Product Notice #0282

BIOS Update Procedure for
AudioCodes CloudBond 365 Standard Box Edition

Notice Subject

BIOS update procedure for AudioCodes CloudBond 365 Standard Box Edition.

Notice Date

February 16, 2016

Notice Effective Date

Immediate

Affected Products

AudioCodes CloudBond 365 Standard Box Edition (based on Mediant 800B OSN 16G)

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 CloudBond 365 Standard Box Edition (hereafter referred to as *CloudBond*). This update is mandatory for new deployments of CloudBond Release 6.4.5 and later.

> ⚠️ **Notes:**
> - Customers already using the updated BIOS version can ignore this Product Notice.
> - This Product Notice is only relevant for Mediant 800B OSN with 16G RAM.

The updated BIOS Version is **60104T00**, from American Megatrends (AMI). This BIOS version fixes an issue whereby the server fails to boot after system restart (and the server boot screen may display the error message "A disk read error occurred…" or similar).

Notes:

- The new BIOS version is supported by CloudBond Version 6.4.5 and later. Prior to performing the BIOS update, make sure that you have such a compatible version on your USB dongle.
- If your current CloudBond version is earlier than 6.4.5, you will be required to reinstall the entire CloudBond 365 software after BIOS update.

BIOS Update Procedure

The BIOS update procedure includes the following main steps:

1. Check the BIOS version
2. Check the current Boot method
3. Check the current SATA Configuration mode
4. How to switch between RAID to AHCI
5. Download the BIOS
6. Create a bootable USB dongle for the BIOS upgrade
7. Upgrade the BIOS

Check the BIOS Version

1. Connect a monitor to your OSN server and restart the server.
2. Enter the OSN BIOS settings main screen; the BIOS vendor and version is displayed.
3. Verify that the Project Name is **PCOM-B219VG** (see figure below). If it display a different name, **DO NOT** continue with this BIOS upgrade.
4. If your BIOS is not AMI (American Megatrends, Inc.) or the version is not **60104T00** or later, upgrade your OSN BIOS.
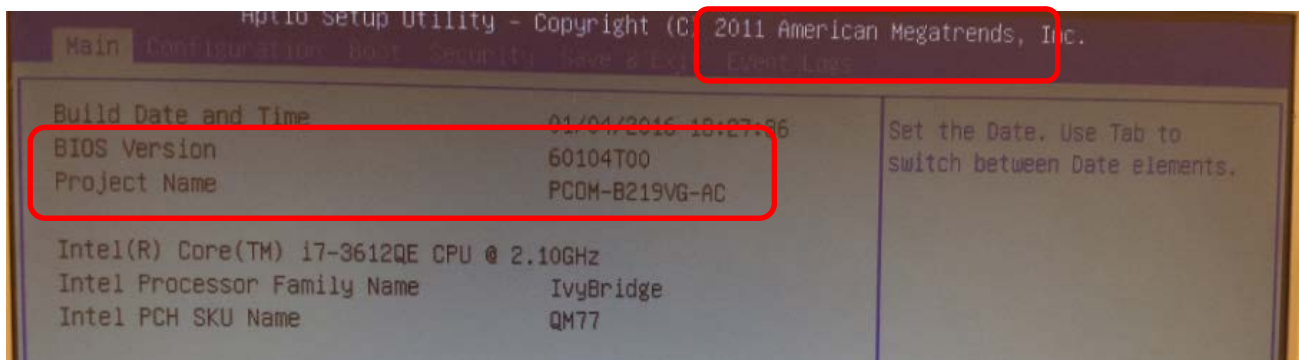
Check the Current BOOT Method

