

ATEN CN9950

ATEN CN9950 4K DisplayPort KVM Over IP Switch User Manual

Model: CN9950

1. OVERVIEW

The ATEN CN9950 KVM over IP Switch provides secure, remote access to a dedicated PC or server. Utilizing an FPGA graphics processor, it delivers high visual quality up to 4K DCI resolution. This device supports remote access to digital audio, video, and virtual media, enabling instant file sharing and system updates over a network without requiring additional software installation or configuration. It is designed to ensure remote work is as effective as local operation.

Key features include:

- Supports DisplayPort resolution up to 4K DCI (4096 x 2160 @ 30Hz) at both local and remote consoles.
- Features an FPGA graphics processor for enhanced image quality and improved frames per second (fps) throughput.
- Includes a 5-pin Relay/DI Terminal for environmental monitoring and remote reboot control.
- Equipped with dual power supply and dual LAN for system reliability and backup.

2. PACKAGE CONTENTS

Verify that all components are present and in good condition:

- 1 x ATEN CN9950 1-Local/Remote Share Access Single Port 4K DisplayPort KVM over IP Switch
- 1 x DisplayPort Cable
- 1 x USB Cable (USB-A to USB-B)
- 1 x USB Cable (USB-A to Mini-USB)
- 1 x Power Adapter
- 1 x Mounting Kit
- 1 x Footpad Set (4pcs)
- 1 x User Instructions

3. SETUP INSTRUCTIONS

3.1 Hardware Installation

Follow these steps to connect your ATEN CN9950 KVM over IP Switch:

1. **Power Off Devices:** Ensure all devices, including the server/PC and the KVM switch, are powered off before beginning installation.
2. **Connect DisplayPort Cable:** Connect one end of the DisplayPort cable to the DisplayPort output of your server/PC and the other end to the DisplayPort input port on the CN9950.
3. **Connect USB Cables:** Connect the USB-A to USB-B cable from a USB port on your server/PC to the USB-B port on the CN9950. If using a Mini-USB connection, use the provided USB-A to Mini-USB cable.
4. **Connect Network Cables:** Connect one or two Ethernet cables from your network switch/router to the LAN ports on the CN9950 for IP connectivity.
5. **Connect Power Adapter:** Connect the power adapter to the CN9950 and then plug it into a power outlet. The power connectors are designed with screw locks for secure connection.
6. **Power On Devices:** Power on the CN9950, then power on your server/PC.



Image: The ATEN CN9950 KVM Over IP Switch, showing its compact design and various ports for connectivity.

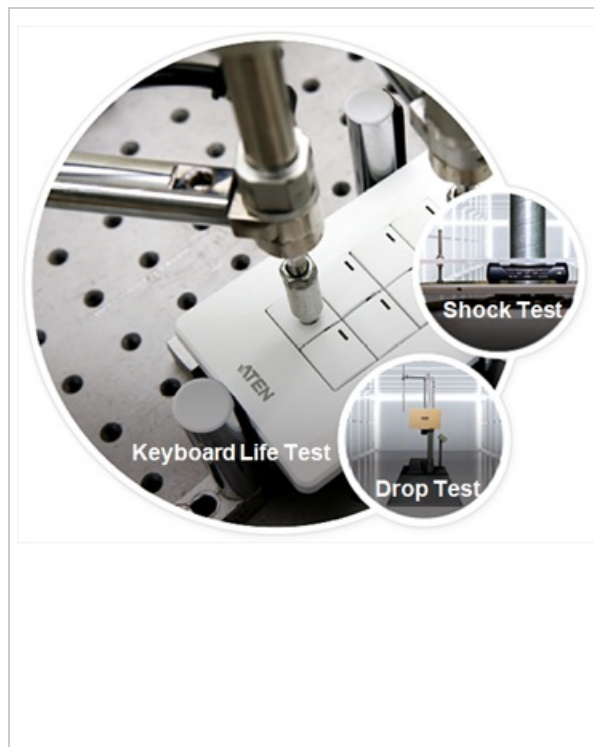


Image: A diagram illustrating the typical connection setup for the ATEN CN9950 KVM, showing connections to a server, local console, and network.

