Update for BIOS Firmware for C160, M160 and S160 Cisco Content Security Appliances

Published: May 15, 2013

Contents

Appliances Covered by the Update for BIOS Firmware

- C160
- M160
- S160

✎ **Note** Cisco is only provisioning this update to customers running C160, S160, and M160 appliances with affected hardware.

Supported Software Versions for the Update for BIOS Firmware

If you are running an AsyncOS version that is not listed in this section, upgrade AsyncOS to a supported release before installing the firmware patch.

Email Security	Web Security	Content Security Management
• 7.1.5-101	• 7.1.3	• 7.9.0-107
• 7.1.5-102	• 7.1.4	• 7.9.0-110
• 7.5.1-102	• 7.5.0	• 7.9.1-030
• 7.5.2-014	• 7.5.1	• 7.9.1-039
• 7.6.1-022	• 7.7	• 8.0
• 7.6.2-014		
• 7.6.2-201		
• 7.7.0-204		
• 7.7.0-206		

Fixed Issues

Fixed: Performance degradation on certain C160, M160, and S160 appliances.

[Defect IDs: WSA: CSCzv56655, ESA: CSCzv94496]

Update for BIOS Firmware Installation Instructions

Follow the instructions below to obtain and install the update for BIOS firmware patch.

Pre-installation Requirements

Before you install the update for BIOS firmware, save the configuration file to a location off of the appliance:

Step 1 In the graphical user interface, navigate to **System Administration > Configuration File**.

Step 2 Select **Download file to local computer to view or save**.

Step 3 Click **Submit**.

Installing the BIOS Firmware Update

Step 1 Access the CLI interface. For details on accessing the CLI, see Accessing the CLI.

✎

Note For the upgrade to run correctly, you *must* run it from the CLI.

Step 2 From the CLI, enter *upgrade*.

Step 3 A list of available upgrades will display.

The update for BIOS firmware package is provisioned *only* for appliances that require the upgrade. If you are running a supported version of AsyncOS and you do not see the Update for BIOS firmware package in the list of available upgrades, you can assume that your appliance does not require the upgrade and you can skip any further upgrade steps.

Step 4 Select the package *Update for BIOS firmware*.

Step 5 You will be prompted to reboot your machine. Click **Yes**.

Step 6 Wait approximately fifteen minutes.

Step 7 Your machine should automatically reboot after approximately fifteen minutes.

⚠️
Caution If your machine does not automatically reboot in fifteen minutes, contact customer support. Do not attempt to reboot your machine again.

📝
Note After you run the firmware upgrade, the firmware upgrade package will display in the list of available upgrades even after a successful installation. The presence of this package does *not* indicate a failed upgrade.

Step 8 To verify that the upgrade has run successfully, you can run the upgrade script again after the machine has rebooted. If the upgrade was successful, the upgrade script will indicate that the appliance does not require upgrading.

Accessing the CLI

To run this upgrade, you must access the CLI. The instructions below provide information on accessing the CLI.

Access to the CLI varies depending on the management connection method chosen while setting up the appliance. Initially, only the admin user account has access to the CLI. You can add other users with differing levels of permission after you have accessed the command line interface for the first time via the admin account. The system setup wizard asks you to change the password for the admin account. The password for the admin account can also be reset directly at any time using the password command. To connect via Ethernet: Start an SSH or Telnet session with the factory default IP address 192.168.42.42. SSH is configured to use port 22. Telnet is configured to use port 23.

To connect via a Serial connection: Start a terminal session with the communication port on your personal computer that the serial cable is connected to. See the "Setup and Installation" chapter in the *Cisco IronPort AsyncOS Configuration Guide* for more information. Enter the user name and password below.

Factory Default User name and Password

- Username: *admin*

- Password: *ironport*

Support

Cisco Support Community

Cisco Support Community is an online forum for Cisco customers, partners, and employees. It provides a place to discuss general web security issues as well as technical information about specific Cisco products. You can post topics to the forum to ask questions and share information with other Cisco users.

Access the Cisco Support Community at the following URLs:

- For email security and associated management:

   https://supportforums.cisco.com/community/netpro/security/email

- For web security and associated management:

   https://supportforums.cisco.com/community/netpro/security/web

Customer Support

Use the following methods to obtain support:

U.S.: Call 1 (408) 526-7209 or Toll-free 1 (800) 553-2447

International: http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html

Support Site: http://www.cisco.com/en/US/products/ps11169/serv_group_home.html

If you purchased support through a reseller or another supplier, please contact that supplier directly with your product support issues.