

Upgrade Procedure to Signed CMP Versions

Mediant Server Edition (SE) SBC

Mediant Virtual Edition (VE) SBC

Mediant Cloud Edition (CE) SBC

Mediant 9000/9030/9080 SBC

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This document is subject to change without notice.

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Security Vulnerabilities

All security vulnerabilities should be reported to vulnerability@audiocodes.com.

WEEE EU Directive

Pursuant to the WEEE EU Directive, electronic and electrical waste must not be disposed of with unsorted waste. Please contact your local recycling authority for disposal of this product.

Customer Support

Customer technical support and services are provided by AudioCodes or by an authorized AudioCodes Service Partner. For more information on how to buy technical support for AudioCodes products and for contact information, please visit our website at <https://www.audiocodes.com/services-support/maintenance-and-support>.

Stay in the Loop with AudioCodes



Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Document Revision Record

LTRT	Description
28732	Initial document release
28733	Prerequisites for Mediant CE
28735	Typo ("operational")
28739	Updated with Version 7.6

Documentation Feedback

AudioCodes continually strives to produce high quality documentation. If you have any comments (suggestions or errors) regarding this document, please fill out the Documentation Feedback form on our website at <https://online.audiocodes.com/documentation-feedback>.

1 Introduction

To prevent the loading of tampered or corrupted software updates (.cmp file) to the device, .cmp files are digitally signed for the following versions:

- Version 7.6
- Version 7.4 (from 7.40A.250.001)
- Version 7.2 (from 7.20A.258.919)

Once a digitally signed .cmp file has been loaded to the device, you can only downgrade or upgrade it using the regular upgrade procedure to a digitally signed .cmp file.

This document provides step-by-step instructions on how to upgrade the device using the digitally signed certificate. It also describes how to downgrade it to an unsigned .cmp file, as well as preventing it from being downgraded to unsigned .cmp files.

This document applies to the following AudioCodes SBCs:

- Mediant 9000/9030/9080 SBC
- Mediant SE SBC
- Mediant VE SBC
- Mediant CE SBC

2 Prerequisite for Mediant CE SBC

Prior to upgrading Mediant CE to a software version using a digitally signed .cmp file, you **must** perform the following procedure.

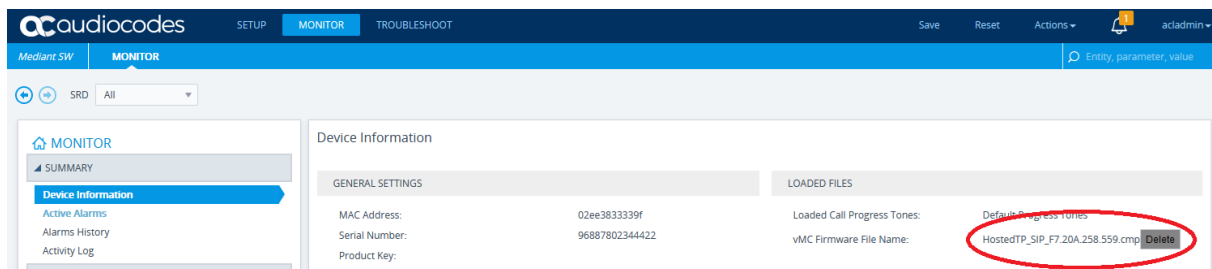


THIS STEP IS MANDATORY

If you upgrade Mediant CE to a signed .cmp file without first performing the steps described in this section, Mediant CE will no longer be operational.

1. Log in to the Mediant CE's Web interface.
2. Open the Device Information page (**Monitor** menu > **Summary** folder > **Device Information**).
3. Under the Loaded Files group, check if the 'vMC Firmware File Name' field is not empty. If it is not empty, click **Delete** to delete the loaded .cmp file:

Figure 1: Deleting Loaded vMC Firmware File



3 Upgrading Device to Signed CMP

This section describes the recommended procedure for upgrading the device to a version that uses a digitally signed .cmp file.



- After upgrading the device, you will not be able to downgrade it to an unsigned .cmp file. Downgrading it to an unsigned .cmp file is only possible using the System Snapshot (restore) mechanism, as described in Section 4, Downgrading to Unsigned CMP.
- The procedure below describes snapshot creation through the Web interface; you can use the device's CLI instead.
- The procedure below describes software upgrade through the Web interface; you can use the device's CLI, REST API or Stack Manager instead.

To upgrade device:

1. For Mediant CE, make sure that you performed the procedure described in Section 2, Prerequisite for Mediant CE SBC.
2. Download a digitally signed .cmp file (Version 7.40A.250.001 / 7.20A.258.919 or later) from AudioCodes [Services Portal](#) to your computer.
3. Log in to the device's Web interface, using an account with Security Administrator privilege level.
4. Create a snapshot of the device's current state:
 - a. Open the System Snapshots page (**Setup** menu > **Administration** tab > **Maintenance** folder > **System Snapshots**).
 - b. Click **Create System Snapshot**.
 - c. In the 'Name' field, enter a name for the snapshot (e.g., "snapshot1" - only alphanumeric characters and underscores allowed).
 - d. Click **Apply** to start the snapshot creation process.
 - e. Wait until snapshot creation completes and appears in the list of snapshots on the System Snapshot page.



