

Vertiv™ Avocent® HMX 5000/6000 Series High Performance KVM Extender System Release Notes

VERSION 5.0 UPDATE, DECEMBER 2022

Release Notes Section Outline

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1. General Overview

These release notes detail upgrade instructions and provide release-specific information for the Vertiv™ Avocent® HMX 5100, 5200, 6200 and 6210 transmitters and the Vertiv™ Avocent® HMX 5100, 5200 and 6200 receivers. For additional product information, please refer to the Vertiv™ Avocent® HMX High Performance KVM Extender System Next Generation Installer/User Guide and the Avocent® HMX Advanced Manager Installer/User Guide; both available on their respective product pages at www.vertiv.com. If you need release/upgrade-specific information on other Vertiv™ Avocent® HMX extender system components, please see the following release notes:

- Vertiv™ Avocent® HMX 6500 High Performance KVM Receiver Release Notes (available here: [Vertiv Avocent HMX 5000 and 6000 Series Extenders Software Downloads](#))
- Vertiv™ Avocent® HMX 5150/5160/6150 High Performance KVM Transmitters Release Notes (available here: [Vertiv Avocent HMX 5000 and 6000 Series Extenders Software Downloads](#))
- Vertiv™ Avocent® HMX Advanced Manager Release Notes (available here: [Vertiv Avocent HMX Advanced Manager Software Downloads](#))

2. Upgrade Instructions

Transmitters and receivers are flash upgradable at any time to ensure that your system is running the most current version available. If your system is running the most current firmware version and is managed by the Avocent® HMX Advanced Manager software, then that same version must be used across all units in your system. Firmware versions can be mixed in configurations not using the Advanced Manager software, but it is always recommended to use the most current version. The Advanced Manager software On-Board Web Interface (OBWI) provides a central location for you to perform a firmware upgrade on any linked unit.

Pre-requisites

NOTE: A mixed system where the Avocent® HMX Advanced Manager software is at version 4.4 and the Avocent® HMX extender system transmitters and receivers are at version 4.5 is not supported.

- If the Avocent® HMX Advanced Manager software is upgraded to version 4.5, connected transmitters and receivers (endpoints) must also be upgraded to version 4.5 to maintain compatibility. As soon as you upgrade the software to version 4.5, you'll be prompted for this endpoint upgrade since the minimum hardware version has been set for version 4.5.
- Although the Avocent® HMX Advanced Manager software may be upgraded directly to version 4.5, transmitters and receivers must be upgraded to version 4.4 prior to being upgraded to version 4.5.
- It is not possible to downgrade the extenders to version 4.1, 4.2 or 4.3.

- If your Avocent® HMX Advanced Manager software is at version 4.1, 4.2 or 4.3, it must be upgraded to the same version as the endpoints.
- If your Avocent® HMX Advanced Manager software server is used in a backup configuration, you must upgrade all the Manager software servers before upgrading the transmitters and receivers. See the Avocent® HMX Advanced Manager Installer/User Guide for additional information.

Upgrading the Firmware

To upgrade the firmware on the Avocent® HMX Advanced Manager server:

1. In the user interface (OBWI) of the 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 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 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 an 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 Avocent® HMX Advanced Manager software server and confirm both servers are upgraded and synchronized.

To upgrade the firmware on the transmitters and receivers:

1. In the user interface (OBWI) of the Avocent® HMX Advanced Manager server, select *Dashboard- Updates*.
2. In the Upload new TX/RX Firmware section, click *Browse*.
3. Select the firmware file and click *Open*.
4. Click *Upload*.
5. For each transmitter and receiver to be upgraded, select the corresponding checkbox.
-or-
Select the Upgrade All checkbox.
6. Click *Upgrade Selected Transmitters*.
-or-
Click *Upgrade Selected Receivers*.

3. Package Version Information

APPLIANCE/PRODUCT	IMAGE/CODE VERSION
Avocent® HMX 5000/6000 Transmitters and Receivers	V5.0

4. Features and Enhancements

This version of the Avocent® HMX 5000/6000 high performance KVM extender system adds the following features and enhancements:

NOTE: This release requires Avocent® HMX Advanced Manager software version 4.12 or higher.

- Adds a new USB setting that blocks mass storage devices while using other non-HID devices.
- Adds support for an Elgato stream deck XL with the latest software release.
- Adds fixed EDID support for 1720 x 1440 @ 30 Hz and adds support for extended EDID for JVC projector and other monitors.
- Adds support for HID Omnikey smart card reader.
- Adds support for the Tobi Eye tracker
NOTE: To utilize this feature, you need a computer with Windows 10 H2 edition. This feature also must be used through a powered USB hub since the device requires more current than the Avocent® HMX extenders supply. If this device is switched aggressively, it may fail due to the amount of time taken for the driver and device to enumerate and connect.
- Adds support for Cherry CAC card readers and improves reliability in switching the 2700R CAC reader.
- Adds support for a Suprema fingerprint scanner.
- Adds absolute mouse mode support in the on-screen display (OSD).

5. Resolved Issues

- Resolved issue where USB flash drives were blocked on reboot of a receiver endpoint.
- Resolved issue where CTRL+ALT was held down when hotkey switching.
- Resolved issue where USB flash drives failed to re-enumerate.
- Resolved issue where the 640 x 480 resolution did not always display correctly.
- Resolved issue where disabling hotkeys did not take effect until the receiver was rebooted.
- Resolved issue where EDID color characteristics were set to RGB.
- Resolved issue where an *Unnamed device cannot be attached until transmitter available* message would repeat on display.
- Resolved issue where the Avocent® HMX extender endpoint hostname contained an illegal character to RFC specification.

6. Known Issues

The following issues apply to the Avocent® HMX 5000/6000 high performance KVM extender system.

AREA	ISSUE DESCRIPTION
USB Keyboard	In the OSD, the Num Lock key is not currently working.
USB Mouse	When using touchscreen devices, the mouse pointer is forced to the top-left of the OSD.
Hotkeys	Disconnect hotkeys are not working if they are not LEFT_CTRL + LEFT_ALT + X.