

Product Notice #0336



BIOS Upgrade for HP Gen8 and Gen9 Servers for AudioCodes CloudBond™ 365 and Cloud Connector Edition

Overview

This Product Notice explains how to upgrade the Hewlett Packard (HP) Server Gen8 and Gen 9 BIOS, used by AudioCodes CloudBond 365 (Enterprise and Professional) and Cloud Connector Edition (CCE) Servers.

Detailed Notice

This Product Notice explains how to upgrade the BIOS for HP Gen8 and Gen9 servers for CloudBond 365 Professional and Enterprise HP Servers. Due to the Meltdown malware, the following security upgrade was released by HP to block this threat. See the links below for more information. This BIOS upgrade is defined as **critical** by HP.

The upgrade procedure requires a server restart.

After performing this procedure, the BIOS will be upgraded to:

- Version 2018.01.22 for Gen8 BIOS
- Version 2.60_05-21-2018 for Gen9 BIOS



Note: Users should upgrade to these versions if their systems are affected by one of the documented fixes or if there is a desire to utilize any of the enhanced functionality provided by these versions. Some software requires a valid warranty, a current HP Enterprise support contract, or a license fee.

Affected Products

This Product Notice is only applicable to the CloudBond 365 (Enterprise and Professional) and CCE servers.

Prerequisites

For Gen8:

Download **cp029394.exe** and **cp034871.exe**.

- cp029394: https://support.hpe.com/hpsc/swd/public/detail?swItemId=MTX_e74f93921947408eb5de783d27
- cp034871: https://support.hpe.com/hpsc/swd/public/detail?swItemId=MTX_f10d0e2a049c4e6c9b486b5947

For Gen9:

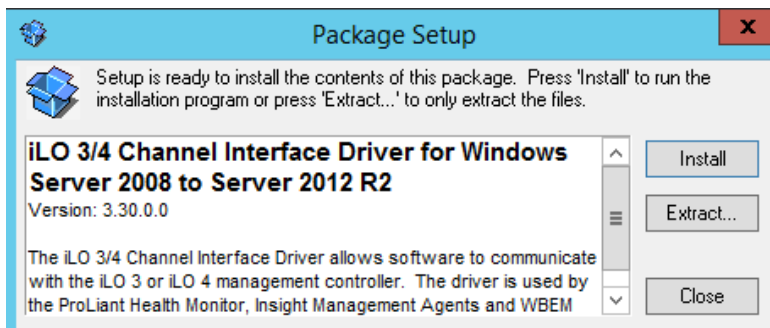
Download **cp035812.exe**.

- cp035812: https://support.hpe.com/hpsc/swd/public/detail?swItemId=MTX_db7b689a10644a788806349297

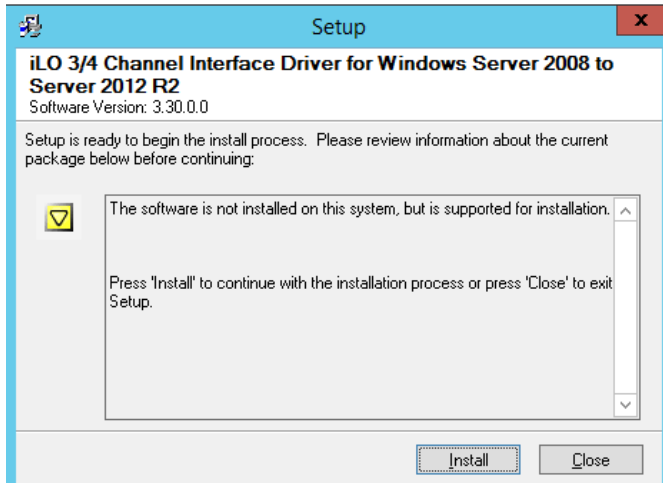
Upgrade Procedures

For Gen8:

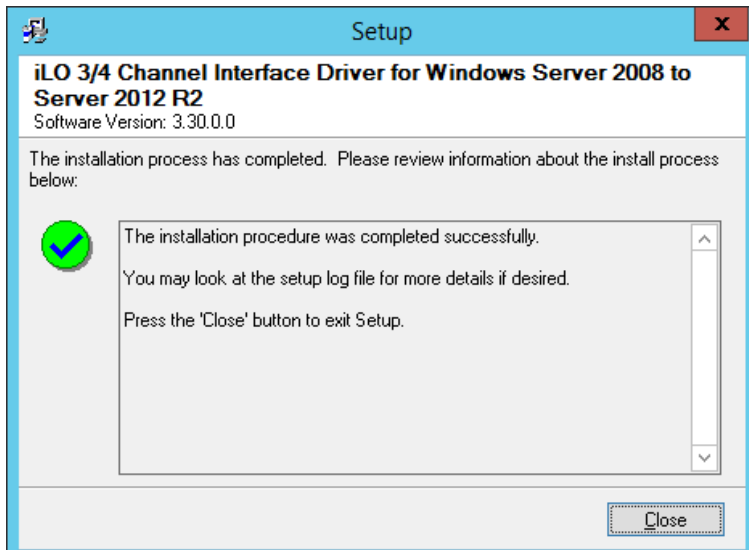
1. From the Downloads folder, right-click **cp029394.exe**, and then choose **Run as Administrator**.
2. In the Package Setup dialog box, click **Install**.