1. Enter the OSN BIOS settings and check your Boot Priority settings.

2. If your current settings is **UEFI**, reinstall the CloudBond 365 software after the BIOS update. (You can skip the next step for checking your SATA configuration mode.)
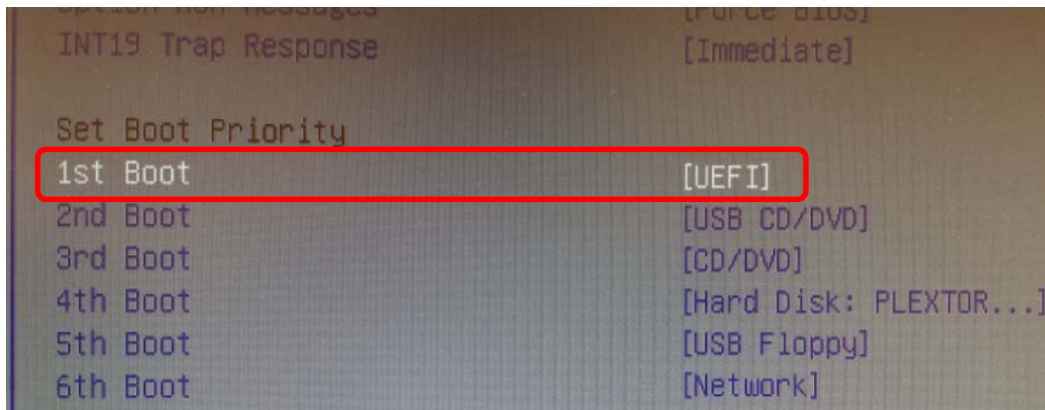
Check the Current SATA Configuration Mode

The new BIOS version requires an AHCI mode in the SATA mode configuration.

1. Enter the OSN BIOS settings and check your current SATA Configuration mode.

2. If your current settings is **RAID**, follow the instructions in "How to switch between RAID to AHCI".
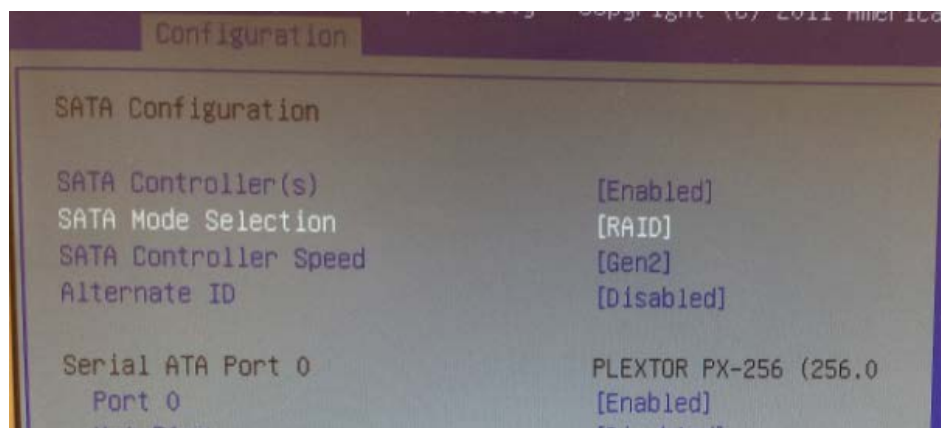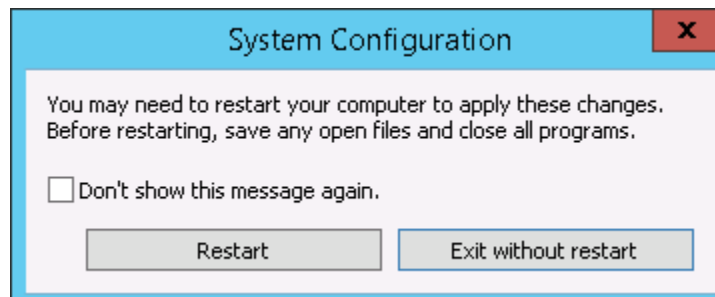
How to Switch Between RAID to AHCI

This step is required only if your current server SATA configuration mode is set to **RAID**.

