

# Product Notice #0252

## AudioCodes One Box 365 Standard Edition - BIOS Update -

### Notice Subject

BIOS update procedure for AudioCodes One Box 365 Standard Edition.

### Notice Date

August 6, 2015

### Notice Effective Date

Immediate

### Affected Products

AudioCodes One Box 365 Standard Edition (based on Mediant 800B)

### Notice Details

This Product Notice provides step-by-step instructions on how to update the BIOS on the Open Solution Network (OSN) server of AudioCodes One Box 365 Standard Edition (hereafter referred to as AOB 365). This update is mandatory for new deployments of AOB 365 Release 6.4.2 or later.



#### Notes:

- Customers with a live and operational AOB 365 deployment **must not** update the BIOS and can ignore this Product Notice.
- Customers already using this updated BIOS version can ignore this Product Notice.

The updated BIOS is Version 50127T00, from American Megatrends (AMI). This BIOS version fixes several issues discovered in previous BIOS versions and changes the OSN boot method to support the new AOB 365 USB install and recovery dongle.



**Notes:**

- The new BIOS version is supported by AOB 365 Version 6.4.2 and later. Prior to performing the BIOS update, make sure that you have the AOB 365 version 6.4.2 or later USB dongle.
- The BIOS update requires the entire AOB 365 software to be reinstalled.

## BIOS Update Procedure

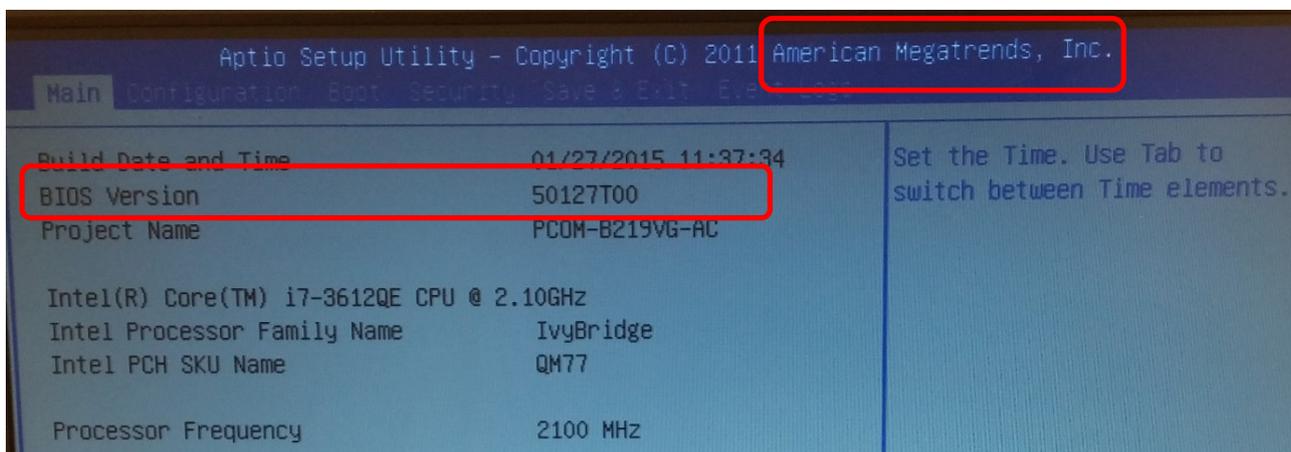
The BIOS update procedure includes the following main steps:

1. [Check your BIOS version](#)
2. [Download the BIOS](#)
3. [Create a bootable USB dongle for the BIOS upgrade](#)
4. [Upgrade the BIOS](#)
5. [Change SATA Mode](#)

