

Vertiv™ Avocent® HMX 5150/5160/6150 High Performance KVM Transmitters

Release Notes

VERSIONS 4.10.10 and 4.11.10, AUGUST 2024

Release Notes Section Outline

1. General Overview
2. Version Information
3. Upgrade Instructions
4. Resolved Issues
5. Known Issues

IMPORTANT NOTE: In August 2024, Vertiv identified a critical update, referred to as Address Assignment Timeout, which is required for all Vertiv™ Avocent® HMX products. The sole purpose of this release is to address and resolve the Address Assignment Timeout. No new updates, enhancements or other fixes are included in this updated release patch.

To mitigate the timeout, you must upgrade the Vertiv™ Avocent® HMX 5150/5160/6150 transmitter firmware from version 4.09.05 to version 4.11.10 for VGA or 4.10.10 for DVID/HDMI and DP. Follow the instructions detailed in section 3 of these release notes to upgrade the firmware. For additional assistance, contact Vertiv Technical Support.

1. General Overview

These release notes detail upgrade instructions and provide release-specific information for the Vertiv™ Avocent® HMX 5150, 5160 and 6150 high performance KVM transmitters. For additional product information, please refer to the Vertiv™ Avocent® HMX High Performance KVM Extender System Next Generation Installer/User Guide and the Vertiv™ Avocent® HMX Advanced Manager Installer/User Guide; both available on their respective product pages at www.vertiv.com. If you need release/upgrade-specific information on other Vertiv™ Avocent® HMX extender system components, please see the following release notes:

- Vertiv™ Avocent® HMX 5000/6000 Series High Performance KVM Extender System Release Notes (available here: [Vertiv Avocent HMX 5000 and 6000 Series Extenders Software Downloads](#))
- Vertiv™ Avocent® HMX Advanced Manager Release Notes (available here: [Vertiv Avocent HMX Advanced Manager Software Downloads](#))

2. Version Information

APPLIANCE/PRODUCT	CODE VERSION
Vertiv™ Avocent® HMX 5150 Transmitters (VGA)	V4.11.10
Vertiv™ Avocent® HMX 5160 Transmitters (DVID)	V4.10.10
Vertiv™ Avocent® HMX 6150 Transmitters (HDMI and DP)	V4.10.10

3. Upgrade Instructions

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 Vertiv™ 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

NOTE: A mixed system where the Vertiv™ Avocent® HMX Advanced Manager software is at version 4.4 and the Vertiv™ Avocent® HMX extender system transmitters and receivers are at version 4.5 is not supported.

- If the Vertiv™ Avocent® HMX Advanced Manager software is upgraded to version 4.5, connected transmitters and receivers (endpoints) must also be upgraded to version 4.5 to maintain compatibility. As soon as you upgrade the software to version 4.5, you'll be prompted for this endpoint upgrade since the minimum hardware version has been set for version 4.5.
- Although the Vertiv™ Avocent® HMX Advanced Manager software may be upgraded directly to version 4.5, transmitters and receivers must be upgraded to version 4.4 prior to being upgraded to version 4.5.
- It is not possible to downgrade the extenders to version 4.1, 4.2 or 4.3.
- If your Vertiv™ Avocent® HMX Advanced Manager software is at version 4.1, 4.2 or 4.3, it must be upgraded to the same version as the endpoints.
- If your Vertiv™ Avocent® HMX Advanced Manager software server is used in a backup configuration, you must upgrade all the Manager software servers before upgrading the transmitters and receivers. See the Vertiv™ Avocent® HMX Advanced Manager Installer/User Guide for additional information.

Upgrading the Firmware

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

1. In the user interface (OBWI) of the Vertiv™ 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 Vertiv™ 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 Vertiv™ 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 a Vertiv™ 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 Vertiv™ 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 Vertiv™ 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*.

4. Resolved Issues

- Vertiv™ Avocent® HMX 5150 transmitter:
 - Resolved issue where the transmitter was not checking for DHCP; the transmitter now checks for DHCP after reverting to link-local.
 - Resolved issue where the audio multicast time to live (TTL) was not set correctly; it is now set correctly to allow 32 hops.
- Vertiv™ Avocent® 5160 and 6150 transmitters:
 - Resolved an Ethernet issue; there is now a new Ethernet PHY.

5. Known Issues

AREA	ISSUE DESCRIPTION
Video	For Vertiv™ Avocent® HMX 5160 transmitters, resolved 2560 x 1440 monitors are missing half of the pixels when using the HMX5160T-DVID transmitter with a Vertiv™ Avocent® HMX 6200 receiver and a Dell U2711b monitor. To use this monitor, you must use a fixed EDID of 1920 x 1200 or below.
USB	For Vertiv™ Avocent® HMX 5160 and 6150 transmitters, the USB hub size cannot be set to seven (7). It always presents itself as a 13-port hub.