

Vertiv™ Avocent® HMX Advanced Manager

Release Notes

VERSION 5.7, MAY 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	V5.7.10022

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 analog audio input for the Vertiv™ Avocent® HMX 6200DP series extenders; this version implements and adds support for the audio feature in the Vertiv™ Avocent® HMX Advanced Manager.

Resolved Issues

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

- Fixed base image updates for vulnerability issues.
- Fixed issue with MYSQL vulnerability (CPUOCT2022).
- Fixed issue where the user is unable to change the connection mode from video only to “shared/exclusive mode” with default hotkeys.
- Fixed issue where syslog removed PHP-benign error messages
- Updated API documentation.
- Fixed issue where when configuring VDI transmitters characters “_” is not allowed in DNS name.
- Updated to supported keyboard types .
- Fixed issue where some Vertiv™ Avocent® HMX extenders fail to connect to the Vertiv™ Avocent® HMX Advanced Manager due to length of IP address (using full octet, XXX.XXX.XXX.XXX; shorter IP addresses are fine, such as 192.168.1.100).
- Fixed issue where changing IP address of ethernet port 1 deletes default route.
- Fixed issue where using hotkeys (for example: ALT-CTRL-E) overwrite connection mode settings.
- Fixed issue where accents are not supported in the users “firstname” field.
- Fixed issue where character “^” not supported in user passwords.

- Fixed issue where consideration of private mode is not allowed for the selected channel.
- Fixed issue where the “update license” link is missing from backup manager.
- Fixed issue where an odd On-Screen Display (OSD) behavior with login and logout occurs when anonymous user is “Admin”.
- Fixed issue with DHCP/Static assignment-working confusion.
- Fixed issue with incorrect disk size configuration in field systems.
- Fixed issue where extended hotkeys are broken on the Vertiv™ Avocent® HMX 6200R receiver.
- Fixed issue where remote OSD not working with Vertiv™ Avocent® HMX 6200 receivers.

4. Known Issues

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

AREA	ISSUE DESCRIPTION
Backup Manager	<ul style="list-style-type: none"> • Instability in primary Vertiv™ Avocent® HMX Advanced Manager connection to backups occurs exclusively when a user switches from Active-Backup bonded mode to 802.3ad bonded mode in one step. • It is not possible to add a backup manager if the HTTPS connection is set; turn off HTTPS if adding a new backup manager.
VDI Configuration	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	<ul style="list-style-type: none"> • When using the replace function for Vertiv™ Avocent® HMX 6200 and 6200DP extenders, the channel does not reconnect. Manual reconnect needs to be initiated. • The reserved USB in a receiver is unable to be configured if there is a comma in the description.
Upgrading	<ul style="list-style-type: none"> • 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, <u>do not</u> select <i>Reboot before Upgrade</i>. • When upgrading from Vertiv™ Avocent® HMX Advanced Manager version 4.12 to 5.5, the hostname and DNS may occasionally not be populated. • When upgrading from Vertiv™ Avocent® HMX Advanced Manager version 4 to 5, accents on letters disappear.
OSD	There are truncated names in the OSD.
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 <a href="https://<IP>:4433">https://<IP>:4433 .

AREA	ISSUE DESCRIPTION
Satellite	When adding a satellite to main, the satellite Vertiv™ Avocent® HMX Advanced Manager server occasionally gets stuck on linking the local IP address.
RDP	<ul style="list-style-type: none"> On the Vertiv™ Avocent® HMX 6500 receiver, the RDP channel still connects as a single head after modifying the channel to add a second head. RDP passwords are lost after upgrading from software version 4 to 5.
Network/Communication	<ul style="list-style-type: none"> Enabling ethernet port 2 on a satellite Vertiv™ Avocent® HMX Advanced Manager with DHCP causes the Vertiv™ Avocent® HMX Advanced Manager to be reported as failed after 4-5 minutes. Communication between the satellite and primary stops when eth1 is set to DHCP on the primary Vertiv™ Avocent® HMX Advanced Manager. The DHCP server does not check if an IP address is available before it is issued.
SNMP	SNMP only works on the primary or acting primary in builds for version 5.5 and higher.

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.