Vertiv™ Avocent® HMX Advanced Manager
Release Notes

VERSION 5.5, AUGUST 1, 2022

Release Notes Section Outline

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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 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.

2. Package Version Information

APPLIANCE/PRODUCT	IMAGE/CODE VERSION
Vertiv™ Avocent® HMX Advanced Manager	V5.5.10002

3. Features, Enhancements and Resolved Issues

Please note the following information related to this release:

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

- Secure SSL access has moved to a new location: **https://<**HMXIP>**:4443**

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

- Fixed issue where log rotation failure caused SSD to become full.

- Fixed issue where you were unable to dual head RDP channels.

4. Known Issues

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

AREA	ISSUE DESCRIPTION
Backup Manager	• It is not possible to add a Backup Manager if the HTTPS connection is set. • Occasionally, when adding a backup to main, the backup unit gets stuck on link local IP address.
Vertiv™ Avocent® HMX Advanced Manager Software User Interface	In General Settings, the Fixed EDID Generic Mode has no effect on the Vertiv™ Avocent® HMX 6200DP extenders or HMX 8000 series extenders.

AREA	ISSUE DESCRIPTION
Channels	• When using the replace function to replace Vertiv™ Avocent® HMX 6200 extenders with Vertiv™ Avocent® HMX 6200DP extenders, the channel does not reconnect. • The Configure Channel option is allowing VNC, SSH and HTML channels to select two heads even though only one head (monitor) is supported for these modes.
Upgrading	When upgrading from version 4.x to 5.x, not all information is passed. This is due to an incompatibility in the versions of the underlying OS and DB between version 4 and 5.

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 HMX transmitters and access virtual machines running Remote Desktop Protocol (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.