

Vertiv™ Avocent® HMX 8000

High Performance KVM Extender System

Release Notes

VERSION 8.03, AUGUST 2024

Release Notes Section Outline

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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 8000 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

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 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*.

Upgrading Via the Transmitter and Receiver Directly

When performing an upgrade for the transmitter and receiver 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. 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 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 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 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. 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. Navigate 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.

2. Package Version Information

APPLIANCE/PRODUCT	IMAGE/CODE VERSION
Vertiv™ Avocent® HMX 8000 Transmitters and Receivers	V8.03

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 5.3 to support the extender system. However, version 5.10 is required to use the new features.

- Added support to use different magic eye level configurations for SDR10 video compared to the original SDR8 video signals.
- Added support for eight page Extended Display Identification Data (EDID).

4. Known Issues

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

AREA	ISSUE DESCRIPTION	WORKAROUND
Audio	Crackling sound occurs on the Display Port (DP) audio.	<p>This seems to be monitor-dependent. See the following observations:</p> <ul style="list-style-type: none"> • LG 31MU97Z-B Monitor - crackling heard • Dell P2415QB Monitor - no crackling heard <p>Fixes are being investigated.</p>
Configuration	In point-to-point mode, changing the name of a transmitter causes the receiver units to disconnect, then reconnect.	Avoid changing any unit names while the system is actively being used.
	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.
Network	If the primary network interface has a default route, then the remote support for the second network interface breaks.	<p>Remote support cannot be used on the second network interface if the primary interface has a default route set via DHCP or statically.</p> <p>NOTE: Link local works as there is no default route.</p>
	The second network interface port cannot be used to add Vertiv® Avocent® HMX 6150T High Performance KVM transmitters or Vertiv™ Avocent® HMX 5100R/5200R High Performance KVM receivers in unmanaged matrix or point-to-point mode.	Use the first network port to add Vertiv® Avocent® HMX 6150T High Performance KVM transmitters or Vertiv™ Avocent® HMX 5100R/5200R High Performance KVM receivers in unmanaged matrix or point-to-point mode.
OSD (On-Screen Display)	The OSD becomes unresponsive if the user password is changed on the web UI.	Don't change the password while the OSD is open. Reboot the unit to recover.

AREA	ISSUE DESCRIPTION	WORKAROUND
OSD (continued)	The auto-configure preset list is empty.	Perform the configuration from the receiver's OSD, or save the device's SSL certificates, which are stored in each transmitter, in your browser to allow the browser to fetch the required information.
USB - General	Sometimes, USB fails when using two direct network cables and default link local addresses.	Use static IP address to assign each interface to different subnets.
	The Auto Logout feature does not work with AXIS Joystick.	Despite claiming it is an HID device, it delivers data even when not in use, which stops the feature from working altogether.
USB - Keyboard	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.
Video	2560 x 1440p30 to 60Hz output is not working.	This will be fixed in a future release.
	The receiver does not display video when using active DP-to-DVI dual-link adapter.	Not all adapters are created evenly, meaning it is adapter-, manufacturer- and monitor-dependent if they work at all resolutions.
Web User Interface (UI)	In the transmitter's UI, a field for Auto-logout Timeout (min) displays an 'undefined' value when under the control of the Vertiv™ Avocent® HMX Advanced Manager.	This is a cosmetic issue and will be resolved in a future release.