### Check your BIOS version

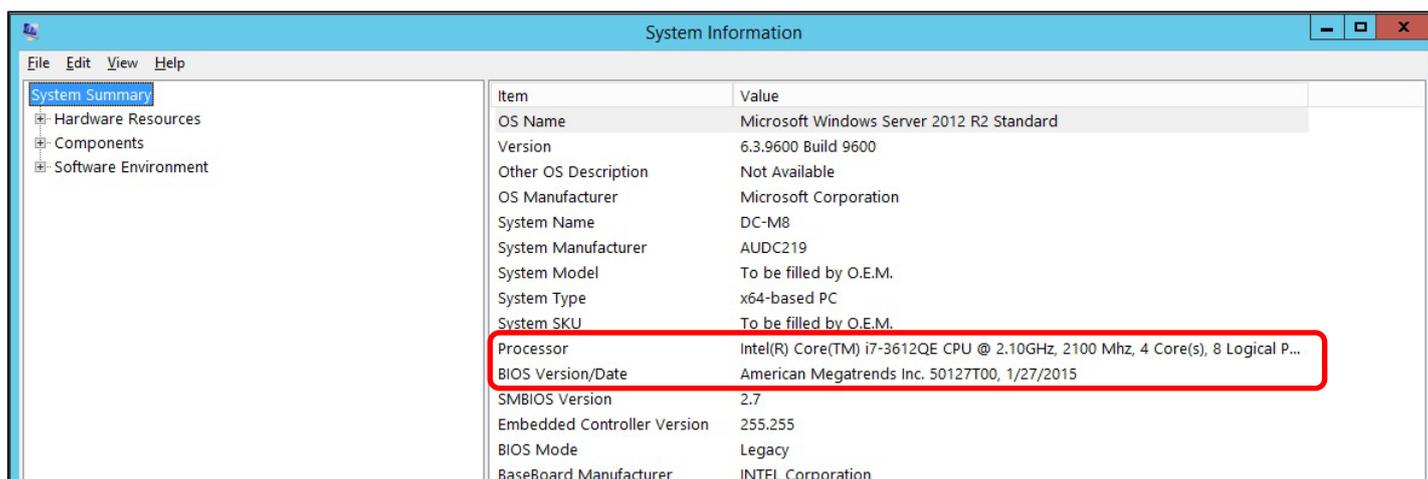
#### Option 1 – Server Boot

1. Connect a monitor to your OSN server and restart the server.
2. Enter the OSN BIOS settings main screen; it displays the BIOS vendor and version.



## Option 2 – Windows Server

1. Connect to the OSN windows server, open the command shell and then run **msinfo32**.
2. In the Windows System Information dialog that opens, view the BIOS model and version in the 'BIOS Version/Date' field.



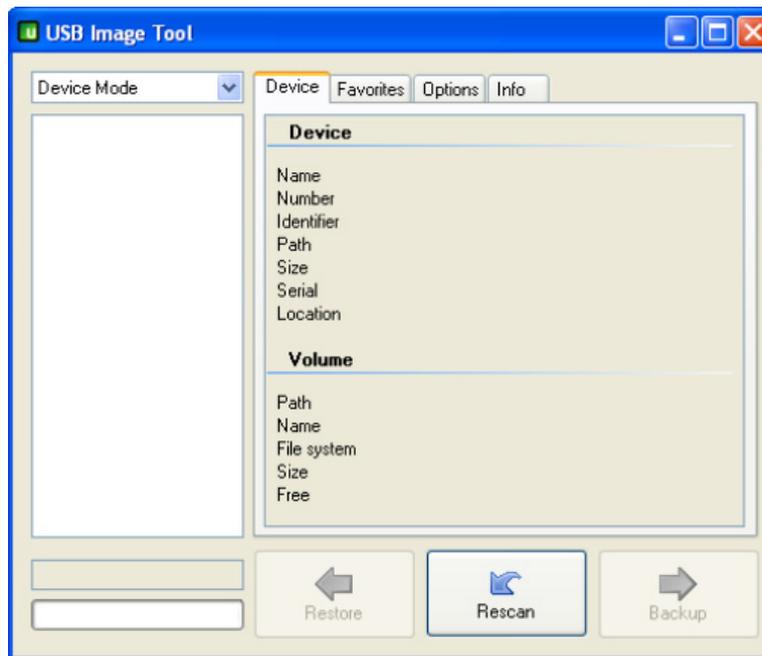
3. If your BIOS is not AMI (American Megatrends, Inc.) or the version is not **50127T00** or later, you must upgrade your OSN BIOS.

