

Vertiv™ Avocent® HMX 6500 High Performance KVM Receiver

Configuring Access to a Virtual Machine Technical Note

FEBRUARY 28, 2022

Overview

The Vertiv[™] Avocent[®] HMX 6500 high performance KVM receiver (6500R) enables seamless, real-time and secure switching between physical and virtual machines. To access a virtual machine via your HMX 6500R receiver, first ensure your system is set up as shown in the following configuration and the receiver is connected to two separate networks: the HMX extender system network (including the Vertiv[™] Avocent[®] HMX Advanced Manager server) and your corporate network. Through the Vertiv[™] Avocent[®] HMX Advanced Manager software, you are then able to configure the receiver, access hosts connected with HMX transmitters, and access the virtual machines running Remote Desktop Protocol (RDP) hosts on the corporate network.

NOTE: For additional information on initial set up, configuration and creating network connections to physical and virtual machines, see the Vertiv™ Avocent® HMX High Performance KVM Extender System Installer/User Guide.

Before setting up the following configuration, ensure the following:

- The HMX Advanced Manager server is running firmware version 4.11 or higher
- The HMX 6500 receiver is connected to both networks and is recognized by the HMX Advanced Manager software





Configuring Access in the Vertiv™ Avocent® HMX Advanced Manager Software

Once your networks are fully set up, you may configure access to a virtual machine from the Vertiv™ Avocent® HMX Advanced Manager software.

NOTE: For additional information on using the HMX Advanced Manager software, see the Vertiv™ Avocent® HMX Advanced Manager Installer/User Guide.

To add a virtual machine to your Virtual Desktop Infrastructure (VDI):

- 1. In a web browser, enter the IP address of the HMX Advanced Manager server.
- 2. When prompted, enter your username and password.
- 3. On the HMX Advanced Manager software home screen, select Transmitters in the top navigation tab bar.
- 4. To add a virtual machine to your VDI, select *Add VDI* from the tab menu. **NOTE: The VDI Type defaults to RDP.**

12:17, Tue 4 Jan 2022, Uptime: 3 months 13 days 2 hours 47 minutes 13 seconds								
VERTIV _{TM} Avocent® HMX Advanced Manager								
A potential issue has been detected. Please contact Support and provide the code: 3-4233-4397-21-21. 🗙 Version 4.12								
DASHBOARD CHANNELS REC	CEIVERS TRANSMITTERS	USB6000P	MANAGERS	USERS	PRESETS	STATISTIC S		
📫 View Transmitters 🚯 Add VDI 🚳 Update Firmware								
Transmitters > Add VDI								
± VDI Type RDP ∿	•							
* RDP Name My Wo	orkstation	•	Set RDP Name					
* IP Address/DNS Name 172.2	.20.1.10 Set a RDP Server IP Address or DNS Name							
* Port 3389	Set a RDP Port on which Server is running.							
Domain Name WORK		0	Set Domain N	ame				
Maximum Resolution USE G	LOBAL SETTINGS	~	This is to limi	it the Maxin onitor, VDI o	num VDI Resolu an perform ba	ition. If set to l div in high reso	Jse Iutions	
	d Ornerl							
Primary HMX Manager ('Primary support Manager') v4.12.10041 (unlimited)								

- 5. In the RDP Name field, enter the name for the host.
- 6. In the IP Address/DNS Name field, enter the address or hostname for the RDP host.
- 7. If you are not using default port 3389, change the RDP port number in the Port field.
- 8. If the RDP host is part of a Windows domain, enter the domain information in the Domain Name field. Otherwise, leave this field blank.



9. Select Save. An RDP channel for the virtual machine will be automatically generated and named based on the RDP name. The channel name and information is available when you select *Channels* in the top navigation tab bar. In the screen example below, the new RDP channel is listed as "Channel My Workstation".

😯 VERT	ĨV™	Avo	ocent® HM	X Adv	12:22, ™ vanced Manag	4 Jan 2022, Uptime: er	3 months 13 d	ays 2 hours 52 minu (tes 32 seconds admin) Logout
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Channel My Workstation	O						RDP		/ 🐚 🤤

By default, the new RDP channel will not have User or User Group access assigned, so you must add any users who will need access to the channel from the Vertiv™ Avocent® HMX 6500R receiver On-Screen Display (OSD).

To add users to the new RDP channel:

- 1. From the Channels top navigation tab, select Add Channel.
- 2. In the top section of the screen, enter any applicable information (from the Channel Name down to the preference on the banner position).

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	(admin) Logout							
A potential issue has been detected. Please contact Support and provide the code: 3-4233-4397-21-21. X								
DASHBOARD CHANNELS	RECEIVERS TRANSMITTERS	USB6000P	MANAGERS USERS PRESETS STATISTICS					
📑 View Channels 🛛 📵 Add C	hannel 📲 View Channel Groups 🛭 🥌	Add Channe	nel Group					
Channels > Add Channel								
* Channel Name	Channel My Workstation	•						
Description								
Location								
Video 1	My Workstation [1]		The source for this channel's first video port					
Video 2	- OFF - 🗸 🗸		Only valid for dual-video receivers					
Audio	My Workstation 🗸		The audio source for this channel					
USB	My Workstation [1] 🔷 🗸		The keyboard/mouse destination for this channel					
Transparent USB	- OFF - 💙		Only valid for receivers with transparent USB					
Serial	- OFF - 🗸		The serial destination for this channel					
Digital Audio 1	- OFF - 🗸		Digital audio source to Video head 1					
Digital Audio 2	- OFF - 💙		Digital audio source to Video head 2					
Sensitive	•		Mark this channel as sensitive in the OSD					
Override OSD Banner Position	No 🗸		Select the OSD Banner Position. This gets priortized over	the OSD				
			Banner Position selected anywhere.					
The following permissions make this channel accessible to 0 users								
Group Membership								
Channel Crever	Not a member of	lombor of						



3. In the Group Membership section at the bottom of the screen, add any users who will need access to the new RDP channel from the Vertiv[™] Avocent[®] HMX 6500R receiver OSD.



To verify user access from the HMX 6500R receiver:

- From the HMX 6500R receiver, press Ctrl +Alt + C to access the OSD.
 NOTE: The default hotkey can be configured at the system level and for each user. See the Vertiv[™] Avocent[®] HMX High Performance KVM Extender System installer/User Guide for more information on the OSD and this process.
- 2. When the OSD launches, log in as a user with access to the newly created RDP channel.
- 3. In the OSD, the new channel should be displayed either on the OSD directly or be listed within the pages of other channels and presets. Unlike the standard channels listed for HMX transmitters, an RDP channel will have only two icons, either a gear icon (for entering RDP login credentials) or a padlock icon (for making a private connection to the RDP host). In the screen example below, Channel DSView is the active RDP channel.

	admin Page rendered in 52n (Logout)
Receiver VDI Station 1, not connected	
CHANNEL NAME ▲ ▼ DESCRIPTION ▲ ▼ Q	
3 🗏 ACE-Dell 1	
4 🗟 ACE-Dell 2	
5 🗟 Channel ACEPC - DVI	
6 🗏 Channel Dell Tower - DP	
9 🗏 Channel DSView	00
10 🗏 Channel HP Desktop - DP 1	



4. Select (the gear icon) to access the RDP Login Credentials screen.



- 5. Enter the username and password, then click Save.
- 6. Select (the padlock icon) to start the RPD session.

If you encounter any issues, please contact your Vertiv Technical Support representative for additional assistance.

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