

Vertiv™ Avocent® HMX 6500 High Performance KVM Receiver

Configuring Access to a Virtual Machine Technical Note

FEBRUARY 28, 2022

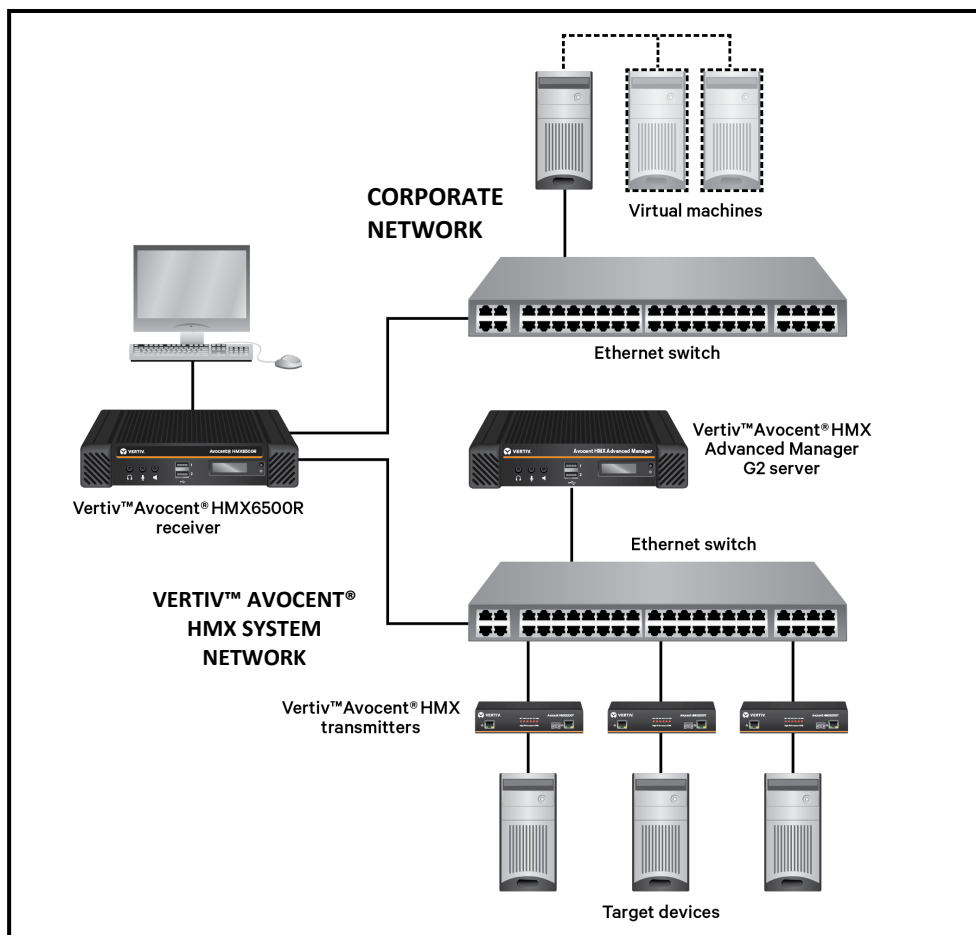
Overview

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

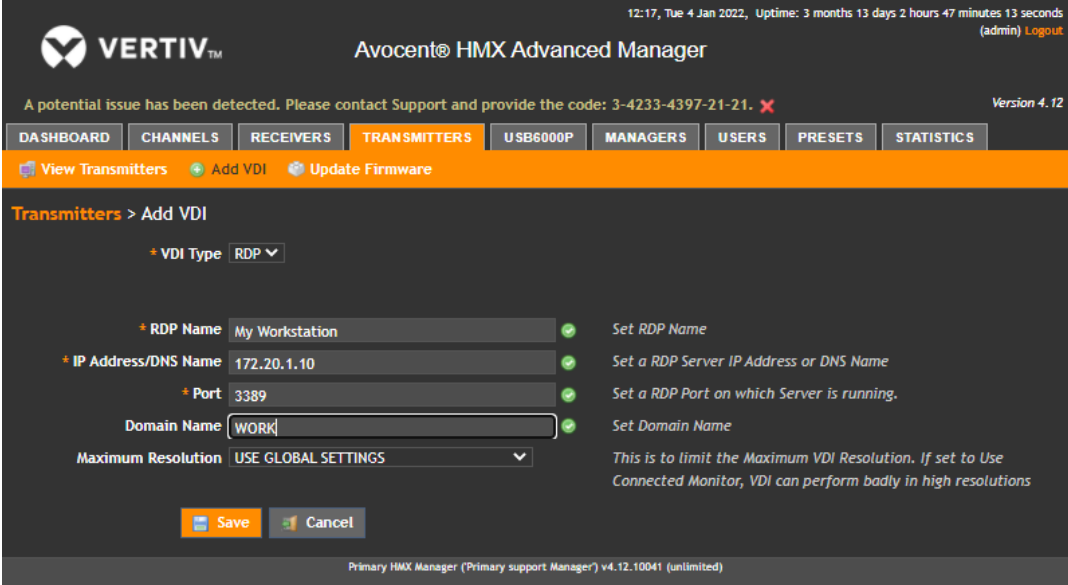
Once your networks are fully set up, you may configure access to a virtual machine from the Vertiv™ Avocent® HMX Advanced Manager software.

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 (admin) Logout

VERTIV™ 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 RECEIVERS **TRANSMITTERS** USB6000P MANAGERS USERS PRESETS STATISTICS

