AMWorks® Software
Version 6.5.0.1
Release Notes
October 23, 2007

This document outlines:
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AMWorks® Software Version Information and Software Compatibility
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Version 6.5.0.1 of AMWorks® software can be used with the following AMX® firmware revisions.

Device	From Revision	Latest Revision
AMX5000 switch	2.2.0.35	3.6.0.0
AMX5010 switch	2.2.0.35	3.6.0.0
AMX5020 switch	3.3.0.17	3.6.0.0
AMX5030 switch	3.5.0.10	3.6.0.0
AMX5100 user station	All revisions	4.1.3.0
AMX5110/20 user stations	All revisions	4.3.0.3
AMX5111/21/30 user stations	All revisions	4.5.0.0
AMIQ-SRL module	All revisions	1.0.1.4
AMIQ (all other types) modules	All revisions	4.3.0.0

Version 6.5.0.1 of AMWorks software uses *.avt files for upgrade of AMX switch products.
Only revisions of AMWorks software from 5.1.0.7 will support the AMX5020 switch correctly.
Only revisions of AMWorks software from 5.2.0.4 will support the AMX5130 user station and AMIQDM module types correctly.
Only revisions of AMWorks software from 6.0.0.15 will support the AMX5030 switch correctly.
If your AMX switch is below revision 2.2.0.35 or is at C.0.0.12, you must update the switch to 2.2.0.35 first and then update to the latest version. You may use the latest AMWorks software to perform this 2-step update to the AMX switch.

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Important Installation Guidelines
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When you update to this revision of AMWorks software, the database tables may be modified and updated to a new format that includes extra feature information about the system; pre 6.5.0.1 revisions of AMWorks software may not be able to either open or read the newer database files.

For example, if you update AMWorks software, you cannot subsequently downgrade to a previous revision of AMWorks software without first un-installing and re-installing. The process of un-installing and re-installing AMWorks software will cause you to lose your database files.

Therefore, if you think that you may wish to downgrade to a pre 6.5.0.1 revision of AMWorks software sometime in the future, you should make a backup copy of the database files. The database files that you would need to backup are: msa.data, msa.properties, msa.script and msa.backup.

These database files will be located in the AMWorks software installation folder, which is defaulted to: C:\Program Files\Avocent AMWorks\

When making a copy of or replacing the database files, it is important that AMWorks software is not running.

NOTE:
From revision 6.1.0.4 of AMWorks software, you may backup and restore the database files, to and from any location, as part of the standard AMWorks software features set. Go to Admin Tools ->Database to use this feature.

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How to Upgrade
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When you update to AMWorks software version 6.5.0.1, it is also recommended that you update the firmware on your AMX50xx switches, user stations and AMIQ modules to the latest firmware revisions to enable all of the existing features of the AMX switch system.
Go to www.avocent.com to download the latest firmware revisions for all AMX switch devices.

1. Ensure that the correct database information is distributed across the system by performing a 'Synchronize System Database' from your existing installation. Use the AMWorks software database as your synchronization "database source", and use the "Overwrite" option.
2. When synchronization is complete, close your running instance of AMWorks software.
3. Make a backup of the database files: The files that you should backup are: msa.data, msa.properties, msa.script and msa.backup. These database files will be located in the AMWorks software installation folder. The default location is: C:\Program Files\Avocent AMWorks. (From revision 6.1.0.4, you may backup as part of the standard AMWorks software features set. Go to Admin Tools ->Database to use this feature.)
4. Place the install CD for your new version of AMWorks software into your CD-drive, and run setup.
5. Follow the on-screen instructions; you may install the new version of AMWorks software over the old version, and you may choose to keep your existing database intact.
6. Go to the next section, "Completing the Installation".

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Completing the Installation
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1. Run the AMWorks software. You will be prompted for a password. The default is 'password'. Avocent recommends that you change the password from its default setting.
2. After updating AMWorks software, set the Network Settings from the Admin menu.
3. You may now need to either "Discover" or "Add" your AMX50xx switches.

