SPs that were discovered using invalid Credential Profile information results in an error message, and no device details are shown. The workaround for this is to update the Credential Profile in the SP's Properties panel and perform a Resync operation, or you can rediscover one or more SPs with an IP Range Discovery operation using the correct Credential Profile(s).
  - SPs that are connected to a Vertiv™ Avocent® RM1048P Rack Manager, then deleted from the Appliance View page, are not being rediscovered and added to the Appliance View page after performing a resync operation.
  - OpenBMC SPs do not support virtual media, sensor, power, or thermal data.
  - Mounting virtual media on iDRAC7/8 SPs behaves inconsistently.
  - CIFS and NFS are not operational for HP iLO4 and iLO5 SPs.
  - Unable to add an HP iLO4 device that is configured with a 1-1 NAT rule in the Vertiv™ Avocent® RM1048P Rack Manager to the management platform.
  - No access is given to archived events on an HP iLO5 SP.
  - The default system roles (User-Role, User-Administrator-Role and System-Maintainer-Role) do not include access to SPs.
- Session/Viewer issues:
  - Unable to start a serial session with a Vertiv™ Avocent® ACS800/8000 advanced console system that is managed through the Vertiv™ Avocent® DSView™ management software on the management platform virtual appliance. To resolve this issue, manage the advanced console system directly through the management platform instead of through the Vertiv™ Avocent® DSView™ management software.
  - Launching simultaneous KVM sessions to target devices connected to a Vertiv™ Avocent® RM1048P Rack Manager in proxy mode may cause the web UI to display an error message.
  - Sharing a serial session to a target device connected to a Vertiv™ Avocent® MPUIQ-SRL module that is attached to a Vertiv™ Avocent® MergePoint Unity™ switch fails.
  - Unable to map Virtual Media files or folders using the Firefox client browser. This feature is only supported by Google Chrome and Microsoft Edge client browsers.
  - The icon to launch viewer sessions at the row level on the Appliance View and Targets List pages is missing for serial target devices that are managed by the Vertiv™ Avocent® DSView™ management software and displayed on the management platform web UI. The icon to launch viewer sessions is available on the Properties side panel.
  - Renaming a target device that is managed by the Vertiv™ Avocent® DSView™ management software and displayed on the management platform web UI prevents launching a viewer session to the target device.
  - After the initial discovery of a Vertiv™ Avocent® IPIQ IP KVM device, the launch KVM icon in the Targets List and Appliance View remains disabled until the device has completed the registration process. The Targets List page can be refreshed after a few minutes to access the launch KVM icon for the device.

- VM sessions are not cleared after exiting the KVM Viewer.
- After changing the time zone or enabling NTP on the Vertiv™ Avocent® IPUHD 4K IP KVM device, launching a KVM session to the device fails with a timeout error.
- A KVM session to a Vertiv™ Avocent® IPUHD 4K IP KVM device that goes into sleep mode due to user inactivity does not respond to keyboard or mouse input.
- Launching a KVM or serial session to a Vertiv™ Avocent® DSView™ management software device may open an additional browser tab (and leave it open). You must manually close the additional browser tab after the session is closed.
- KVM or serial sessions to Vertiv™ Avocent® DSView™ software devices connected to a Vertiv™ Avocent® MergePoint Unity™ KVM over IP and serial console switch or a Vertiv™ Avocent® Universal Management Gateway appliance are not listed in the Sessions list page.
- Session timeout modifications do not take effect until a logout occurs; no message is forthcoming.
- Viewer sessions for a Vertiv™ Avocent® IPUHD 4K IP KVM device connected to a Vertiv™ Avocent® RM1048P Rack Manager do not show up correctly in the Dashboard.

