Vertiv™ Avocent® HMX Advanced Manager

Release Notes

VERSION 5.14, AUGUST 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	V5.14.10009

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 support for the Belgium keyboard for the Vertiv™ Avocent® HMX 6500R receiver.
- Added server status to the API.
- Added text to description of feature: “Auto Login feature works on the Vertiv™ Avocent HMX 6200DP/8000 if v7.0 or above.”
- Updated the XML configuration schema.

5. Resolved Issues

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

- Fixed issue where the link-local address of Backup Promotion via API did not always revert to 169.2.54.1.2.
- Fixed issue where users were unable to replace the Vertiv™ Avocent® HMX 6200DP and would receive an error message.
- Fixed issue where users were unable to save the Advanced USB Quirk’s when a space was used in the description.
- Fixed issue with units reporting in “Error Changing Channels.”
- Fixed issue where the Vertiv™ Avocent® HMX 6500R receivers were periodically unable to change channels (either VDI or transmitter).
- Fixed issue where the Enable OSD setting in Auto Login was greyed out, despite the feature being enabled.
- Fixed issue where the Vertiv™ Avocent® HMX 6200DP devices were missing the multicast IP address for analogue audio.
- Fixed issue where a device takes a while to retrieve an IP address.
- Fixed issue where the link-local address remained on 169.254.1.6 when the backup was promoted to the primary.
- Fixed issue where performing firmware upgrades using SSL and Firefox produces “False” web page.
- Fixed issue with missing pop-up warning for Setting Always Multicast.

6. Known Issues

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

- Active Directory (AD) issues:
  - Users are unable to filter the Active Directory server-fetched user from the advanced manager when DS includes the plus (+) symbol in its name.
  - Activating the Preview button also performs a synchronization with the Active Directory server.
  - After removing the filter from the DS configuration, the save and sync functionality does not work from the scanned server tab. To resolve this issue, browse to another Vertiv™ Avocent® HMX Advanced Manager tab and attempt to save the users in the advanced manager.
  - 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. To resolve this issue, edit and re-save the Directory Server settings.
- Application Programming Interface (API) issues:
  - The API remains active when web access is blocked on the KVM network.
  - 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® HMX 6200R/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. To resolve the issue, refresh the page.

- Authentication issues:
  - The Auto-Logout feature should not be supported for the anonymous user. This is only an 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. To resolve this issue, 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.
  - Setting a password for an anonymous user prevents 'No login required' from working.
- Network issues:
  - The Vertiv™ Avocent® HMX 8000 series goes offline in the advanced manager if the Eth2 port IP address is left blank while the cable is connected in DHCP reservation mode. To resolve this issue, either unplug the Eht2 network cable, enter a DHCP Reservation IP Address, or revert the setting back to DHCP Reserved.
  - The web server becomes inactive on the primary manager after system downtime of 1-3 days. To resolve this issue, either start the Apache server or reboot the advanced manager.
  - The Vertiv™ Avocent® HMX Advanced Manager clock is not syncing up with the primary manager occasionally. To resolve this issue, shut down the primary manager, allow the backup to take over, and then revert.
  - HTML VDI URLs were shown incorrectly under the IP Address fields in the web UI, SNMP, and API response. This issue will be addressed in a future release.
  - 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. To resolve this issue, 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. To resolve this issue, use a static route, which is available on the primary manager's web UI.
  - 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. To resolve this issue, 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. To resolve this issue, configure a static IP address on the primary manager.
- Upgrades/Downgrades issues:
  - 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. To avoid this issue, 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. To resolve this issue, reboot the backup manager.
- 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. To resolve this issue, 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) issues:
  - Channel names have been truncated in the OSD. This is because 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 issues:
  - 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. To resolve this issue, 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.
- Remote Desktop Protocol (RDP) issues:
  - 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® HMX 6500R receiver, then log back in again.
- Satellite unit issues:
  - Occasionally, when adding the satellite manager to the primary, the satellite manager becomes stuck on the link-local IP address. To resolve this issue, reset the satellite manager.
  - The satellite manager becomes unstable after a factory reset in bonded mode (Active Backup). To resolve this issue, disable bonding before factory resetting the advanced manager.
- Security issues:
  - Secure SSL access has moved to https://<appliance.IP>:4433
- SNMP issues:
  - The SNMPB client fails to display updated server status when fetching from the backup or satellite manager.

- The SNMPB Server Details table fails to update the backup manager's status when the satellite manager operates as active.

- Syslog issues:
  - The syslog shows an SQL syntax error in the RDP name containing a quotation mark.
  - 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.
- Video issues:
  - 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) issues:
  - The Configure channel allows VNC, SSH and HTML channels to select two heads, despite only one head (monitor) being supported for these modes. To resolve this issue, ensure video 2 is set to OFF.
- Web User Interface (UI) issues:
  - 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.
  - 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. To resolve this issue, 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.