Vertiv™ Avocent® HMX Advanced Manager

Release Notes

VERSION 5.13, APRIL 2025

Release Notes Section Outline

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	V5.13.10001

3. Minimum Supported Firmware Versions

MODEL	MINIMUM VERSION	LATEST VERSION
HMX6200R (DVI)	v5.0.47185	v5.3.53065
HMX6200T (DVI)	v5.0.47185	v5.3.53065
HMX6210T	v5.0.47185	v5.3.53065
HMX5100R	v5.0.47185	v5.3.53065
HMX5100T	v5.0.47185	v5.3.53065
HMX5200R	v5.0.47185	v5.3.53065
HMX5200T	v5.0.47185	v5.3.53065
HMX5150T-VGA	v4.9.05	v4.11.1
HMX8000R	v5.05	v8.03
HMX8000T	v5.05	v8.03
HMX6500R	1.1.0	v1.3.1.7
HMX5160T-DVID	4.08.40000	v4.10.1
HMX6150T-HDMI	4.08.40000	v4.10.1
HMX6150T-DP	4.08.40000	v4.10.1
HMX6200R (DP)	v5.02	v8.03
HMX6200T (DP)	v5.02	v8.03
HMX6200T (HDMI)	v5.02	v8.03

4. Features and Enhancements

This version of the Vertiv™ Avocent® HMX Advanced Manager introduces the following features and maintenance improvements for the new hardware platform (HMXAMGR24G2) and the HMXAMGR24-XXX, which is now End-of-Life (EOL).

- Added Transmitter Groups.
- Added support for static IP Address configuration for the following products:
    - Vertiv™ Avocent® HMX6210 transmitter
    - Vertiv™ Avocent® HMX6200 receiver
    - Vertiv™ Avocent® HMX6200 transmitter
    - Vertiv™ Avocent® HMX5200 receiver
    - Vertiv™ Avocent® HMX5200 transmitter
    - Vertiv™ Avocent® HMX5100 receiver
    - Vertiv™ Avocent®HMX5100 transmitter

  NOTE: Firmware version 5.3 is required to configure static IP addresses.
- Added a time-based scheduler for rebooting devices.
- Added support for the Belgium keyboard.

5. Resolved Issues

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

- Fixed issue with patching mechanism.
- Fixed issue where user was unable to force change channel.
- Fixed issue where “Forcefully Channel Disconnect” option is not updated on the On-Screen Display (OSD) for all connected receivers.
- Fixed issue where the “Permission Denied” error message is not displayed on the OSD for users without channel permission.

6. Known Issues

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

AREA	ISSUE DESCRIPTION	WORKAROUND
Active Directory (AD)	Users are unable to filter the Active Directory server-fetched user from the advanced manager when DS includes the plus (+) symbol in its name.	No workaround at this time.
	Activating the Preview button also performs a sync with the Active Directory server.	No workaround at this time.
	After removing the filter from the DS configuration, the save and sync functionality does not work from the scanned server tab.	Browse to another Vertiv™ Avocent® HMX Advanced Manager tab and attempt to save the users in the advanced manager.

AREA	ISSUE DESCRIPTION	WORKAROUND
AD (continued)	When the user adds AD with Kerberos authentication in the Directory Server, they can successfully fetch data (users) from AD. However, after changing the manager's time in the settings, the user is unable to fetch data from AD, and an error appears. The syslog shows a "Directory Server bind failed!" message.	Edit and re-save the Directory Server settings.
Application Programming Interface (API)	The API remains active when web access is blocked on the KVM network.	No workaround at this time.
	When creating a preset via the API, the system allows the preset to be created even if an invalid or incorrect channel-receiver ID is provided.	This issue will be addressed in a future release.
	After performing the logout device API command in the Vertiv™ Avocent® HMX6200R/6500R receiver OSD, the user is successfully logged out of the OSD. However, if the OSD is still displayed at the time, the OSD suggests that they are still logged in.	If the user issues the device_logout API command while the receiver is showing the OSD, it does not return to the login page automatically. Refresh the page.
Authentication	The Auto-Logout feature should not be supported for the anonymous user.	Observation. The OSD is logged out because the auto-logout timer has expired for the anonymous user.
	Kerberos settings are not updating correctly if edited after being saved.	To change the settings, disable the Kerberos feature, then re-enable and re-enter the Kerberos settings.
	Kerberos settings are not persistent if they are disabled and then re-enabled.	Turn the settings off/on, then re-enter the Kerberos settings.
	Does enabling two-factor authentication effect the Auto Login feature?	No. The user can still use the hotkeys to switch channels without logging into the OSD.
	Two-factor authentication is suspended when the backup manager is acting as primary.	No workaround at this time.
	Setting a password for an anonymous user prevents 'No login required' from working.	No workaround at this time.
Network	The DHCP server does not verify the availability of an IP address before assigning it.	To allow for the replacement of Vertiv™ Avocent® HMX Advanced Manager servers, ensure the pool of IP addresses for the endpoints is separated from the IP addresses for the manager.
	An error occurs when attempting to disable the second Ethernet port on the satellite manager via the primary manager.	First, manually take down the eth1 interface port on the satellite manager, then revert the eth2 interface setting for the satellite manager.
	Communication between the satellite and primary managers is interrupted when the eth1 port on the primary manager is set to DHCP.	Use a static route, which is available on the primary manager's web UI.