## Download the BIOS

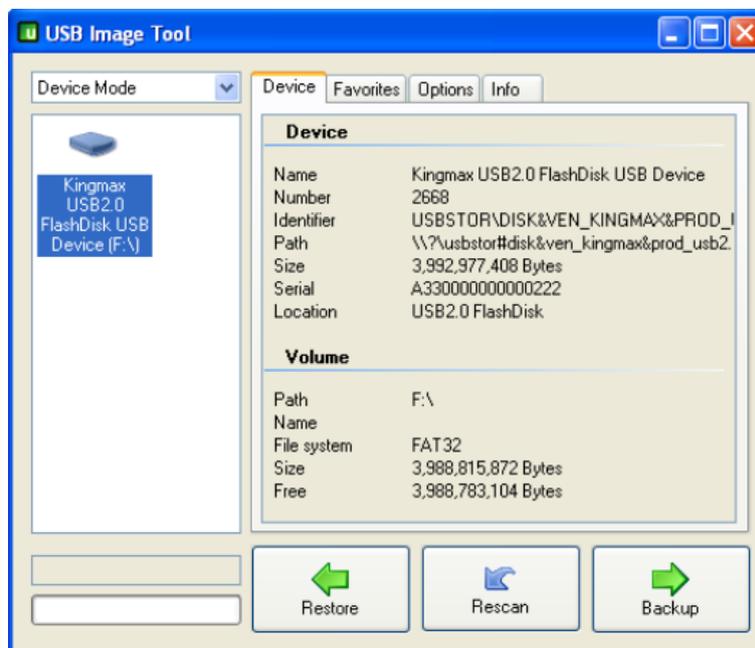
1. Make sure you have a free USB dongle with a size of 1G or higher.
2. Download the BIOS from AudioCodes' Web site ([www.audiocodes.com](http://www.audiocodes.com)):
  - a. Open the **Services & Support** page. From the 'Type' dropdown select **Software**, from the 'Product Family' dropdown select **AudioCodes One Box 365**, and from the 'Product' dropdown select **AudioCodes One Box 365 Standard Edition**; the **Mediant 800 OSN4 Ami BIOS - Version 50127T00** link is displayed.
  - b. Click the link, accept the SLA, and then download the zipped file to a temporary folder on your PC.
  - c. Make sure the temporary folder includes these files:
    - ◆ BIOS\_Ami\_Ver\_50127T00.img (the new BIOS image)
    - ◆ USB Image Tool.zip (USB Image Tool for creating a bootable USB for the BIOS upgrade)
    - ◆ AudioCodes Product Notice (AOB 365 BIOS Update containing instructions on how to perform the BIOS upgrade)

## Create a bootable USB dongle for the BIOS upgrade

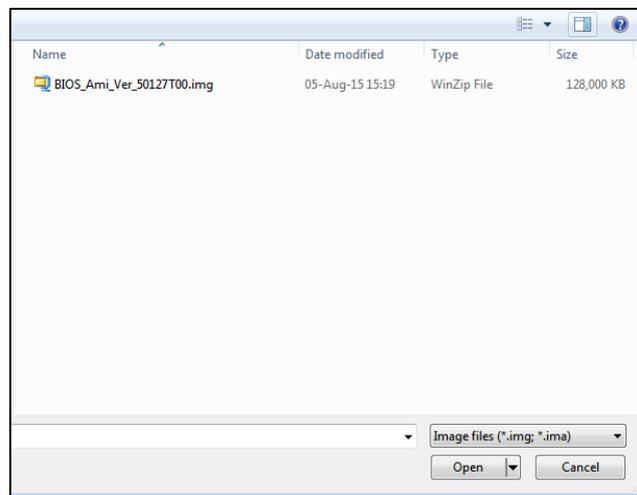
1. Extract the *USB Image Tool.zip* file to a temporary folder on your PC.
2. Run the *USB Image Tool.exe* on your PC.



