

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

VERSION 8.05, NOVEMBER 2024

## Release Notes Section Outline

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## 1. General Overview

These release notes detail upgrade instructions and provide release-specific information for the Vertiv™ Avocent® HMX 6200 DisplayPort (DP) series high performance KVM extenders. For additional product information, please refer to the Vertiv™ Avocent® HMX High Performance KVM Extender System Installer/User Guide and the Vertiv™ Avocent® HMX Advanced Manager Installer/User Guide; both available on their respective product pages at [www.vertiv.com](http://www.vertiv.com).

## 2. 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.

### Prerequisites

**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 v5.10 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 Via the Vertiv™ Avocent® HMX Advanced Manager

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*.

## Upgrading Via the Transmitter and Receiver Directly

When performing an upgrade for the transmitter and receiver directly, you must use the upgrade file, ensure you are working in a point-to-point configuration, and have an available USB memory stick. The same upgrade file is used for both the transmitter and receiver.

To upgrade the transmitters and receivers directly via the receiver On-Screen Display (OSD) and a USB stick:

1. Download the latest files from the Latest Releases for Vertiv™ Avocent® HMX 6200 DisplayPort (DP) Series section of the software downloads web page located here: [Avocent HMX 5000, 6000, and 8000 Series Extenders Software Downloads \(vertiv.com\)](https://www.vertiv.com/Avocent-HMX-5000-6000-and-8000-Series-Extenders-Software-Downloads)
2. Copy the upgrade file defined in the Point to Point section of the Release Package to the root folder of the USB memory stick.
3. Plug the USB stick into a standard USB port on a Vertiv™ Avocent® HMX 6200 high performance KVM extender.
4. Enter **Ctrl+Alt+C** to access the receiver OSD, then enter your username and password.
5. Click *Login*.
6. Navigate to the *System* page, then select *Upgrade Device From USB* in the Upgrade section.

7. Select the appropriate version from the drop-down menu, then click *Upgrade*.
8. When prompted, reboot the unit. This upgrades the receiver.
9. Repeat steps 4 and 5 to log back into the receiver OSD.
10. Nviage to the *Transmitters* tab and click the Settings icon.
11. Select *Upgrade Device From USB* in the Upgrade section, then select the appropriate version from the drop-down menu.
12. Click *Upgrade*, then reboot the unit again. This upgrades the transmitter.

### 3. Package Version Information

APPLIANCE/PRODUCT	IMAGE/CODE VERSION
Vertiv™ Avocent® HMX 6200 DP Transmitters and Receivers	V8.05
Vertiv™ Avocent® HMX 6200 HDMI Transmitter	V8.05

### 4. Resolved Issues

This version of the Vertiv™ Avocent® HMX 6200 DP and HDMI extenders is a maintenance release and therefore has no new fixes.

**NOTE: This release requires Vertiv™ Avocent® HMX Advanced Manager software version 5.3 or higher.**

## 5. 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, changing the name of the transmitter causes the receiver to disconnect, and then reconnect.	Avoid changing any unit names while the system is actively being used.
	The receiver reboots when connected to a Dell 24-inch Touch USB-C Hub Monitor – P2424HT.	This will be fixed in a future release.
Network	If the primary network interface has a default route, then the remote support on 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. <b>NOTE: Link local works as there is no default route.</b>
	For static IP configurations, the gateway sets itself to 0.0.0.0, which is an unspecified gateway.	Reboot the device to recover the gateway.
OSD (On-Screen Display)	The OSD becomes unresponsive when the user password is changed on the web UI.	Do not change the password while the OSD is open. Reboot the unit to recover.
	The auto-configure preset list is empty.	Perform the configuration from the receiver's OSD, or save the device's SSL certificates stored in each transmitter in your browser to allow your browser to fetch the required information.
Upgrades	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.
USB	Some keyboards with smart card readers, specifically the Dell RT7D60 Smart Card Computer Keyboard, 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 transmitter cannot wake Apple Mac Mini from sleep due to no USB connection.	Power cycle the Apple Mac Mini to regain control of the computer.
	USB audio-in does not work when the unit is connected to an Apple Mac Studio.	Users are unable to record audio on a Apple Mac Studio via a microphone connected to a receiver.
	USB audio-in does not work when the transmitter is connected to an Apple Mac Studio.	This issue has only been observed on Apple Mac Studio version 12.6.7.
	The emulated USB and Audio diagnostics page is missing on the transmitter units.	Reporting on transmission is not currently supported for emulated USB and audio.
Video	2560 x 1440p30 to 60Hz output is not working.	This will be fixed in a future release.
	The second head fails to find video signal after power cycling.	There is no video on the second DP connection after performing a reboot.