AREA	ISSUE DESCRIPTION	WORKAROUND
Network (continued)	Bonded Mode does not work when the "Disable Vertiv Avocent Advanced HMX Manager UI over KVM Network" option is enabled.	This is intentional. Bonded mode should not be used when the "Disable Vertiv Avocent Advanced HMX Manager UI over KVM Network" option is enabled.
	Devices that were previously replaced using a static IP address or DHCP reservation revert to using DHCP.	Reconfigure the IP address accordingly.
	Network Time Protocol (NTP) can be synced using only the IP address.	After syncing NTP, wait for the clock to sync to the advanced manager. The primary manager will automatically sync its clock, and then the backup and satellite managers will sync their clocks.
	When using the Replace function for Vertiv™ Avocent® HMX 5000/6000 extender system devices with the Vertiv™ Avocent® HMX 6200 DP extenders, the channel does not reconnect.	A manual reconnect must be initiated. This only happens when it is not a direct like-for-like model replacement.
	The static IP address assigned to the eth2 port on the backup or satellite manager does not work if the eth2 on the primary manager is set to DHCP.	Configure a static IP address on the primary manager.
Upgrades/Downgrades	Occasionally, the Hostname and DNS Domain fields do not populate when upgrading from Vertiv™ Avocent® HMX Advanced Manager firmware version 4.12 to version 5.5.	Prior to performing the update, make note of the settings in case they are not transferred.
	Reboots introduce an issue with the Vertiv™ Avocent® HMX 6500R receiver, where if multiple upgrades are in progress, only the first unit will be upgraded.	Do not select the 'Reboot before upgrade' option when upgrading the receiver.
	Downgrading from version 5.10 to 5.9 or lower will result in the loss of AD server settings.	No workaround. The server settings will need to be reapplied.
	Due to incompatibility between the underlying OS and DB versions in firmware versions 4 and 5, not all information is transferred between the two versions.	Make note of the following settings before you upgrade to the new version: • Active Directory (all settings) • Email (Domain/IP, Username, Password) • NTP (NTP Key) • SNMP (Authentication & Privacy Password) • RDP (Passwords)
	The Remote Desktop Protocol (RDP) passwords are lost after upgrading from firmware version 4 to version 5.	Unfortunately, due to the nature of the new version, there is no workaround.
	After upgrading the primary manager from version 5.9 to version 5.10, a backup can remain active.	Reboot the backup manager.

AREA	ISSUE DESCRIPTION	WORKAROUND
Upgrades/Downgrades (continued)	Due to insufficient space in the backup of the Vertiv™ Avocent® HMX Advanced Manager, an error occurs when upgrading from version 5.5 to 5.12.10009.	Open the Disk Usage page (**http(s)://**<appliance.IP>**/admin/disk_usage.php**), delete the Firmware and Vertiv™ Avocent® HMX Advanced Manager Upgrade files in the Backups Partition section, then perform the upgrade again.
	Occasionally, the Vertiv™ Avocent® HMX Advanced Manager fails to add the backup/satellite manager after upgrading to version 5.12.10019.	Restart the manager after the upgrade. This issue only occurs when the software is upgraded.
On-Screen Display (OSD)	Channel names have been truncated in the OSD.	The OSD can only support 25 characters, whereas in the Vertiv™ Avocent® HMX Advanced Manager menu 45 characters are allowed. **NOTE: Some Japanese, Korean and Chinese characters are considered as two or more characters.**
Primary/Backup Unit	The backup server will not be added to the primary manager if it's powered on and not on the same network as the primary during configuration.	Power cycle the backup manager while on the same network as the primary.
	The "Backup/Satellite Manager has taken over" message does not display from the active backup/satellite manager when the Auto Login feature is enabled.	No workaround at this time. This issue will be resolved in a future release.
Remote Desktop Protocol (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.
Satellite Unit	Occasionally, when adding the satellite manager to the primary, the satellite manager becomes stuck on the link-local IP address.	Reset the satellite manager.
	The satellite manager becomes unstable after a factory reset in bonded mode (Active Backup).	Disable bonding before factory resetting the advanced manager.
Security	Secure SSL access has moved to **https://**<appliance.IP>**:4433**	
SNMP	The SNMPB client fails to display updated server status when fetching from the backup or satellite manager.	No workaround at this time. This issue will be resolved in the next release.
	The SNMPB Server Details table fails to update the backup manager's status when the satellite manager operates as active.	No workaround at this time. This issue will be resolved in a future release.
Syslog	The syslog shows an SQL syntax error in the RDP name containing a quotation mark.	Observation. This issue will be resolved in a future release.
	When the user sets the "Debug Level Timeout" in the manager's settings, an unnecessary error message appears in the syslog: Failed to check if job exists or not.	This error message does not affect system functionality or performance. It should not appear in the logs.

AREA	ISSUE DESCRIPTION	WORKAROUND
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.
Virtual Desktop Infrastructure (VDI)	The Configure channel allows VNC, SSH and HTML channels to select two heads, despite only one head (monitor) being supported for these modes.	Ensure video 2 is set to OFF.
Web User Interface (UI)	The Serial setting tab is present in the Vertiv™ Avocent® HMX 6150 transmitter Channel configuration.	Since the Vertiv™ Avocent® HMX 6150 transmitter does not support serial devices, the Serial setting tab will be removed in a future release.
	Long location descriptions are not fully visible on the receivers when hovering.	Observation. No workaround at this time.
	The device statistics cannot be re-enabled after using “Disable All” feature.	If the “Disable All” feature is used to disabled the statistics for the endpoints, reload the page to enable the statistics on an endpoint immediately after.
	The Statistics page filter affects the Transmitter and Receiver pages.	Remove the filter. This issue will be resolved in a future release.

7. 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.