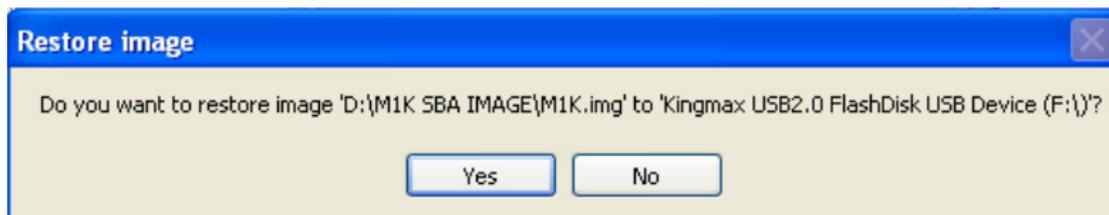
3. Plug the USB to your PC; the USB Image Tool will recognize the USB.



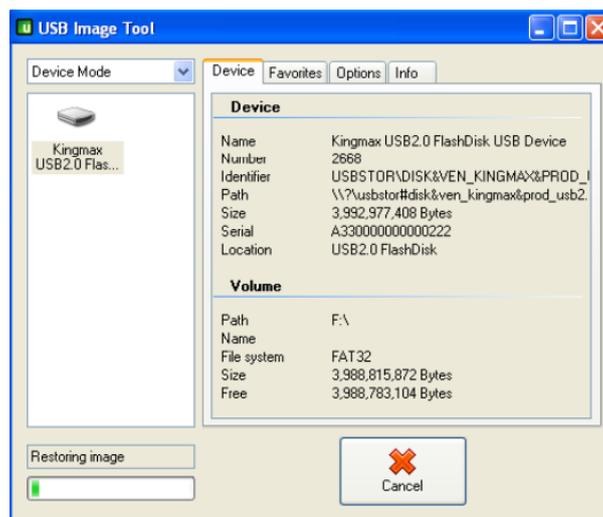
4. Select the USB in the left window, press the **Restore** button and then select the BIOS image *BIOS\_Ami\_Ver\_50127T00.img* from the temporary folder on your PC.



5. Click the **Open** button and then click **Yes** to approve the restore action.



6. Make sure the restore process starts; view the progress indicator in the lowermost left corner of the screen.



7. Wait for the restore process to finish and then close the USB Image Tool.

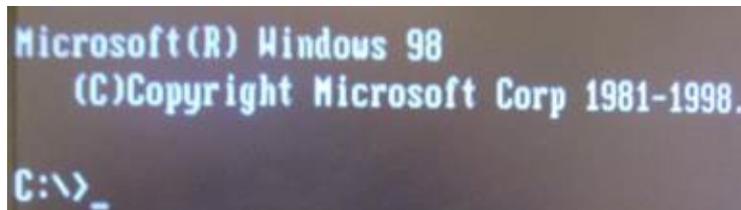
8. Make sure the new USB content includes the following files (note that it may include additional hidden files):

Name	Date modified	Type	Size
 BOOTLOG.TXT	05-Aug-15 20:31	TXT File	0 KB
 Flash.exe	27-Jan-15 10:50	Application	4,438 KB
 Readme.txt	27-Jan-15 10:50	TXT File	1 KB
 Update.bat	22-Nov-11 9:30	Windows Batch File	1 KB

9. Unplug the USB using the **Safely remove hardware** icon in the Windows tray.
10. Get the BIOS upgrade USB dongle ready.