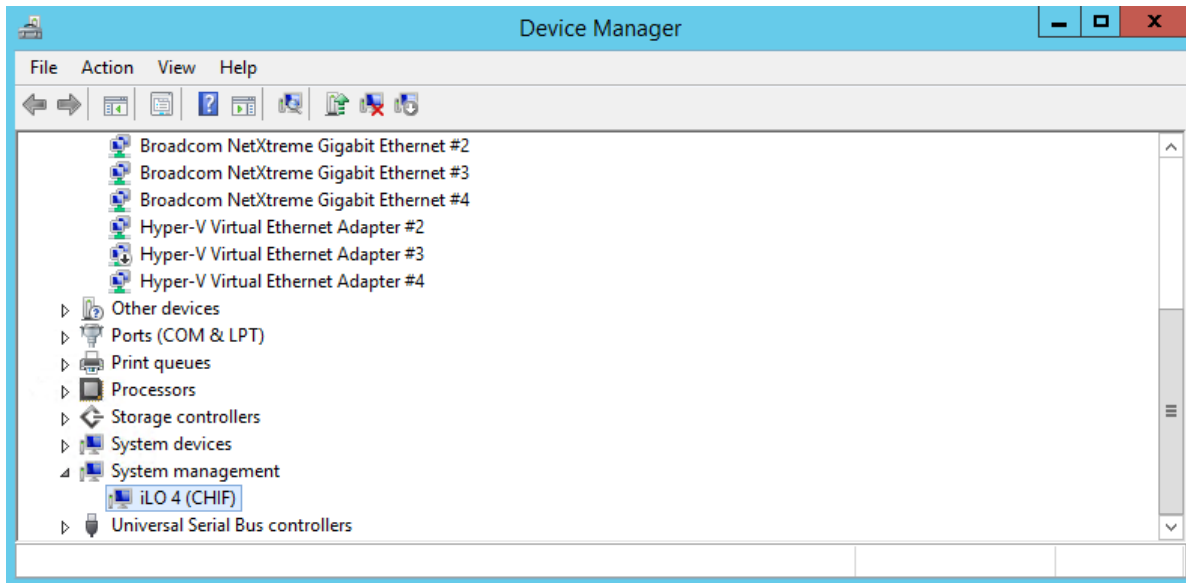
3. In the Setup dialog box, click **Install**.



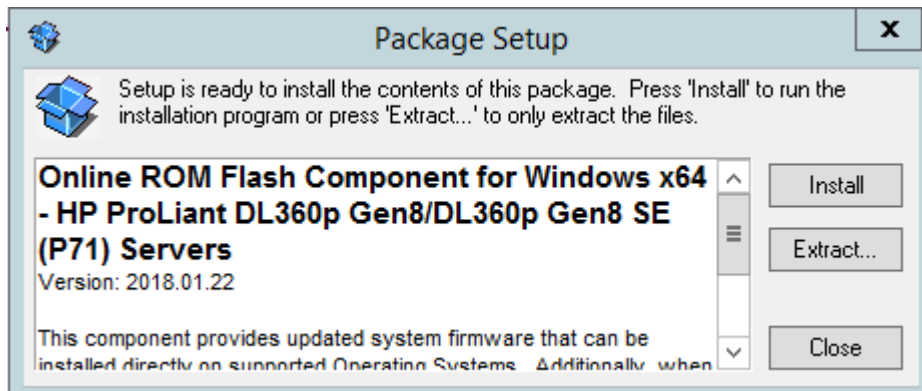
4. Click **Close**.