View Transmitters Add VDI Update Firmware

Transmitters > Add VDI

* VDI Type RDP

* RDP Name My Workstation ✓ Set RDP Name

* IP Address/DNS Name 172.20.1.10 ✓ Set a RDP Server IP Address or DNS Name

* Port 3389 ✓ Set a RDP Port on which Server is running.

Domain Name WORK ✓ Set Domain Name

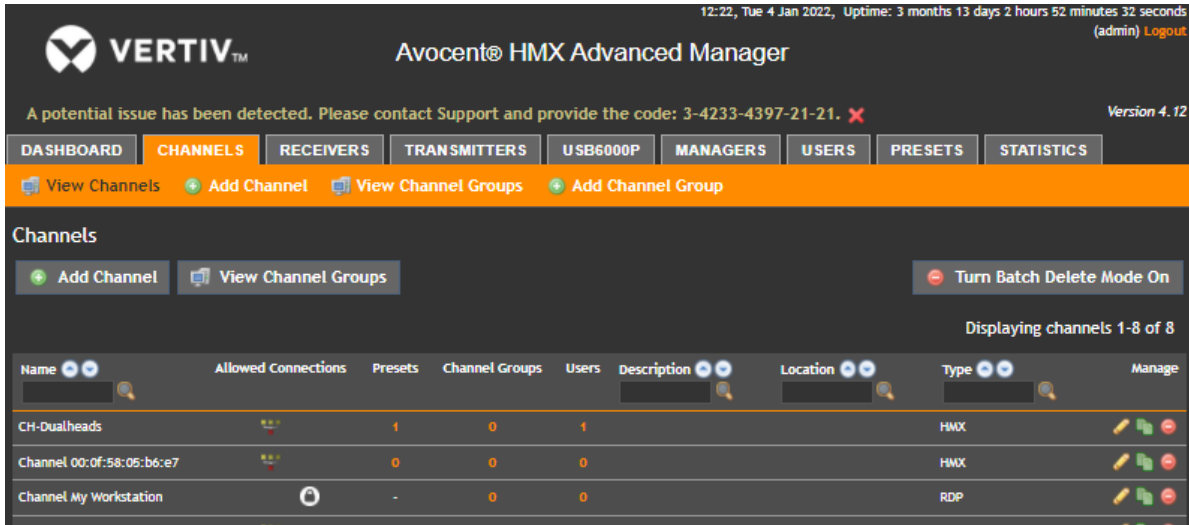
Maximum Resolution USE GLOBAL SETTINGS This is to limit the Maximum VDI Resolution. If set to Use Connected Monitor, VDI can perform badly in high resolutions

Save Cancel

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.

