

# Vertiv™ Avocent® LongView™ 5500/5520 High Performance KVM Extender System Release Notes

VERSIONS 1.05 and 1.10, JANUARY 2023

## Release Notes Section Outline

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## 1. Features and Enhancements

This version of the Vertiv™ Avocent® LongView™ 5500/5520 high performance KVM extender system adds the following features and enhancements:

- Added functionality so that EDIDs are no longer restricted to 8-bit color (Vertiv™ Avocent® LongView™ 5500 only)
- Added support for the Barco F240-4K projector
- Added support for an alternate clock oscillator part (SMIC-318 instead of SMIC-210); this has no impact on specifications or performance

## 2. Version Information

APPLIANCE/PRODUCT	CODE VERSION
Vertiv™ Avocent® LongView™ 5500/5520	V1.05
Vertiv™ Avocent® LongView™ 5500/5520	V1.10

## 3. Upgrade Instructions

To upgrade the firmware:

1. Obtain the firmware upgrade file.
2. Rename the file to **upgrade.bin**, then copy the file to the top level of an FAT32-formatted USB stick.
3. Ensure the receiver and transmitter are linked together by a copper or fiber network cable, then ensure each is powered on and the LINK LED is lit green.
4. Press and hold the receiver reset button until the Status LED flashes blue and red.
5. Release the receiver reset button and wait for the link to re-establish video, USB and audio connections.
6. Insert the USB stick into the left USB port (port 1) on the receiver front panel; the upgrade process is automatically initiated for both the transmitter and the receiver.

**NOTE: The right USB port cannot be used to apply upgrades; this port is for the transparent USB.**

7. If you wish to monitor the upgrade status, the On-Screen Display (OSD) provides a progress indicator. Press the keyboard **CTRL** key three times to display OSD. The status LEDs on the transmitter and receiver flash red/green as the upgrade takes place, and a progress indicator displays on the OSD. After approximately eight minutes, the transmitter and receiver reboot and the LEDs light green to indicate a successful upgrade.

**NOTE: The video screen output may flicker during the reboot process, but this settles and re-displays video output after a minute or so.**

## 4. Resolved Issues

**NOTE: All of the resolved issues listed below are applicable only to code version 1.05. No resolved issues for version 1.10 are available at this time.**

### Vertiv™ Avocent® LongView™ 5500 Extenders

- Resolved an issue where mouse scroll events were not passed to the host computer.
- Resolved an issue where there was occasional video loss after use for a period of time.

### Vertiv™ Avocent® LongView™ 5200 Extenders

- Resolved an issue where the video would occasionally blank out.
- Resolved an issue where the display was sometimes lost upon server reboot.
- Resolved an issue where mouse scroll events were not passed to the host computer.
- Resolved issues with the Mac Mini 2018 where video resolution was too high, which resulted in a small picture. Other video corruption issues with the Mac Mini 2018 were also resolved.
- Resolved an issue where the transparent USB did not recover when the fiber or copper link was removed.

## 5. Known Issues

AREA	ISSUE DESCRIPTION
Video	<ul style="list-style-type: none"> <li><b>Vertiv™ Avocent® LongView™ 5500 extender issues:</b> <ol style="list-style-type: none"> <li>No video on LG 24UD58 monitor when the computer resumes from sleep mode (v1.10).</li> <li>No video on Samsung U28E590D monitor after a restart of the computer when using the AMD wx4100 graphics card (v1.10).</li> </ol> </li> <li><b>Vertiv™ Avocent® LongView™ 5520 extender issues:</b> <ol style="list-style-type: none"> <li>One Mac 4K monitor occasionally fails to resume (W201 missing video error) (v1.10).</li> <li>Dell P2418HT Touch Screen functionality is intermittent (v1.10).</li> </ol> </li> </ul>
USB	<ul style="list-style-type: none"> <li><b>Vertiv™ Avocent® LongView™ 5500 and 5520 extender issues:</b> For the Mac Mini with OSX 10.14, there is no keyboard or mouse after restarting the Mac. To recover, the transmitter should be rebooted (v1.10).</li> <li><b>Vertiv™ Avocent® LongView™ 5520 extender issues:</b> For WACOM DTH2420, USB is lost when the receiver power cycles (v1.10).</li> </ul>
Audio	<ul style="list-style-type: none"> <li><b>Vertiv™ Avocent® LongView™ 5520 extender issues:</b> There is a small amount of analog buzz in speakers at maximum volume when no sound is being transmitted (v1.10).</li> </ul>
Upgrade	<ul style="list-style-type: none"> <li><b>Vertiv™ Avocent® LongView™ 5520 extender issues:</b> Approximately one in ten upgrades appear to fail (v1.10).</li> </ul>
Power	<ul style="list-style-type: none"> <li><b>Vertiv™ Avocent® LongView™ 5520 extender issues:</b> The Mac Mini with OSX 10.14 occasionally fails to resume from sleep (v1.10).</li> </ul>