Vertiv™ Avocent® HMX Advanced Manager

Release Notes

VERSION 5.6, APRIL 2023

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	V5.6.10038

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:

- Adds support for an increased number of VDI clients; this release adds features supporting the new Vertiv™ Avocent® HMX 6500 receiver v1.2 which now supports three new VDI clients in VNC, HTML5 and SSH viewers.

Resolved Issues

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

- Fixed the following issues with the backup Vertiv™ Avocent® HMX Advanced Manager:
  - Fixed issue where the backup Vertiv™ Avocent® HMX Advanced Manager status on the primary web user interface was showing an active state.
  - Fixed issue where the backup Vertiv™ Avocent® HMX Advanced Manager ETH2 IP was not always updating on the primary's Server tab.
  - Fixed issue where the backup Vertiv™ Avocent® HMX Advanced Manager sometimes did not fail back to the primary when back online.
  - Fixed issue where there was difficulty in adding a backup Vertiv™ Avocent® HMX Advanced Manager.
  - Fixed issue where the backup failed to add when the primary Vertiv™ Avocent® HMX Advanced Manager was set in "Bonded" mode.
- Fixed issue where the On-Screen Display text for the channel name truncated on v5.5.
- Fixed issue where the MYSQL vulnerability (CPUAR2022) is resolved with update.
- Fixed issue where Ethernet links from SFP ports sometimes do not establish from bootup.
- Fixed issue where it shows Subnet Operations mode on Network Settings page.
- Fixed issue where, after upgrading, the Time Zone reverts to Europe/London.
- Fixed issue of being unable to add a satellite Vertiv™ Avocent® HMX Advanced Manager.
- Fixed issue with some API commands where they were not available on acting primary Vertiv™ Avocent® HMX Advanced Manager

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. If adding a new backup Manager, turn off HTTPS.
VDI Configuration	• When configuring VDI transmitters, the DNS name does not allow "_" characters. • 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. Please ensure video 2 is set to OFF.
Transmitters/Receivers	When using receiver hotkeys, changing the connection mode from video only to "Share/Exclusive" mode does not work with the default keys.
Upgrading	• When upgrading from version 4.x to 5.x, not all information is passed due to an incompatibility in the versions of the underlying OS and DB between version 4 and 5. Prior to upgrading to the new version, ensure you note the following settings: Active Directory (all settings), Email (domain/IP, username, password), NPT (NTP key), SNMP (Authentication & Privacy password), and RDP (passwords). • When upgrading the Vertiv™ Avocent® HMX 6500 receiver, do not select *Reboot before Upgrade*.
Channel Connections	• When using the replace function to replace Vertiv™ Avocent® HMX 6200 extenders with Vertiv™ Avocent® HMX 6200DP extenders, the channel does not reconnect. A manual reconnection needs to be initiated. • The RDP channel connects as a single head even after modifying the channel to add a second head.
Video	In General settings, fixed EDID "Generic" modes have no effect on Vertiv™ Avocent® HMX 8000 or HMX 6200 DP extender system devices. The modes do not appear in the specific pages for each transmitter, but if selected via General settings, these devices will work with the EDID of the connected monitors.
Web Access	The secure SSI access port number has changed. To access the web interface, use **https://**<IP>**:4433**.
Satellite	When adding a satellite to main, the satellite Vertiv™ Avocent® HMX Advanced Manager server occasionally gets stuck on linking the local IP address.

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.