4. OPERATION

4.1 Remote Access

The CN9950 provides a direct BIOS-level connection to the dedicated PC/server, allowing for instant remote access from various locations. This connection does not require any extra software installation or configuration on the target server, ensuring a hack-proof and secure link.

4.2 Dual LAN / Power Redundancy

The device features dual LAN and dual power connectivity to enhance system reliability. In the event of a power or network failure, the redundant connections ensure uninterrupted operation. LED indicators provide visual status of the power connections.

4.3 Virtual Media Support

Authorized virtual media support allows users to run file applications and perform software installations over the network. This functionality is particularly useful for diagnosing and troubleshooting network and BIOS issues, as well as applying software updates and patches to maintain system currency.

4.4 DI and Relay Connectivity

The CN9950 includes a 5-pin control terminal for a DI (Digital Input) connection, enabling system alerts from external sensors (e.g., thermometer, humidity/door sensor). A relay terminal provides a virtual power-on feature, allowing remote reboot of a hung or crashed PC/server to ensure continuous system availability for critical applications.

5. MAINTENANCE

To ensure optimal performance and longevity of your ATEN CN9950 KVM over IP Switch, consider the following maintenance guidelines:

- **Cleaning:** Regularly clean the device with a soft, dry cloth. Avoid using liquid or aerosol cleaners, as they may

damage the unit.

- **Firmware Updates:** Periodically check the official ATEN website for available firmware updates. Keeping the firmware up-to-date can improve performance, add new features, and resolve potential issues.
- **Environmental Conditions:** Operate the device within its specified environmental conditions (temperature, humidity) to prevent overheating or damage.
- **Cable Management:** Ensure all cables are securely connected and properly routed to prevent accidental disconnections or damage.

6. TROUBLESHOOTING

If you encounter issues with your ATEN CN9950, refer to the following common troubleshooting steps:

- **No Display:**
 - Verify that the DisplayPort cable is securely connected at both ends.
 - Ensure the server/PC is powered on and outputting a video signal.
 - Check the resolution settings on the server/PC to ensure they are compatible with the KVM switch and connected display (up to 4K DCI @ 30Hz).
- **No Keyboard/Mouse Response:**
 - Confirm that the USB cables are properly connected between the server/PC and the CN9950.
 - Try connecting the keyboard/mouse directly to the server/PC to rule out peripheral issues.
 - Ensure the KVM switch is selected to the correct port.
- **No Remote Access:**
 - Check network cable connections to the CN9950 LAN ports.
 - Verify network settings (IP address, subnet mask, gateway) on the CN9950 and ensure they are correct for your network environment.
 - Confirm that your remote client software or browser is configured correctly to access the CN9950's IP address.
 - Check firewall settings on both the remote client and the network to ensure KVM over IP traffic is not blocked.
- **Power Issues:**
 - Ensure the power adapter is securely connected to the CN9950 and a working power outlet.
 - Check the power LED indicators on the CN9950 for status.
 - If using dual power, verify both power sources are active.

7. TECHNICAL SPECIFICATIONS

| Feature | Specification |
|----------|---------------|
| Brand | ATEN |
| Model | CN9950 |
| Material | Polycarbonate |

| Feature | Specification |
|---------------------------------|---------------------------|
| Item Dimensions (L x W x H) | 12.75 x 8.25 x 3.9 inches |
| International Protection Rating | IP67 |
| Control Method | Remote |
| Unit Count | 1.0 Count |
| Number of Items | 1 |
| Manufacturer | ATEN Technology, Inc |
| UPC | 672792012471 |
| Item Weight | 3.35 Pounds |

8. WARRANTY INFORMATION

Warranty information for the ATEN CN9950 is currently not available in the provided product details. Please refer to the official ATEN website or contact ATEN customer support for detailed warranty terms and conditions.

9. TECHNICAL SUPPORT

For further assistance, technical support, or to access additional resources, please visit the official ATEN website or contact their customer service department. ATEN specializes in connectivity and management solutions, aiming to provide comprehensive support for its products.

You can find more information and support resources by visiting the [ATEN Store on Amazon](#) or the main ATEN corporate website.