

Vertiv™ Avocent® HMX 6200 DP/HDMI Series High Performance KVM Extender System Release Notes

VERSION 8.03, AUGUST 2024

Release Notes Section Outline

1. Upgrade Instructions
2. Package Version Information
3. Resolved Issues
4. 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 6200 DP/HDMI extender system firmware from version 8.01 to this version (8.03). Follow the instructions detailed in section 1 of these release notes to upgrade the firmware. For additional assistance, contact Vertiv Technical Support.

1. Upgrade Instructions

NOTE: 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.

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 6200 DP extenders are being used in a Vertiv™ Avocent® HMX Advanced Manager, the manager must be upgraded to v5.3 or greater.
- 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 an 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*.

2. Package Version Information

APPLIANCE/PRODUCT	IMAGE/CODE VERSION
Vertiv™ Avocent® HMX 6200 DP Transmitters and Receivers	V8.03
Vertiv™ Avocent® HMX 6200 HDMI Transmitter	V8.03

3. Resolved Issues

This version of the Vertiv™ Avocent® HMX 6200 DP and HDMI extenders provides the following resolutions:

NOTE: This release requires Vertiv™ Avocent® HMX Advanced Manager software version 4.12 or higher.

- Resolved issue of laggy mouse when Transmitter is connected to Linux KVM Hypervisio

- Resolved issue where there was an occasional stutter in digital audio caused by receiver.

NOTE: This requires a minimum software version of Vertiv™ Avocent® HMX Advanced Manager v5.3.

4. Known Issues

The following issues apply to this version of the Vertiv™ Avocent® HMX 6200 DP and HDMI extenders.

AREA	ISSUE DESCRIPTION	IMPACT/SOLUTION
Configuration	In point-to-point mode, if changing the name of the transmitter causes the receiver to disconnect, then reconnect.	Avoid changing any unit names while the system is actively being used.
Network	If the primary network interface has a default route, then the remote support for the second network interface breaks.	Remote support cannot be used on the second network interface if the primary interface has a default route set via DHCP or statically. NOTE: Link local works as there is no default route.
Upgrade	In point-to-point mode, uploading new firmware via a URL causes audio and video artifacts. This is caused by the upload using the Ethernet, as well as video and audio.	Avoid upgrading while the system is actively being used.
OSD (On-Screen Display)	The OSD becomes unresponsive when the user password is changed on the web UI.	Don't change the password while the OSD is open. Reboot the unit to recover.
USB	Some keyboards with smart card readers, specifically Dell RT7D60, can stop responding for up to one minute after a channel change if there is no smart card present.	To prevent delays, ensure you have a smart card present in the keyboard.
	The mouse lags when connected to the Linux KVM Hypervisor.	This issue only exists in the Vertiv™ Avocent® HMX 6200 DP receiver.
USB Audio	USB audio-in does not work when the unit is connected to a Mac Studio.	Users are unable to record audio on a Mac Studio via a microphone connected to a receiver.
	2560 x 1440p30 to 60Hz output is not working.	This will be fixed in a future release.
Video	Video stream drops out at very high Frame Skipping settings (97-99%).	For high Frame Skipping settings, extend the 1 second timeout for video stability to prevent the video stream from dropping out.
	Failure to get video signal on the second head after power cycle.	There is no video on the second DP connection after performing a reboot.