



Product Notice

Vertiv™ Avocent® HMX Series: Address Assignment Timeout

Immediate Update Required

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 (Aug 2024).

How might my system be affected?

Vertiv Avocent HMX Advanced Manager has a built-in security protection mechanism that prevents uncertified devices from joining the system. From 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 Vertiv Avocent HMX Advanced Manager or by a 3rd 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?

We **strongly** recommend that firmware updates are carried out as soon as possible and before **Friday September 27, 2024**. By doing so it is significantly easier and faster to carry out the update and your system should not be affected by the timeout.

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

Each Vertiv HMX system may require a different update depending on several factors. To be guided to the relevant firmware updates and instructions for your systems, please navigate to the URL below.

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

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 these products you should act according to the directions above.