- Web UI issues:
  - Unable to access the Properties panel for merged target devices or the legacy Vertiv™ Avocent® MergePoint Unity™ KVM over IP and serial console switches in the Appliance View.
  - When 200 items are selected for viewing in the Appliance View page, the action row containing the three icons (Assign to Groups, Delete, and Firmware Update) may not be displayed. To resolve this issue, refresh your browser session to restore visibility of the action icons.
  - The Properties panel for target devices connected to a Vertiv™ Avocent® MergePoint Unity™ 2 KVM over IP and serial console switch incorrectly displays a Network Configuration section that does not apply to these target devices.
  - Duplicate ports and device types are displayed for multiple target devices in the Vertiv™ Avocent® RM1048P Rack Manager web interface after performing Auto Device Cleanup and Auto Discovery operations. To resolve this issue, use the CLI interface instead of the web UI to verify and manage port information and device types for the connected devices.
  - At this time, the RSA format SSH keys are the only officially supported SSH key format for the management platform.
  - The IP Pool Retrieved IP Address state shown in the Properties side panel's three-dot menu does not match the state shown in the target device row's three-dot menu for Vertiv™ Avocent® IPUHD 4K IP KVM devices managed through a Vertiv™ Avocent® RM1048P Rack Manager. When attempting to retrieve an external IP address from the Properties side panel after it has already been obtained at the row level, an error message appears. To avoid this issue, it is recommended to use only the row-level three-dot menu for managing IP Pool address retrieval and release operations, rather than utilizing the IP Pool management options in the Properties side panel.
  - When upgrading a Vertiv™ Avocent® MergePoint Unity™ 2 KVM over IP and serial console switch via the management platform virtual appliance, an error message appears on the Firmware Updates page, even though the firmware installation completes successfully. To resolve this issue, log in to the Vertiv™ Avocent® MergePoint Unity™ 2 switch web UI directly and verify that the firmware version has been updated successfully.
  - The three-dot menu (ellipsis) for IP Pool options is not visible in the Properties panel when viewing the details of a Vertiv™ Liebert® rack UPS device. To access these IP Pool options, use the three-dot menu available in the device row of the Appliance View, rather than the Properties panel.
  - Unable to update a target device name from the Properties panel of a Vertiv™ Avocent® ACS800/8000 advanced console system. To resolve this issue, enable the “Push to Target Device” setting under the *Administration – System Settings – Synchronization Configuration* page.
  - The socket power control options, device settings, and sensor information for Vertiv™ PowerIT rPDU devices (monitored or metered) connected to a Vertiv™ Avocent® ACS800/8000 advanced console system may not display correctly on the web UI.
  - The power outlet status of a monitored or metered Vertiv™ PowerIT rPDU device is not updated correctly (such as Not Responding) on the web UI after successful discovery of the device.
  - After a successful discovery of a Vertiv™ Avocent® MergePoint Unity™ KVM over IP and serial console switch device, the Device list displays the discovered device on the Unmanaged tab.
  - After removing and manually rediscovering a Vertiv™ Avocent® IPIQ IP KVM device or a Vertiv™ Avocent® IPUHD 4K IP KVM device that is connected to a managed Vertiv™ Avocent® RM1048P Rack Manager using the management platform web UI, duplicate IP KVM device entries are displayed in the Appliance View. To resolve this issue, access the *Show Attached Devices* menu item in the CLI, identify the duplicate entry in the Appliance View by comparing IP addresses, and then remove the duplicate entry from the Appliance View.

- When attempting to delete a list of users that includes the default system administrator user, none of the selected users are deleted from the system.
- The scroll bar on the Targets List view is hidden when the browser window is resized to a smaller size.
- Clicking away from the Device Properties panel before the properties are fully loaded generates several errors for Vertiv™ Avocent® IPSL IP serial devices and the Vertiv™ Avocent® IPUHD 4K IP KVM devices.
- The RS422 and RS485 RJ-45 pin-out value options on the Physical Port Settings panel only apply to ports 1 and 2 of the Vertiv™ Avocent® ACS8000 advanced console system.
- The web UI displays virtual machines managed by VMware ESXi and vCenter 6.5.x, 6.7.x, and 7.x versions only.
- Unable to change a full name in the User Preferences view.
- On the Organizations page, the Launch KVM Session icon may overlap with the Device Status icon. To resolve this issue and properly align both icons, zoom out on the browser page.
- Creating a new organization or filtering devices on organizations without any devices occasionally generates an error message; however, the new organization is successfully created.
- Deleting a target device from an organization using the vertical ellipsis may occasionally not remove the device from the organization. To resolve this issue, select the target device from the organization and then click the Trash icon located above the table to remove it.