1. Restart your server, and then enter the server Host operating system.

2. Press START, and then type "msconfig" or "System "Configuration".

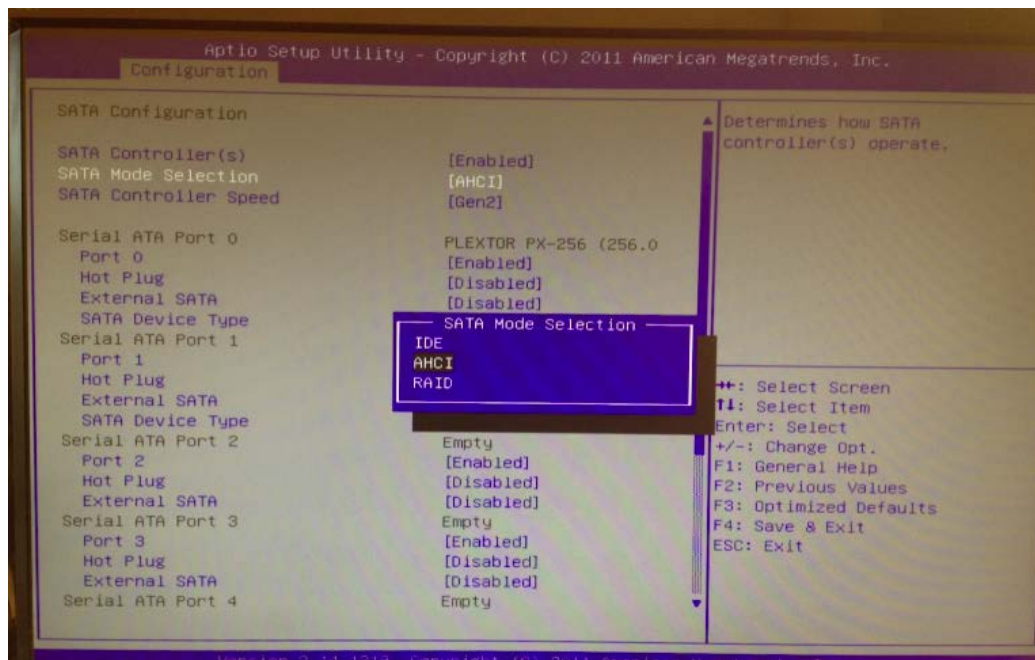3. Click the **Boot** tab, and then select the 'Safe boot' checkbox:
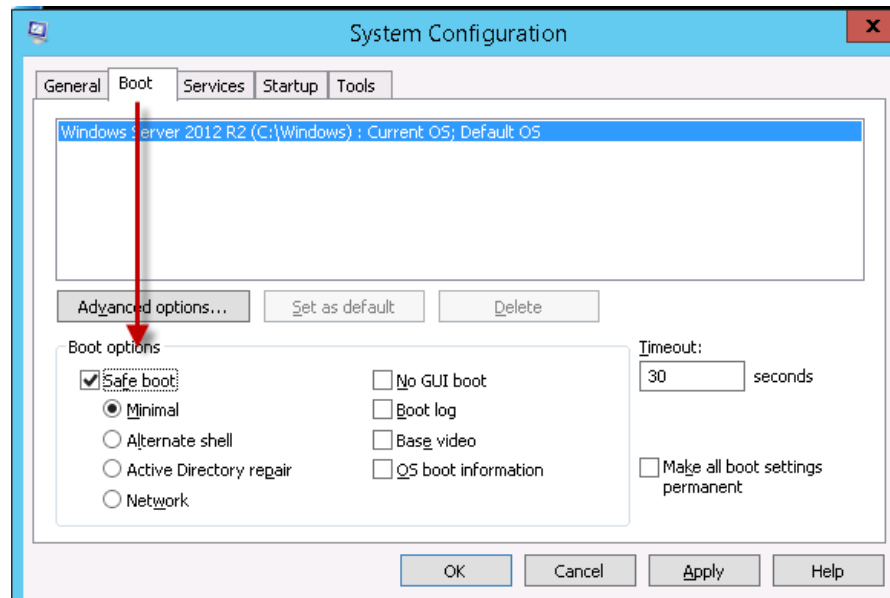
4. Click **OK**.

5. Restart the server, and then press F2 or DEL continuously until you access the BIOS settings.

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6. Click the **Configuration** tab, and then choose **SATA Configuration**:

7. Make sure that 'SATA Controller Speed' is set to **Gen2**. If this option is unavailable, you are probably using an old BIOS version. If this is the case, please stop the procedure and contact AudioCodes' support team.

8. Change the SATA configuration to **AHCI**.

9. Press F4 to save the changes and then exit; the server restarts.

10. When the server comes up again, repeat Step 1 to exit from Safe Mode status (clear the 'Safe mode' checkbox), and then restart the server once again; your server is now configured with AHCI mode and you can continue with the BIOS update procedure.