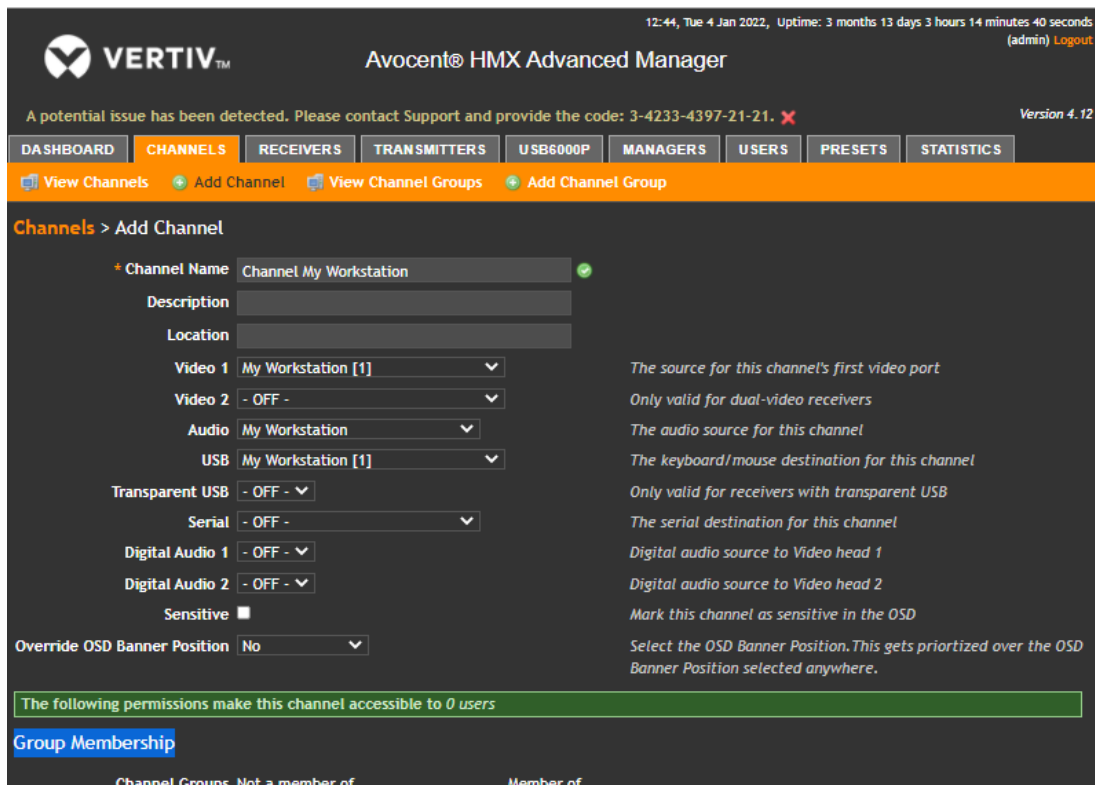
- Select **Save**. An RDP channel for the virtual machine will be automatically generated and named based on the RDP name. The channel name and information is available when you select *Channels* in the top navigation tab bar. In the screen example below, the new RDP channel is listed as “Channel My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



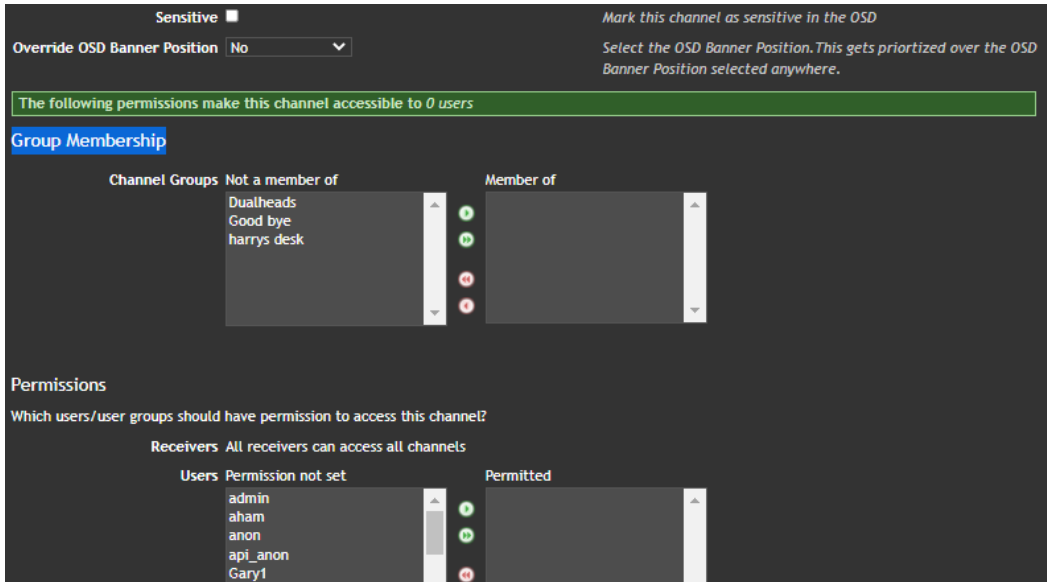
By default, the new RDP channel will not have User or User Group access assigned, so you must add any users who will need access to the channel from the Vertiv™ Avocent® HMX 6500R receiver On-Screen Display (OSD).

