



Product Notice

Vertiv™ Avocent® HMX Series: Address Assignment Timeout

Immediate Update Required

Why am I being notified?

This is an important announcement to all potential users of the Vertiv™ products listed in this document. If you use any of the listed products, please follow the directions detailed below.

Which Vertiv™ products could be affected?

Vertiv™ HMX systems containing Vertiv™ Avocent® HMX Advanced Manager Server(s).

- All Vertiv™ Avocent® HMX Advanced Manager server models (HMXAMGR24G2-400, HMXAMGR24-XXX).
- All software versions released prior to the publication of this notice (August 2024).

How might my system be affected?

The Vertiv™ Avocent® HMX Advanced Manager has a built-in security protection mechanism that prevents uncertified devices from joining the system. Starting October 3, 2024, current systems will not certify without the appropriate upgrade, which could lead to the following symptoms occurring:

- Prevent customers from adding transmitters and receivers to their matrix system (New or Factory Reset).
- Prevent customers from adding Vertiv™ Avocent® HMX Advanced Manager servers to their matrix system (New or Factory Reset).
- Cause transmitters and receivers to cease all communication with Vertiv™ Avocent® HMX Advanced Manager and each other should they be assigned a new IP address, either by the Vertiv™ Avocent® HMX Advanced Manager or by a third-party DHCP server.

This change in behavior causes functional symptoms. It does not reduce the security level of your Vertiv™ HMX system.

What is the resolution?

To mitigate the Address Assignment Timeout, a firmware upgrade must be carried out to Vertiv™ Avocent® HMX Advanced Manager servers and all transmitters and receivers. Vertiv is issuing minor firmware patches to a set of major firmware versions that will minimize the efforts of customers deploying these patches.

What should I do now?

It is **strongly recommended** to perform the necessary firmware update(s) **before Friday, September 27, 2024**. By doing so, the update(s) can be carried out easier and faster, ensuring your system is not impacted by the timeout.

If you do not act before **Thursday, October 3, 2024**, implementing the firmware updates will be **significantly more difficult** and your system could be affected under certain circumstances.

Each Vertiv™ HMX system may require a different update depending on several factors. For relevant firmware updates and instructions for your systems, please visit the link below:

<https://www.vertiv.com/en-us/support/software-download/it-management/avocent-hmx-advanced-manager-software-downloads/>