- General issues:
  - The Reset to Factory Defaults operation via CLI fails on the management platform virtual appliance. To resolve this issue, perform the factory reset operation using the management platform web UI interface instead of the CLI.
  - When attempting to set up a RADIUS authentication provider on the management platform, the operation fails with the error message "Unknown Error: Contact Administrator". To resolve this issue, restart the “radius-authentication” service using the *Diagnostics - Restart Service* menu in the management platform CLI and add the RADIUS authentication provider.
  - When a Vertiv™ PowerIT rPDU device is connected to a managed Vertiv™ Avocent® RM1048P Rack Manager, deleting the PDU device from the web UI and rebooting the rack manager prevents the PDU device from being rediscovered automatically.
  - SSH passthrough connection fails when an administrator user attempts to connect to a Vertiv™ Avocent® ACS800/8000 advanced console system using port number and public/private key authentication. To work around this issue, use a custom user account instead of the administrator account when establishing SSH passthrough connections.
  - When editing a Credential Profile in the Properties panel, the web UI may incorrectly show an option to select the same credential that is already assigned. Attempting to select and save this duplicate credential results in an error message. To avoid this issue, do not select the duplicate credential option when editing Credential Profiles.
  - During system startup, the CLI interface on the management platform virtual appliance may display the Troubleshooting menu instead of the main CLI menu. To resolve this issue, you can select Option **0** from the Troubleshooting menu to access the main CLI menu.
  - A Vertiv™ PowerIT rPDU device connected to a Vertiv™ Avocent® RM1048P Rack Manager that the management platform manages is not being automatically rediscovered after deleting the rPDU device from the web UI and rebooting the rack manager. To resolve this issue, perform a resync operation on the rack manager from the web UI to display the rPDU device in the Appliance View.
  - After updating the serial port name from the Vertiv™ Avocent® IPSL IP serial device user interface, the serial port name is not synchronized in the Appliance View or Targets List page.
  - SNMP V3 traps are currently not supported in the management platform hardware or virtual appliance.
  - Upgrading a Vertiv™ Avocent® RM1048P Rack Manager appliance that the management platform manages may display the error message *Failure: could not retrieve update status from appliance* after the firmware upgrade has completed successfully. When this occurs, manually reboot the rack manager appliance.
  - Upgrading the firmware of a management platform virtual appliance with the firmware of a management platform hardware appliance causes the virtual appliance to become non-operational.

- Unable to discover an older version of a Vertiv™ Avocent® RM1048P Rack Manager appliance using the web UI. To resolve this issue, upgrade the appliance to a newer version and then rediscover it from the web UI.
- A Vertiv™ Avocent® ACS800/8000 advanced console system cannot be re-enrolled into the management platform (CA-0000765879, CAS-70019-J0X8B0, CAS-568010, CAS-568207, and CA-0000823887).
- The outlet groups of a Vertiv™ Liebert® rack UPS device connected to a Vertiv™ Avocent® RM1048P Rack Manager may not be synchronized in the Appliance View or Targets List page after an appliance firmware upgrade. To resolve this issue, delete the UPS device and then re-add it to the Appliance View or Targets List page.
- A power cycle of a Vertiv™ Liebert® rack UPS device outlet group using the web UI does not work correctly when the outlet group is already turned off.
- Unable to discover a Vertiv™ PowerIT rPDU device with a Credential Profile that is configured with a specific port number. To resolve this issue, leave the port field blank and rediscover the rPDU device.
- Changing the assigned DHCP IP address of a Vertiv™ PowerIT rPDU device to a reserved IP address causes the status of the device to show incorrectly. To resolve this issue, delete the Vertiv™ PowerIT rPDU device from the web UI and rediscover the device using the reserved IP address.
- The Credential Profile assigned to a target device cannot be modified after the target device is discovered and added to the Targets List page. To modify the Credential Profile, you need to rediscover the target device.
- The Appliance View may show duplicate entries for Vertiv™ PowerIT rPDUs after discovery of rPDUs with the following Credential Profile Configurations:
  - If there is one Credential Profile configured with SNMP V2 and firmware update credentials.