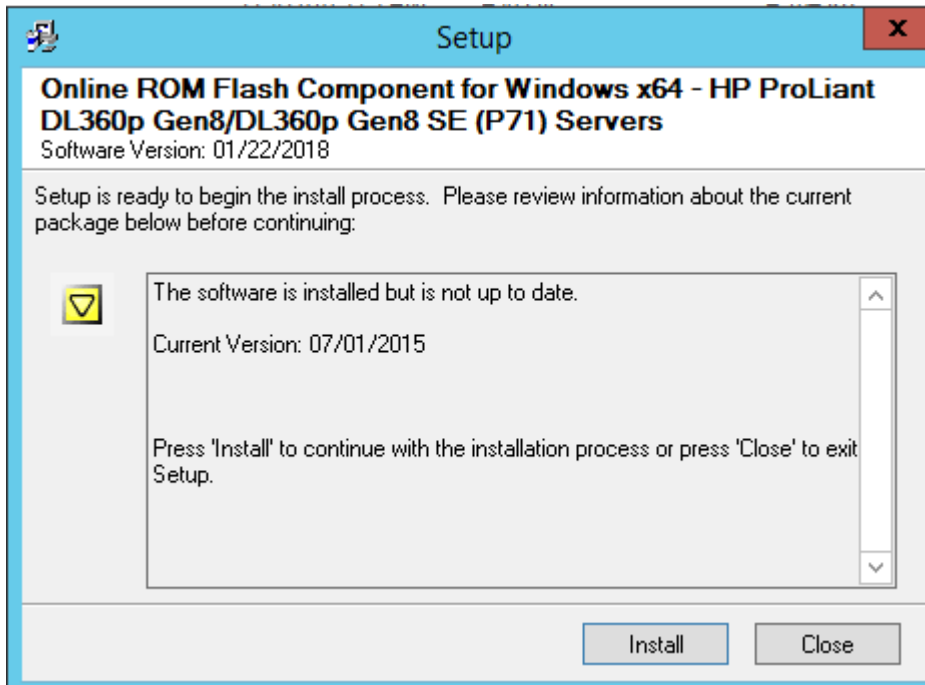
5. Open the Device Manager and verify that **iLO4** appears under **System management**.



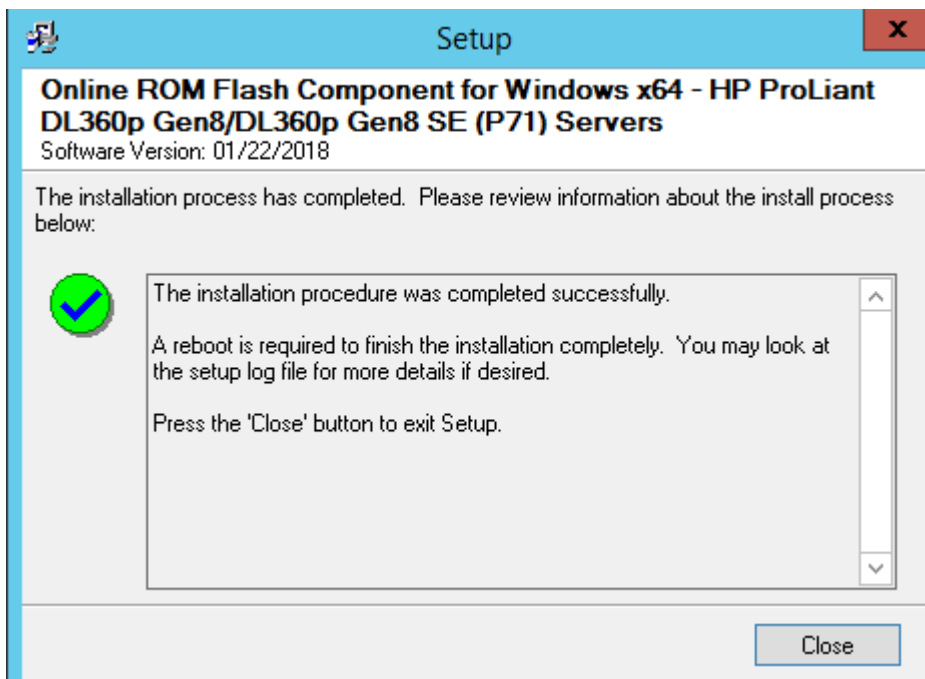
6. If **iLO4** does not appear, click **Scan for Hardware changes** and repeat Steps 1-3 till until it appears on the Device Manager screen.
7. In the Downloads folder, right-click **cp034871.exe**, and then choose **Run as Administrator**.
8. In the Package Setup dialog box, click **Install**.



