

# Vertiv™ Avocent® HMX Advanced Manager

## Release Notes

VERSION 5.9.20001, 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 Advanced Manager firmware from version 5.9 to this version (5.9.20001). 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 see the Vertiv™ Avocent® HMX Advanced Manager Installer/User Guide.

### Important Prerequisites

Prior to upgrading your firmware, please ensure you have verified the following information:

- Ensure you make a backup of the Vertiv™ Avocent® HMX Advanced Manager before upgrading.
- Ensure you are using Chrome, Firefox or Safari for upgrading; Vertiv does not recommend using Microsoft IE or non-Chromium based Edge browsers.
- Check your Vertiv™ Avocent® HMX Advanced Manager factory firmware version. If it is below 4.1.36651, you MUST upgrade to version 4.15 before upgrading to firmware version 5.3 or higher.
- Ensure your Vertiv™ Avocent® HMX 5100, 5200, 6200 and 6210 extender firmware is version 4.9 or higher. (Version 4.9 is the minimum endpoint firmware requirement for those extenders to be listed in the Vertiv™ Avocent® HMX Advanced Manager software Transmitter and Receiver tabs.) After upgrading the Vertiv™ Avocent® HMX Advanced Manager, a warning message with a link to the list of endpoints not meeting the minimum firmware requirement will appear in the Transmitter and Receiver tabs.
- Check your Vertiv™ Avocent® HMX 6500 receiver firmware version. If it is a version lower than 1.1.0.16, it MUST be upgraded before upgrading the Vertiv™ Avocent® HMX Advanced Manager to version 4.15. or 5.5.

**NOTE:** When upgrading the Vertiv™ Avocent® HMX 6500 receiver, do not select the *Reboot before Upgrade* option.

- If upgrading multiple Vertiv™ Avocent® HMX Advanced Manager servers, ensure you upgrade the primary first and then the backup.

**NOTE:** Do not upgrade the primary and backup concurrently.

### 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 User Interface (UI) and automatically logged in. When the primary server becomes available, you are redirected back to that web UI.**

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.

## 2. Package Version Information

APPLIANCE/PRODUCT	IMAGE/CODE VERSION
Vertiv™ Avocent® HMX Advanced Manager	V5.9.20001

## 3. Features, Enhancements and Resolved Issues

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

### Features and Enhancements

This version of the Vertiv™ Avocent® HMX Advanced Manager introduces the following features and/or enhancements:

- Added Last Frame Frozen feature – In conjunction with firmware release v7 for the Vertiv™ Avocent® HMX 8000 and HMX 6200DP/HDMI extender system, you can adjust where the banner messages appear on the screen, allowing the messages to be moved to prevent the blockage of important information on-screen.
- Added “Channel ID” to the Get Devices (API) response to simplify establishing which channel is connected to a receiver.
- Added serial numbers and firmware versions to the OLED screen. In addition to via the API, the serial numbers of the endpoints are now visible on the configuration pages.
- Added feature where when setting the debug level to above normal, a banner message displays on the Vertiv™ Avocent® HMX Advanced Manager's interface to inform you that extra logging is occurring as this can consume disk space.
- Added Syslog filter – A filter has been added to Syslog to allow you to choose which type of messages are sent. The options are now All, Info, Error and Debug.

## Resolved Issues

This version of the Vertiv™ Avocent® HMX Advanced Manager resolves the following issues.

AREA	ISSUE DESCRIPTION
Audio	Added two channel audio options in Audio EDID for the Vertiv™ Avocent HMX 6200DP/HDMI extender system range.
API	Added “Channel ID” to Get Devices response.
Primary/Backup	Unable to add backup to the primary device if the primary is using SSL.
Hard Drive	Ability to change disk size configuration in the system.
Hot Keys	The disconnect hotkey can now be set to different characters.
Logs	The active connection log shows no active connections.
	Unable to open the web UI on the second network port if SSL is enabled.
Logout/Timeout	Text changes for Auto Logout Time descriptions.
Manager Settings	Red tick plus green tick for single IP connections and identify button are unable to communicate with the device.
Network	Ability to change the DNS and gateway setting of a satellite manager.
OSD (On-Screen Display)	Correct text for border time out to (seconds)
	Added support for adjustable OSD margins.

## 4. Known Issues

The following issues apply to the Vertiv™ Avocent® HMX Advanced Manager.