    -or-

    If there are two Credential Profiles, where the first is configured with SNMP v2 and the second is configured with username/password.

  If this situation occurs and an rPDU listing is duplicated in the Appliance View, the rPDU power outlet status will not display correctly. To resolve the duplicate entry scenario, delete one of the duplicate listings. After the duplicate listing is deleted, wait a few minutes and refresh the web page. This should then correct the rPDU power outlet status information as well.
- The scheduled Daily Alarm Purge operation only purges alarms that are cleared and older than the configured retention period.
- The alarm drop-down list in the upper right corner of the page does not update correctly when new alarms are generated. To resolve this issue, log out and log back into the application to view the updated list of alarms in the drop-down list.
- Device name synchronization is not available for Vertiv™ PowerIT rPDUs discovered via SNMP.
- Unable to change the power state of a Vertiv™ Liebert® PSI5 UPS outlet group.
- Unable to control outlet groups of a UPS device that is connected to the Vertiv™ Avocent® RM1048P Rack Manager.
- When the FIPS mode of operation is enabled on the Vertiv™ Avocent® MP1000 Management Platform, specific FIPS 140-2 supported cryptographic algorithms can result in a failed connection to an SMB server when trying to perform a Backup and Restore operation. To resolve this issue, disable the FIPS mode of operation on the *Administration - System Settings - FIPS Module* page, and then connect to the SMB server to perform the Backup and Restore operation using the CLI.
- A power loss of an SMB server might cause the management platform to generate HTTP 500 errors when performing backup and restore operations. To resolve this issue, connect the power to the SMB server and reconfigure the SMB server credentials and path using the CLI.
- After restoring a management platform from an existing SMB server backup, any existing credential profiles are not displayed on the web UI of the restored appliance. To resolve this issue, create new credential profiles with unique names using the web UI of the restored appliance.
- An attempt to establish a remote Virtual Media session to a Vertiv™ Avocent® IPUHD 4K IP KVM device managed by a Vertiv™ Avocent® RM1048P Rack Manager using the NFS Transfer Protocol fails with an error message.
- When a serial USB adapter is not plugged into the micro-USB port of a Vertiv™ Avocent® IPUHD 4K IP KVM device, the Properties panel for the device displays *No Information* with no additional details.
- The Kingston USB device is not supported and not displayed in the Boot Manager.

- Power Control is non-functional for unlicensed VMware targets.
- The Virtual Machine Viewer Caps Lock (and other keys) are not highlighted when using Linux; this is not supported in VMware.
- The management platform uses FTP as the only mechanism to upgrade a Vertiv™ Avocent® ACS 800/8000 advanced console system unit.
- Deleting an unmanaged Vertiv™ Avocent® RM1048P Rack Manager in the management platform does not trigger the rack manager to go into Standalone mode; it must be done manually.
- Unable to change settings for Vertiv™ Avocent® IPIQ IP KVM devices discovered through a Vertiv™ Avocent® RM1048P Rack Manager; settings may be updated using the rack manager web UI.
- In some rare cases, the Status column on the Targets List page disappears when using the Google Chrome browser. If this occurs, clear the browser cache and open a new browser window.