To add users to the new RDP channel:

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

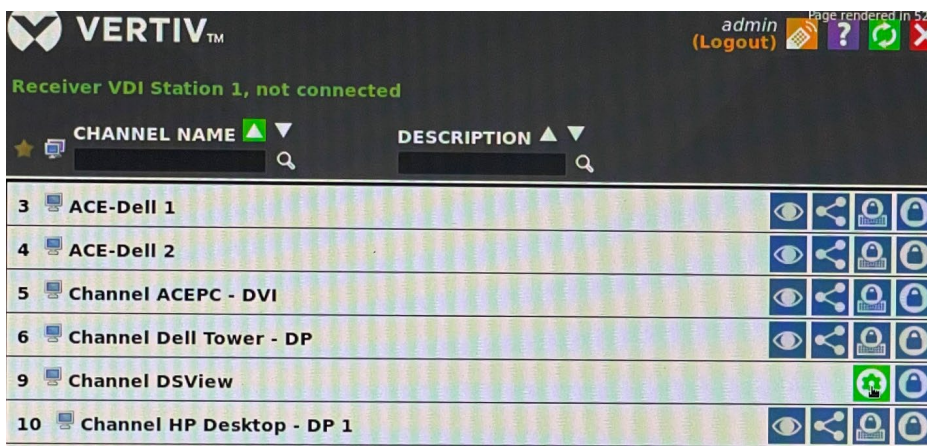



- In the Group Membership section at the bottom of the screen, add any users who will need access to the new RDP channel from the Vertiv™ Avocent® HMX 6500R receiver OSD.

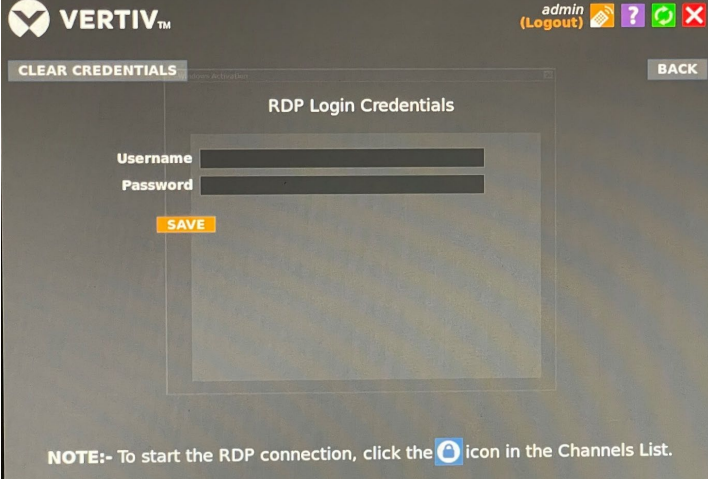


To verify user access from the HMX 6500R receiver:

- 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.
- When the OSD launches, log in as a user with access to the newly created RDP channel.
- 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.



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



admin (Logout) ? ? ?


CLEAR CREDENTIALS BACK


RDP Login Credentials

Username

Password

SAVE

NOTE:- To start the RDP connection, click the  icon in the Channels List.

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.