AREA	ISSUE DESCRIPTION	WORKAROUND
RDP	The RDP channel still connects as single-head after modifying the channel to add a second head.	For the change to take effect in the Vertiv™ Avocent® HMX Advanced Manager, you must log out of the Vertiv™ Avocent® HMX6500R receiver, then log back in again.
	The RDP passwords are lost after upgrading from firmware v4 to v5.	Unfortunately, due to the nature of the new version, this is not possible to resolve.
Upgrade	Occasionally, the Hostname and DNS Domain do not populate when upgrading from Vertiv™ Avocent® HMX Advanced Manager firmware v4.12 to v5.5.	Prior to performing the update, make note of the settings in case they are not transferred.
	Reboots introduce an issue on the Vertiv™ Avocent® HMX 6500R receiver, where if multiple upgrades are in progress, only the first unit will be upgraded.	Do not select the option to reboot before upgrade.
	Due to incompatibility in versions of underlying OS and DB between firmware versions 4 and 5, not all information is transferred between the two versions.	<p>Please make note of the following settings before you upgrade to the new version:</p> <ul style="list-style-type: none"> <li>• Active Directory (all settings)</li> <li>• Email (Domain/IP, Username, Password)</li> <li>• NTP (NTP Key)</li> <li>• SNMP (Authentication &amp; Privacy Password)</li> <li>• RDP (Passwords)</li> </ul>
Font	The accents on letters go missing when upgrading from firmware version 4 to 5.	This issue will be fixed in a later release.
Network	The DHCP server does NOT check if an IP address is available before issuing it.	To allow for the replacement of Vertiv™ Avocent® HMX Advanced Manager servers, ensure the pool of IP addresses for the endpoints are separated away from the IP addresses for the manager.
	New DHCP IP address assignments on the second Ethernet port will not take effect until the Ethernet cable is re-plugged.	From the manager's web UI, enable/disable the eth1 interface port to restart the DHCP service.
	The backup manager's MAC address shows the second Ethernet port as <i>Currently unconfigured</i> .	This is a web page error and will be addressed in a future release.
	An error occurs when attempting to disable the second Ethernet port on the satellite manager via the primary manager.	The eth1 interface port on the satellite manager must be manually taken down, then the eth2 interface setting can be reverted for the satellite manager.
	Bonded mode is removed from the satellite manager after downgrading or upgrading to firmware version 5.7.	Firmware version 5.8 resolves this issue.
	Communication between the satellite and primary managers stops when the eth1 port is set to DHCP on the primary manager.	Use a static route, which is available on the primary manager's web UI.

AREA	ISSUE DESCRIPTION	WORKAROUND
OSD	Channel names have been truncated in the OSD.	<p>The OSD can only support 25 characters, whereas in the Vertiv™ Avocent® HMX Advanced Manager menu 45 characters are allowed.</p> <p><b>NOTE: Some Japanese, Korean and Chinese characters are considered as two or more characters.</b></p>
Satellite	Occasionally, when adding the satellite manager to the primary, the satellite manager gets stuck on the link-local IP address.	Reset the satellite manager.
Security	<p>Secure SSL access has moved to <b>https://&lt;appliance.IP&gt;:4433</b></p> <p>The manager does not prevent invalid certificates from being uploaded for HTML sessions.</p>	Please check the type and validity of the certificates before uploading them.
SNMP	SNMP only works on Primary or Acting primary in firmware v5.5 and above.	This issue will be considered for change in a future release.
Video	In the General setting for Fixed EDID, Generic modes have no effect on either the Vertiv™ Avocent® HMX 8000 or 6200 DP extenders.	The modes do not appear in the specific pages for each transmitter, but if selected via the General setting, the Vertiv™ Avocent® HMX 8000/6200 DP series devices will work with the connected monitors EDID.
Web UI (Manager)	<p>When using the Replace function for the Vertiv™ Avocent® HMX 5000/6000 extender system devices with the Vertiv™ Avocent® HMX 6200 DP extenders, the channel does not reconnect.</p> <p>The Configure channel allows VNC, SSH and HTML channels to select two heads, despite only one head (monitor) being supported for these modes.</p>	<p>A manual re-connect must be initiated. This only happens when it is not directly a like-for-like model replacement.</p> <p>Please ensure video 2 is set to OFF.</p>

## 5. Important Virtual Machine Information

In order to access a virtual machine via the Vertiv™ Avocent® HMX 6500 high performance KVM receiver, your system must be set up in a specific configuration where the receiver is connected to two separate networks. Then, through the Vertiv™ Avocent® HMX Advanced Manager software, you are able to configure the receiver, access hosts connected with Vertiv™ Avocent® HMX transmitters and access virtual machines running RDP hosts on a corporate network. For instructions on configuring access to a virtual machine, see the Vertiv™ Avocent® HMX 6500 High Performance KVM Receiver Configuring Access to a Virtual Machine Technical Note available on the product page at [Vertiv.com](https://www.vertiv.com).