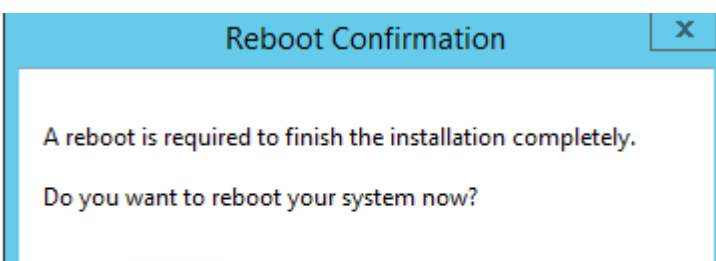
9. In the Package Setup dialog box, click **Install**.



10. Click **Close**.



11. A reboot is required. Click **Yes** to reboot your system now (or schedule to restart during low traffic hours).

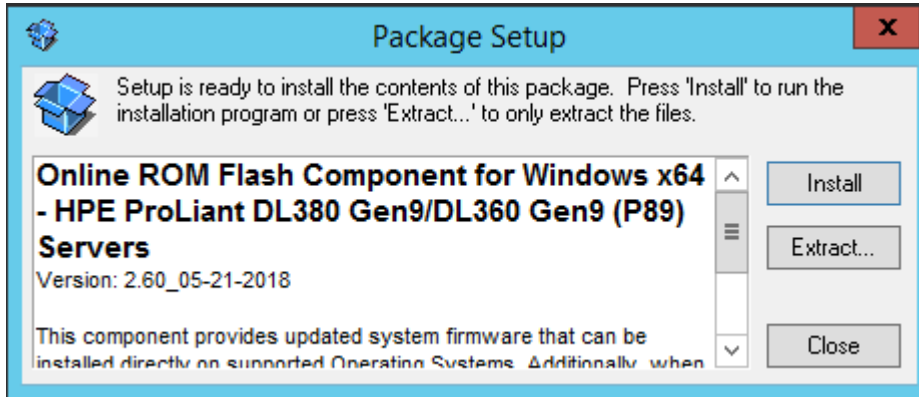


12. When the server has restarted, access the System Information window (**Start** menu > **System Information**), and then verify that the BIOS version was upgraded.

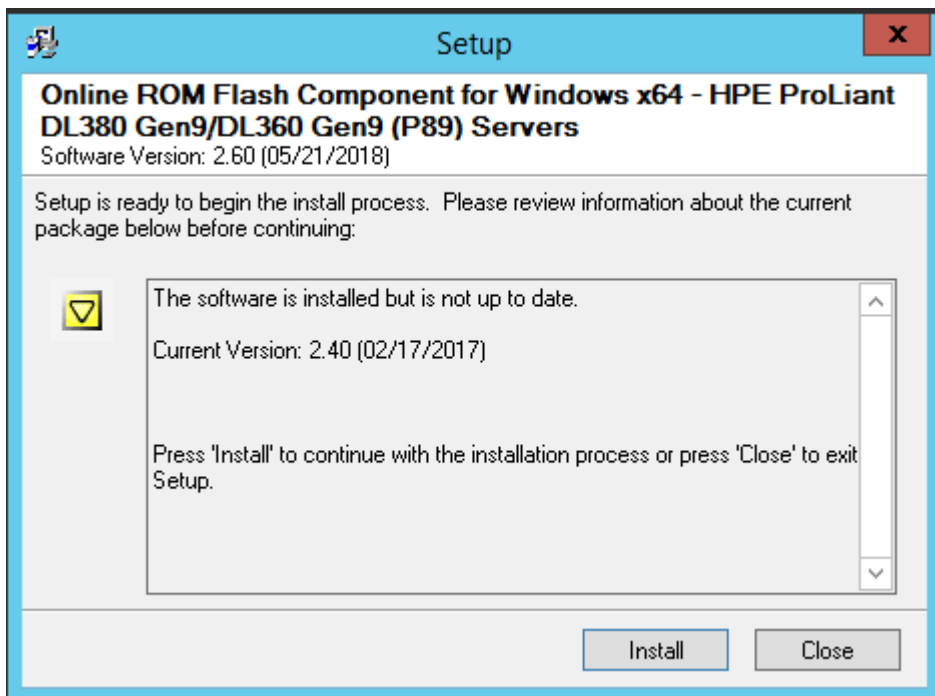
System Information	
Item	Value
OS Name	Microsoft Windows Server 2012 R2 Standard
Version	6.3.9600 Build 9600
Other OS Description	Not Available
OS Manufacturer	Microsoft Corporation
System Name	UC-HOST
System Manufacturer	HP
System Model	ProLiant DL360p Gen8
System Type	x64-based PC
System SKU	691649-B21
Processor	Intel(R) Xeon(R) CPU E5-2620 v2 @ 2.10GHz, 2095 Mhz, 6 Core(s), 6 Logical Processor(s)
BIOS Version/Date	HP P71, 1/22/2018
SMBIOS Version	2.8
Embedded Controller Version	2.30
BIOS Mode	Legacy
Platform Role	Desktop
Secure Boot State	Unsupported
PCR7 Configuration	Not Available
Windows Directory	C:\Windows
System Directory	C:\Windows\system32
Boot Device	\Device\HarddiskVolume1
Locale	United States
Hardware Abstraction Layer	Version = "6.3.9600.17196"

