

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

VERSION 5.2.52850, AUGUST 2024

Release Notes Section Outline

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IMPORTANT NOTE: In August 2024, Vertiv identified a critical update, referred to as Address Assignment Timeout, which is required for all Vertiv™ Avocent® HMX products. The sole purpose of this release is to address and resolve the Address Assignment Timeout. No new updates, enhancements or other fixes are included in this updated release patch.

To mitigate the timeout, you must upgrade the Vertiv™ Avocent® HMX 5000/6000 extender system firmware from version 5.1.52546 to this version (5.2.52850). Follow the instructions detailed in section 2 of these release notes to upgrade the firmware. For additional assistance, contact Vertiv Technical Support.

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 Vertiv™ 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 Vertiv™ 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 Vertiv™ Avocent® HMX Advanced Manager software is at version 4.4 and the Vertiv™ Avocent® HMX extender system transmitters and receivers are at version 4.5 is not supported.

- If the Vertiv™ 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 Vertiv™ 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 Vertiv™ 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 Vertiv™ 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 Vertiv™ Avocent® HMX Advanced Manager Installer/User Guide for additional information.

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 an 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.

To upgrade the firmware on the transmitters and receivers:

1. In the user interface (OBWI) of the Vertiv™ 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
Vertiv™ Avocent® HMX 5000/6000 Transmitters and Receivers	V5.2.52850

4. Features and Enhancements

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

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

- Adds a new static IP Feature.
- Adds support for Auto Log Out feature.

5. Resolved Issues

- Resolved issue where mouse was not calibrated when opening the On-Screen Display (OSD).
- Resolved issue where video problems occurred when running dual head 1080P video.
- Resolved issue where Sophos network blocked web pages.
- Resolved issue where the Vertiv™ Avocent® HMX 6200 receiver and Vertiv™ Avocent® HMX 6210 transmitter did not work over Fiber.
- Resolved issue where web certificates needed to be updated.
- Resolved issue with the EDID library.
- Resolved issue where USB resources were not being cleaned up on switching.
- Resolved issue with audio in point-to-point settings.
- Resolved issue where USB synchronized hardware buffer was failing.
- Resolved issue where extended timeouts occurred for the 802.1x network operation.
- Resolved issue where USB drives were blocked after rebooting the receiver.

6. Known Issues

The following issues apply to the Vertiv™ 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.