### Upgrade the BIOS

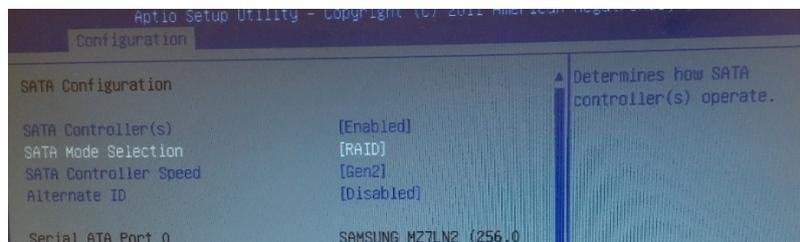
1. Connect the screen and keyboard to the AOB 365 OSN (on the rear panel).
2. Plug the BIOS upgrade USB dongle to the OSN USB port.
3. Boot the AOB 365 system using this USB disk drive.
4. Make sure the OSN boots from the USB and not the hard drive
5. Wait until you see the Win98 DOS prompt.



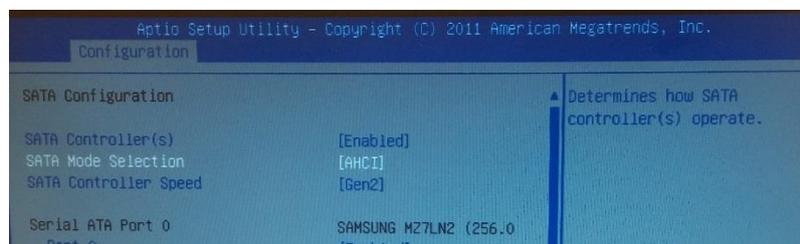
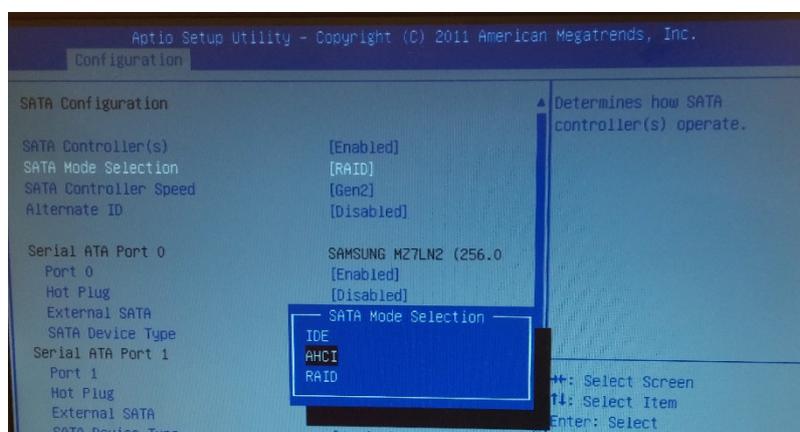
6. At the main prompt, type **Update .bat**, and then press the **Enter** key.
7. **DO NOT POWER OFF** the system until the BIOS process has completed.
8. When the upgrade has completed, it should display the **FPT Operation Passed** message.
9. Remove the USB disk drive.
10. Unplug the power cord, wait for 1 minute and then reconnect the power cord again; the system reboots.
11. Navigate to the BIOS menu using the **F2** key.
12. Make sure the version of the new BIOS is now the correct version.
13. Change SATA Mode to **AHCI** (see below).

## Change SATA Mode

1. Open the BIOS Configuration, go to SATA Configuration, and select **SATA Mode Selection**.



2. Select the **AHCI** option.



3. Save the changes and exit to main toolbar. Choose **Save & Exit**.
4. Power up the system.

Your OSN BIOS is now upgraded to the latest version. You can continue with the installation of the AOB 365 software. Make sure you install AOB 365 version 6.4.2 or later.

For further instructions on how to get the latest AOB 365 version, please refer to the latest *Release Notes* on AudioCodes Web site at <http://www.audiocodes.com/products/one-box-365-standard>.