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kvm-tec First Aid KVM Extender Over IP Instruction Manual

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INTRODUCTION

This manual is meant to be a guide, if the KVM-TEC system is behaving incorrectly, causing issues or fails. Additionally, one can find a detailed guide on how to update certain parts of the network.

ISSUES

This manual is meant to be a guide, if the KVM-TEC system is behaving incorrectly, causing issues or fails. Additionally, one can find a detailed guide on how to update certain parts of the network.

MOUSE GLIDE & SWITCH

If Mouse Glide and Switch (MGS) is not working properly, please delete the old configuration first and create a new Mouse Glide and Switch configuration.
Keep in mind that active connections of the MGS will be disconnected when deleting the corresponding configuration.

GREY EXTENDER (OFFLINE)

First Possibility is to restart the Extender in the Switching Manager
Second possibility
If an extender is not able to communicate with the Switching Manager, its color changes to grey. First, delete the extender by clicking on the grey icon. After this step navigate to "Systems" –> "General Settings" and click on "Search for new Extender". If the extender does not show up in the Switching Manager after these steps, check the current state of the device in the OSD (On Screen
Display). The default shortcut to open the menu is 5x Altegra.
Please check the state of the links in the status menu. If the link appears to be down and the icon is red, relog the corresponding cable.
If none of these steps help, restart the unit.

BROADCASTS/PACKAGE LOSS

(stripes in Video)
Ask your local Network Administrator to check the network for identical Multicast Addresses. Every Local Unit must have its own Multicast Address.
If there are Local Units sharing the same Multicast Addresses, shut down your Switching Manager and restart it.
If you are using the Switching Manager Redundancy Feature, close both Managers. Restart the pri-mary Switching Manager and wait at least 10 seconds before you start the secondary Manager.

USB ISSUES

Check the LEDs on your peripherals.
If they are not glowing, try to replug the USB devices connected to your Remote unit.
If they are glowing but you are not able to operate the PCs Operating system, check if you are able to open the Extenders OSD. If yes, disconnect from your current partner and reconnect again.
If none of these steps help, restart the unit.

COMPLETE FAILURE

After a complete shutdown of the network, start your primary Switching Manager first and the secondary manager 10 seconds later. When both managers are working correctly, start the extenders.

SWITCH EXTENDER TO ANOTHER NETWORK

We do NOT recommend doing this, but if you want to use your devices in a different Network, follow these steps to avoid unwanted behavior:

1. Turn off the devices
2. Change the ports
3. Restart the devices

UPDATES PROCEDURE

Before you start the Update, follow these steps:

Make sure, that the maximum number of allowed Switching Managers is not exceeded.
Check your network for unwanted traffic and unauthorized IP-addresses.

1. UPDATE SWITCHING MANAGER WEB
   1. Create a Back Up of your current setup
   2. To do this, follow the guide "How to Back Up"
   3. Extract the .zip folder
   4. Place the Backend under C:\Users\Username\Desktop*
   5. Place the Frontend into C:\www\kvmtec*
   6. Shut down every active Switching Manager in your network
   7. Open the new Backend folder and start the Switching Manager Web
   8. Wait until you can see the extenders within the connection tab
   9. Make sure, that the licenses are still active
   10. Check, the current connections of the extenders for unwanted behaviors
   11. If everything works fine, start the second Switching Manager Web
   12. Check the extenders again, to verify the stability of the system
   13. Create a Back Up of your current setup
2. UPDATE EXTENDER
   1. We recommend splitting the update into two parts.
   2. First, start with one Remote Unit and then update the other ones.
   3. Check the devices if they work properly and that every Remote unit has the new firmware version.
   4. After everything is fine, start the update for the Local units, also start with one unit first.
   5. As soon as the update is complete, check the firmware version on the Local units.

6. Check the current connections, to verify the stability of the System.

3. UPDATE SWITCHING MANAGER WEB AND EXTENDERS
    1. Create a Back Up File of your current setup.
    2. To do this, follow the guide "How to Back Up"
    3. We recommend splitting the update into two parts.
    4. First, start with one Remote Unit and then update the other ones.
    5. Check the devices if they work properly and that every Remote unit has the new firmware version.
    6. After everything is fine, start the update for the Local units, also start with one unit first.
    7. As soon as the update is complete, check the firmware version on the Local units.
    8. Create a Back Up of your current setup
    9. To do this, follow the guide "How to Back Up"
    10. Extract the .zip folder
    11. Place the Backend under C:\Users\Username\Desktop*
    12. Place the Frontend into C:\www\kvmtec*
    13. Shut down every active Switching Manager in your network
    14. Open the new Backend folder and start the Switching Manager Web
    15. Wait until you can see the extenders within the connection tab
    16. Make sure, that the licenses are still active
    17. Check, the current connections of the extenders for unwanted behaviors
    18. If everything works fine, start the second Switching Manager Web
    19. Check the extenders again, to verify the stability of the system
    20. Create a Back Up of your current setup

4. HOW TO BACK UP
    1. The Backend folder does not need to be backpedaled and will be replaced completely.
    2. Local App Data/Database folder is located in C:\Users\USER\AppData\Local\Switching Manager\data
    3. Frontend folder is located in C:\www\kvmtec\
    4. Principally in each of this folders you'll find at least an "old" folder.
    5. Before updating and starting a new version first you'll need to make a new backup of the Local App Data/Database and Frontend folder.
    6. If you already see an old backup ("NAME – copy and date") just copy it into the "old" folder.
    7. To backup, click on the Local App Data/Database and/or Frontend folder (where you also see the "old" folder) and directly copy and paste the Local App Data/Database folder.
    8. This will create a "NAME – copy" folder. This is the new backup.
       Please make sure you enter the current date to the folder name ("NAME – copy ddmmyyyy").
    9. repeated with the Local App Data/Database AND Frontend folder on BOTH VM's.
       After fi nishing the backup, you can replace the fi les in the Frontend folder but make sure you keep the confi g.json fi le of the frontend and copy it to the new frontend/assets folder.
       (so basically if you just copy the new frontend fi les to the web folder, also the config. json might be overwritten.)
       The Local App Data/Database folder will be further used by the system, so you don't need to change anything in there.

5. IMPORTANT NOTES
    Here are some important notes, to ensure the functionality of your KVM-TEC system:

1. Do NOT swap extenders between networks, without using the recommended execute method
2. Make sure, that the Extenders are built into their housings properly to prevent issues caused by ESD.
3. Do not combine different firmware versions in the system. Every extender should run the same firmware version.

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Documents / Resources

kvm-tec First Aid KVM Extender Over IP [pdf] Instruction Manual
First Aid KVM Extender Over IP, First Aid, KVM Extender Over IP, Extender Over IP, KVM Extender, Extender

References

- ☽ **TEC - Residential and Business Internet, Voice, and Security**
- 🌐 **Kvm-tec.com: KVM Extender over IP - Matrix Switching Systeme**