Vertiv™ Avocent® HMX 6500 High Performance KVM Receiver

Release Notes

VERSION 1.1 <mark>UPDATE</mark>, MARCH 4, 2022

Release Notes Section Outline

1. Upgrade Instructions (Extender System)
2. Package Version Information
3. Features and Enhancements
4. Resolved Issues
5. Known Issues
6. Important Virtual Machine Information

1. Upgrade Instructions (Extender System)

NOTE: For additional product information, please refer to the Vertiv™ Avocent® HMX High Performance KVM Extender System Installer/User Guide and the Vertiv™ Avocent® HMX Advanced Manager Installer/User Guide.

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.

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.

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*.

2. Package Version Information

APPLIANCE/PRODUCT	IMAGE/CODE VERSION
Vertiv™ Avocent® HMX 6500 Receivers	V1.1

3. Features and Enhancements

This version of the Vertiv™ Avocent® HMX 6500 high performance KVM receiver adds the following features and enhancements:

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

- Adds option to set a static IP address on a third network interface for VM access (this interface may be static or allocated via DHCP).
- Adds capability for 4K screens to run at 4K (UHD 3840 x 2160) for VDI feeds.
  - VDI credentials may now be set in the Avocent® HMX Advanced Manager software.
  - The HMX 6500 receiver now notifies the software if the VDI channel is closed by any actions, not just user actions.
- Adds an HMX 6500 receiver Statistics page either accessible via the Vertiv™ Avocent® HMX Advanced Manager software or available at https://ipaddress/cgi-bin/show?page=stats.html.

4. Resolved Issues

- Added support for extended hotkeys (0 to 99).
- Added multi-language support for OLED displays and ALERT messages on screen.
- Added support for AZERTY keyboard (Fr).
  - Previously, the Fr keyboard country code did not accept hotkey channel switching using numeric keys.
- Added support for 720 x 400 resolution.
- Added ability to upgrade if https:// is used by the Vertiv™ Avocent® HMX Advanced Manager software.
- Improved RDP functionality:
  - RDP resolution limits are now allowed to be set. The system may have screens up to 4K resolutions attached, but it is recommended in that case to limit the RDP feed size.
  - The RDP viewer now supports a space in passwords, as well as the following symbols: µ, #, "
  - If the network connection to the RDP server is unexpectedly lost, the system tries to reconnect five times before notifying that the session is closed.

- Added a "last resort" route for a network added to a third port (VM) to enable most network configurations to be achieved.

- Added additional ports for remote support:

  - The following available ports are the same as the Vertiv™ Avocent® HMX Advanced Manager: ports 22, 443, 80, 53, 2222 and 10022.

5. Known Issues

The following issues apply to the Vertiv™ Avocent® HMX 6500 high performance KVM receiver.

AREA	ISSUE DESCRIPTION	WORKAROUND
USB	Only supports USB HID devices in version 1	No support for mass storage or any other type of complex USB devices, including touch monitors. Support for Windows 10 compliant devices will be added in an upcoming release.
Video	Only Pixel Perfect video is enabled	Other video modes will be enabled in an upcoming release.

6. 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.