For Gen9:

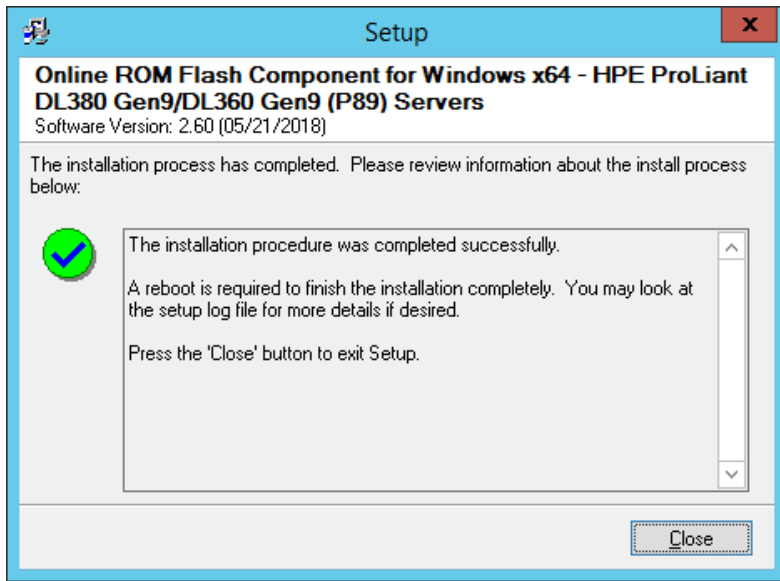
1. From the Downloads folder, right-click **cp029394.exe**, and then choose **Run as Administrator**.
2. In the Package Setup dialog box, click **Install**.



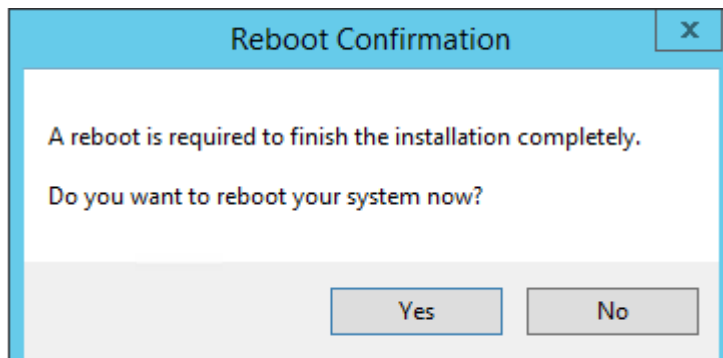
3. In the Setup dialog box, click **Install**.



4. Click **Close**.



5. A reboot is required. Click **Yes** to reboot your system now (or schedule to restart during low traffic hours).



6. When the server has restarted, access the System Information window (**Start** menu > **System Information**), and then verify that the BIOS version was upgraded.

Item	Value
OS Name	Microsoft Windows Server 2012 R2 Standard
Version	6.3.9600 Build 9600
Other OS Description	Not Available
OS Manufacturer	Microsoft Corporation
System Name	UC-HOST
System Manufacturer	HP
System Model	ProLiant DL360 Gen9
System Type	x64-based PC
System SKU	776319-B21
Processor	Intel(R) Xeon(R) CPU E5-2620 v4 @ 2.10GHz, 2098 Mhz, 8 Core(s), 8 Logical Pr...
BIOS Version/Date	HP P89, 5/21/2018
SMBIOS Version	2.8
Embedded Controller Version	2.40
BIOS Mode	Legacy
BaseBoard Manufacturer	HP
BaseBoard Model	Not Available
BaseBoard Name	Base Board
Platform Role	Enterprise Server
Secure Boot State	Unsupported
PCR7 Configuration	Not Available
Windows Directory	C:\Windows
System Directory	C:\Windows\system32
Boot Device	\Device\HarddiskVolume1
Locale	United States
Hardware Abstraction Layer	Version = "6.3.9600.17196"
User Name	Not Available
Time Zone	Romance Daylight Time



If you have any questions, contact us at
<https://www.audiocodes.com/corporate/offices-worldwide>

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