    NOTE:
    If you have not already updated the firmware on your AMX5000, AMX5010, AMX5020 or AMX5030 switches, you may not be able to successfully synchronize the system databases. You will need to update the firmware on the AMX50x0 switches, then continue to step 4. For information on upgrading the AMX5000, AMX5010, AMX5020 or AMX5030 switches, see the release notes for these switches.

4. When you have either "discovered" or "added" each of the AMX5000, AMX5010, AMX5020 or AMX5030 switches, perform a "Synchronize System Database" on your newly configured system.

   During installation, if you chose to 'delete' the old AMWorks software database, then:
   a. Choose one of the AMX50x0 switches as your Database Source.
   b. Use the 'overwrite' option.
   c. Click the start button.
   -OR-
   If you did not delete the old AMWorks database:
   d. Choose AMWorks as the database source.
   e. Use the 'overwrite' option.
   f. Click the start button.

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Enhancements
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This release of software contains the following enhancement, since revision 6.4.0.10.
1. Support for installation of AMWorks software on Microsoft Vista Enterprise and Business. (See Important User Info No. 2 below)

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Fixes
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This release of AMWorks software contains the following fix, since revision 6.4.0.10.
   1. When using the AMWorks software "Follow Mode" feature, following user stations are logged in by AMWorks software and connected to following targets devices. After these connections have been established, the leader user station may time out due to user inactivity (if inactivity timer on leader user station has been enabled). When the leader user station times out, the following user stations will now also logout.

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Known Issues in the AMX Switching system
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This release contains the following known issues:
   1. If the upgrade/downgrade of an AMX user station using AMWorks software fails, the AMX user station could be left in bootloader (running boot code). If an AMX5111, AMX5121 or AMX5130 user station is left in bootloader, it will display a message asking for the update to be performed again. To update an AMX user station that is in bootloader, perform a "device discovery" in AMWorks software and check that the AMX user station was discovered. If the AMX user station was discovered, it will have the device name "InBootLoader." Now you can perform the update/downgrade again on this AMX user station. Once the update has completed, check that the AMX user station now has the correct Application Version by clicking on that user station in the AMWorks software device tree.

   2. When using the AMWorks software "Follow Mode" feature and the leader user station or AMIQ module is powered off or cable is disconnected, all following connections remain active.

Important User Information

1. When AMWorks software is running on Windows® XP Service pack 2, Windows XP SP2 installs a firewall (and turns it on) by default.
   This firewall blocks FTP transfer, which the AMX switching system requires in order to successfully perform firmware updates. Secure Client (VPN) software may also block FTP transfer. In order to successfully update firmware, you may need to switch off your firewall (and/or Secure Client software) for the duration of the firmware updates.
2. When AMWorks software is running on Microsoft® Windows Vista® the application properties must be set to "run as administrator". To set this permanently, right click on the AMWorks shortcut and select properties. Go to the Compatibility tab and click the "Run this program as Administrator" checkbox under the Privilege Level setting.
3. The "Force Connect" and "Force Disconnect" features will not be enabled unless there is at least one user logged into the system.
4. When using the "Configure Matrix" feature, you need to ensure that there is a user logged into the user stations on the configuration; otherwise, this feature may not work as expected.
5. When using the "Follow Mode" feature in the cases of dual- or multi- video-card servers, the 2nd (and 3rd, and 4th, etc) video output from the Server must be attached into an AMIQ-USB module. The USB port of the AMIQ module must be inserted into a USB port on the server, in order to supply power to that AMIQ-USB module.
6. When operating over a slow and busy network, AMWorks software may encounter difficulty transferring firmware update files to the AMX switch system. This is because the AMX switch systems may timeout and abort the operation if the file-transfer is taking too long.
   To resolve the problem:
   a. Perform the updates when the network is less busy.
   b. Update the AMX50xx switches individually (not in parallel).
   c. Increase the network capacity of your network switch.
   d. Put the AMX switch equipment onto a dedicated network switch/hub.
7. If your "sync status" indicator is RED even after you have performed a "system synchronization" it may be because you need to perform "device discovery".
   a. Perform a "device discovery"
   b. Perform "system synchronization"
   c. If the "sync status" indicator is still RED, see the AMWorks Online Help Troubleshooting section.