

Vertiv™ Avocent® HMX 8000

High Performance KVM Extender System

Release Notes

VERSION 5.05, DECEMBER 2022

Release Notes Section Outline

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1. Upgrade Instructions

Transmitters and receivers are flash upgradable at any time to ensure that your system is running the most current version available. Firmware upgrades to your Vertiv™ Avocent® HMX 8000 extender system may be performed either directly to transmitters and receivers, or via the Vertiv™ Avocent® HMX Advanced Manager server.

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.

Upgrading Transmitters and Receivers Directly

When performing an upgrade directly, you must use the HMX8000_Vx.xx.tar upgrade file (replace x.xx with your latest firmware version), ensure you are working in a point-to-point configuration, and have an available USB memory stick.

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 8000 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 HMX8000_Vx.xx.tar upgrade file to the root folder of the USB memory stick.
3. Plug the USB stick into a standard USB port on a Vertiv™ Avocent® HMX 8000 high performance KVM receiver.

NOTE: Do not plug the stick into the high-speed USB port (port 1); it will not be recognized.

4. Enter **Ctrl+Alt+C** to access the receiver OSD, then enter your username and password.
5. Click *Login*.
6. Select *System*, then select *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. Select the *Transmitters* tab and click the *Settings* icon.
11. Select *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.

Upgrading Via the Vertiv™ Avocent® HMX Advanced Manager

The Vertiv™ Avocent® HMX Advanced Manager software On-Board Web Interface (OBWI) provides a central location for you to perform a firmware upgrade on any linked unit. Before using the software for the firmware upgrade, ensure that your system is running the most current firmware version and is managed by the Vertiv™ Avocent® HMX Advanced Manager software, and verify the same firmware version is being used across all units in your system.

NOTE: Firmware versions can be mixed in configurations not using the Advanced Manager software, but it is always recommended to use the most current version.

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

1. In the On-Board Web Interface (OBWI) of the Vertiv™ Avocent® HMX Advanced Manager server (the Vertiv™ Avocent® HMX Advanced Manager software), 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 On-Board Web Interface (OBWI) of the Vertiv™ Avocent® HMX Advanced Manager server (the Vertiv™ Avocent® HMX Advanced Manager software), 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 8000 Transmitters and Receivers	V5.05

3. Release Enhancements and Resolved Issues

This Vertiv™ Avocent® HMX 8000 high performance KVM extender system release adds the following enhancements and resolves the following issues:

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

- This release added support for 1 GbE SFP.
- This release resolved issues with digital audio delay and implemented dynamic calculation to ensure digital audio is in line with video.
- This release resolved issues with 8-channel DP audio not working in previous releases.
- This release resolved an issue that caused a *Bits per color* EDID parsing error. This occurred if the monitor presented EDID version 1.4 with its color depth set to *Undefined* and Video compatibility mode was on.
- This release resolved an issue where USB didn't work with boot protocol on a Mac OS with file vault.
- This release resolved an issue where IGMPv3 not was enabled as the default.
- This release resolved an issue where the IGMP version setting from the Advanced Manager was not supported.
- This release adapted the ability to check for video adapters reporting bits per color incorrectly.

4. Known Issues

The following issues apply to the Vertiv™ Avocent® HMX 8000 high performance KVM extender system.

AREA	ISSUE DESCRIPTION	WORKAROUND
Audio	<ul style="list-style-type: none"> • DisplayPort audio may send channel data to the wrong speaker. 	<ul style="list-style-type: none"> • If this occurs (even without the presence of the Vertiv™ Avocent® HMX 8000 extenders), rebooting your computer usually resolves the issue.
	<ul style="list-style-type: none"> • Razer Kraken 7.1 USB headsets do not work through port 1 (transparent USB port) 	<ul style="list-style-type: none"> • No workaround at this time.
Video	<ul style="list-style-type: none"> • 3440 x 1440 @50 Hz is not supported. 	<ul style="list-style-type: none"> • No workaround at this time.
	<ul style="list-style-type: none"> • Intermittent video “tearing” may occur at 1080p @ 144 Hz. 	<ul style="list-style-type: none"> • Disconnect and reconnect the channel.
	<ul style="list-style-type: none"> • 1366 x 768 resolution displays an extra wrap-around. 	<ul style="list-style-type: none"> • No workaround at this time; wide XGA mode is not properly supported on the Vertiv™ Avocent® HMX 8000 extender series.
USB	<ul style="list-style-type: none"> • Fingerprint scanners do not work over an emulated USB port. 	<ul style="list-style-type: none"> • Use the high-speed transparent port instead.
	<ul style="list-style-type: none"> • The memory stick sometimes fails to be recognized. 	<ul style="list-style-type: none"> • Disconnect and reconnect the receiver.
Transmitters	<ul style="list-style-type: none"> • On the transmitters, the OBWI is not updated for network port speed, and causes issues when switching from SFP to CATx. 	<ul style="list-style-type: none"> • Instead of using the <i>Refresh</i> button on the Network Settings page, reload the entire web page for the device URL.
	<ul style="list-style-type: none"> • The transmitters may get stuck in HDR mode when switching from HDR to a non-HDR monitor. 	<ul style="list-style-type: none"> • This issue is caused by a difference between our interpretation of DP specifications and AMD/NVIDIA. The Vertiv implementation is for AMD; NVIDIA will be addressed in a future release. For now, the workaround is to turn the monitor capability check off for the SDR monitor.
	<ul style="list-style-type: none"> • If the transmitter is rebooted, the receiver OSD may lock up when accessing the Transmitter settings. 	<ul style="list-style-type: none"> • Reboot the receiver.