Download the BIOS

1. Make sure you have a free USB dongle with storage capacity of 1 GB or more.

2. Download the BIOS from AudioCodes Web site:

    a. Open the Product Documentation & Support page at http://www.audiocodes.com/downloads.

    b. Filter the search as follows:

    ♦ From the 'Type' drop-down list, select **Software**.

    ♦ From the 'Product Family' drop-down list, select **CloudBond 365**.

    ♦ From the 'Product' drop-down list, select **CloudBond 365 Standard/Standard+ Box Edition**.

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c. Click the **Mediant 800 OSN4 Ami BIOS - Version 60104T00** link displayed in the searched results, and download the zipped file to a temporary folder on your PC.

d. Make sure that the temporary folder includes these files:

- *60104T00_B219_BIOS.img* (new BIOS image)
- *USB Image Tool.zip* (USB Image tool for creating a bootable USB for the BIOS upgrade)
- AudioCodes Product Notice (CloudBond 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:
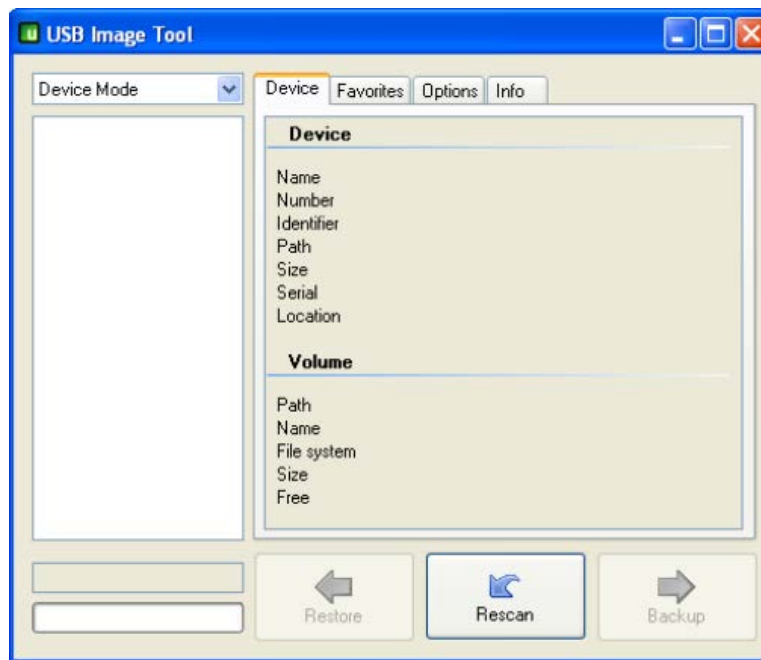
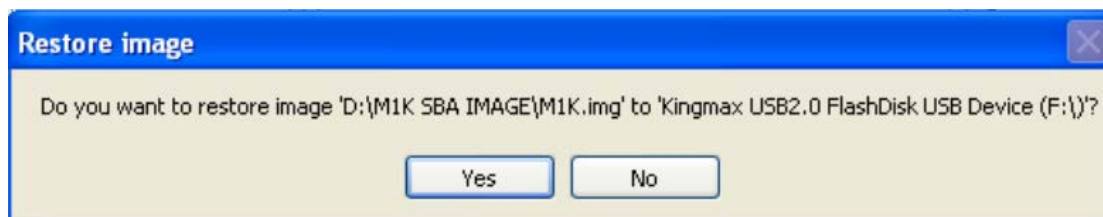3. Plug the USB into your PC; the USB Image Tool will recognize the USB:
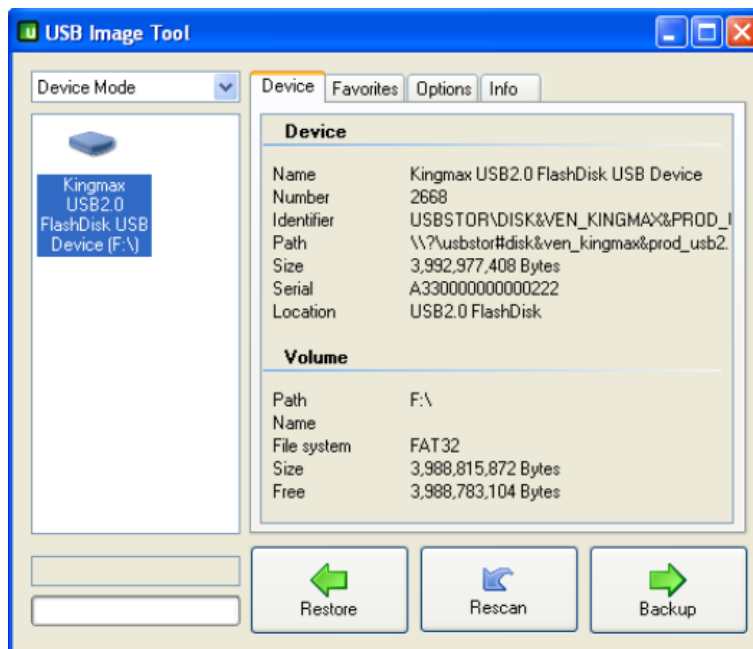
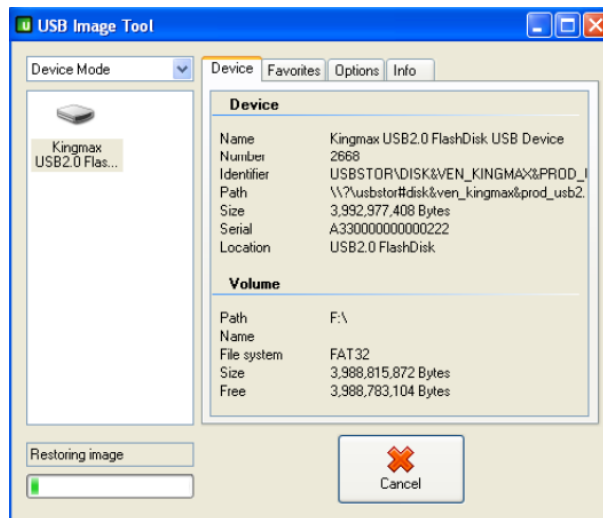4. In the left pane, select the USB, and then click the **Restore** button.