- Snapshot creation is not affecting traffic.
- For High-Availability (HA) systems in "Operational" state, a snapshot is created on both active and redundant units.

5. (Optional) Device cleanup. At this stage, you can choose to remove any previous modifications that were made to the device when it was using unsigned .cmp files. To perform a device cleanup, see Section 6, Device Cleanup.

6. Upgrade the device to the digitally signed file that you downloaded in Step 1, using the Software Upgrade Wizard, as described below. (Alternatively, you can use the device's CLI, REST API or Stack Manager to do this.)
 - **For Mediant 9000/9030/9080/SE/VE SBC:**
 - a. Open the Software Upgrade page, by choosing **Software Upgrade** from the 'Actions' drop-down list on the Web interface's toolbar.
 - b. Click **Start Software Upgrade** to start the Software Upgrade Wizard.
 - c. Choose the .cmp file that you downloaded in Step 1.
 - d. Click **Load File** to load the file.
 - e. Click **Reset** to start the upgrade process.
 - f. Wait until the upgrade process completes.
 - **For Mediant CE SBC:**

Follow the software upgrade instructions described in the Section 'Upgrading Software Version' in the [Mediant Cloud Edition SBC Installation Manual](#)


4 Downgrading to Unsigned CMP

Once you have upgraded the device to a digitally signed .cmp file, you can't downgrade it using the regular procedure with a .cmp file that is not digitally signed. Instead, you need to restore the device to a snapshot that was created when the device was running a software version with an unsigned .cmp file.



- Snapshot restoration may take up to 20 minutes and is service affecting.
- For HA systems in "Operational" state, active and redundant units undergo snapshot restoration simultaneously.
- The procedure below describes snapshot restoration through the Web interface; you can use the device's CLI instead.

To downgrade device to unsigned .cmp file:

- **Mediant 9000/9030/9080/SE/VE SBC:**
 1. Open the System Snapshots page (**Setup** menu > **Administration** tab > **Maintenance** folder > **System Snapshots**).
 2. Click the  button corresponding to the snapshot that you want to restore; a confirmation message box appears.
 3. Click **Yes** to start the snapshot restoration.
 4. Wait until the snapshot has been restored and your device has returned to service.
- **Mediant CE SBC:**
 1. On the Signaling Component, restore the snapshot. Note that after restoration, the Media Components may become disconnected from the Signaling Component.
 2. Upload a .cmp file (of the same version as the Signaling Component snapshot) to the Media Cluster Image Repository.
 3. Rebuild the Media Components through Stack Manager.


5 Preventing Downgrade to Unsigned CMP

Once you have successfully upgraded the device to a digitally signed .cmp file and verified that it functions to your satisfaction, AudioCodes highly recommends that you prevent it from being downgraded to an unsigned .cmp file. This is done by deleting all device snapshots (including the snapshot you created previously in Section 3, Upgrading Device to Signed CMP).



The procedure below describes snapshot deletion through the Web interface; you can use the device's CLI instead.

To prevent downgrade to unsigned .cmp file:

1. Open the System Snapshots page (**Setup** menu > **Administration** tab > **Maintenance** folder > **System Snapshots**).
2. Click the  button corresponding to the snapshot that want to delete; a confirmation message box appears.
3. Click **Yes** to delete the snapshot.
4. Repeat the above steps for each snapshot.


6 Device Cleanup

If you want to completely remove all modifications that were made to the device's software when using unsigned .cmp files, you can use the restore snapshot mechanism. During snapshot restoration, the device's disk is fully re-initialized and the software is "cleanly" restored to the selected snapshot's software version, with only the configuration files being preserved. This ensures that any changes made to the device's software by any previous software updates are completely removed.



- A device cleanup can be done at any time (not only during the upgrade procedure as described in this document), by creating a new device snapshot and then restoring the device back to it.
- Snapshot restoration process may last up to 20 minutes and is service affecting.
- For HA systems in "Operational" state, active and redundant units perform snapshot restoration simultaneously.
- The procedure below describes snapshot restoration through the Web interface; you can use the device's CLI instead.

To perform a device cleanup:

1. Open the System Snapshots page (**Setup** menu > **Administration** tab > **Maintenance** folder > **System Snapshots**).
2. Click the  button corresponding to the Snapshot that you created in Step 4, Section 3, Upgrading Device to Signed CMP; a confirmation message box appears.
3. Click **Yes** to start the Snapshot restoration.
4. Wait until the Snapshot has been restored and your device has returned to service.
5. Do the following, depending on device model:
 - **For Mediant CE SBC:**
Rebuild the Media Components (MCs) using Stack Manager.
 - **For Mediant VE SBC with virtual Media Transcoding units (vMT):**
Rebuild the vMTs, by performing device cleanup on each vMT

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