5. Select the BIOS image file *60104T00_B219_BIOS.img* from the temporary folder on your PC.

6. Click the **Open** button, and then click **Yes** to approve the restore action:

7. Make sure that the restore process starts; the progress indicator in the lower-most left corner of the screen displays the installation progress:

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8. Wait for the restore process to finish and then close the USB Image tool.

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

10. Unplug the USB using the **Safely remove hardware** icon in the Windows tray.

Upgrade the BIOS

1. Connect the screen and keyboard to the CloudBond 365 OSN (on the rear panel).

2. Plug the BIOS upgrade USB dongle to the OSN USB port.

3. Boot the CloudBond 365 system using the USB disk drive.

4. Make sure that the OSN boots from the USB and not the hard drive.

5. Wait until you see the Win98 DOS prompt:
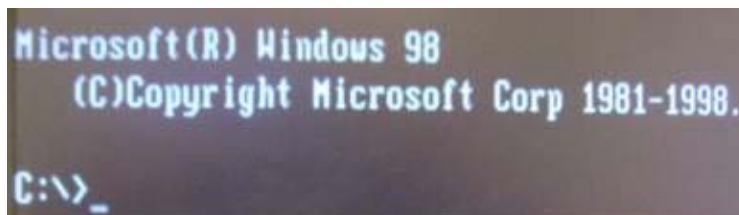
6. At the main prompt, type `Update.bat`, and then press the **Enter** key. **DO NOT POWER OFF** the system until the BIOS process has completed. When the upgrade completes, it should display the **FPT Operation Passed** message.

7. Remove the USB disk drive.

8. Unplug the power cord, wait for one minute and then reconnect the power cord again; the system reboots.

9. Navigate to the BIOS menu using the F2 key.

10. Make sure that the version of the new BIOS is the correct version.

Your OSN BIOS is now upgraded to the latest version. You can continue with the installation of the CloudBond 365 software. Make sure you install CloudBond 365 Version 6.4.5 or newer.

For further instructions on how to obtain the latest CloudBond 365 version, please refer to the latest *Release Notes* on AudioCodes Web site at http://www.audiocodes.com/products/cloudbond-365-standard-box.