



Cisco Secure Network Server 38x5 Firmware Upgrade Guide

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Revised: October 16, 2025

Overview

This document describes how to upgrade the firmware on a Cisco Secure Network Server (Cisco SNS) 3800 series appliance.



Note

We recommend that you perform graceful shutdown of the Cisco ISE services on the Cisco SNS appliance by using the **halt** CLI command before performing this upgrade. Forced shutdown or reload of the Cisco SNS server may corrupt Cisco ISE database.

You can upgrade to Cisco SNS 38x5 firmware release 6.0.1.250127 from firmware release 4.3(5.250001).

These files are required for this upgrade:

- SNS-38xx-BIOS-6-0-1a ISE.pkg: BIOS firmware for Cisco SNS 3800 series appliance
- SNS-38xx-HUU-6.0.1.250127 ISE.iso: Host Upgrade Utility (HUU) .iso file for Cisco SNS 3800 series appliance

For more information about the firmware release 6.0.1.250127, see the Release Notes for Cisco UCS Rack Server Software, Release 6.0(1).

Upgrade and activate the firmware



Important

You must perform these steps in the same sequence to upgrade and activate the firmware. If the BIOS firmware is not upgraded before the HUU ISO upgrade, then the BIOS will not be loaded properly and the boot options will not be displayed.

Procedure

Step 1 Update BIOS firmware, on page 2.

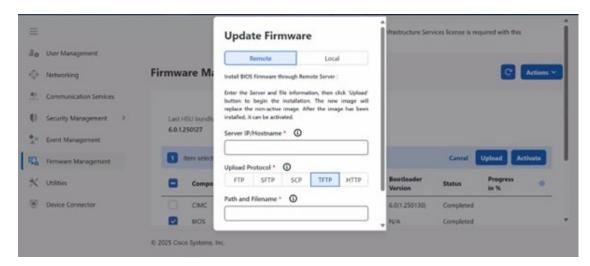
Step 2 Activate BIOS, on page 3.

Step 3 Update and activate other firmwares using HUU ISO, on page 4.

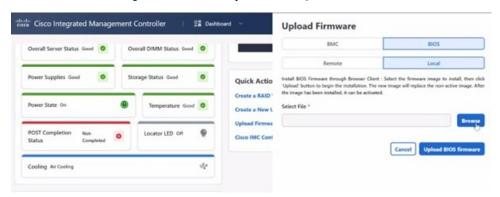
Update BIOS firmware

Procedure

- **Step 1** Choose **Dashboard > Administration > Firmware Management**.
- Step 2 Check the BIOS check box and click Upload.



You can also use the **Upload Firmware** option in the **Quick Actions** section.



Activate BIOS

Before you begin

You must update the BIOS firmware before performing this task.

Procedure

- **Step 1** Choose **Host Power > Power Off** to manually power off the server.
- **Step 2** Check the **BIOS** check box.
- Step 3 Click Activate.
- **Step 4** Choose the BIOS version and click **Activate Firmware**.



Step 5 Choose **Host Power > Power On** after activating the BIOS.

Update and activate other firmwares using HUU ISO

Before you begin

You must complete these steps before performing this task:

- 1. Update BIOS firmware.
- 2. Activate BIOS firmware.

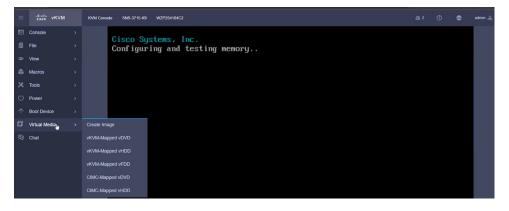


Important

If the BIOS firmware is not upgraded before the HUU ISO upgrade, then the BIOS will not be loaded properly and the boot options will not be displayed.

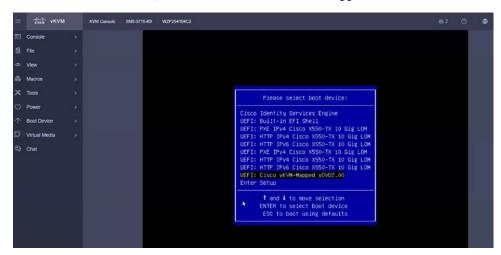
Procedure

- **Step 1** In the Cisco Integrated Management Controller toolbar, click **Launch vKVM** to launch the KVM console.
- Step 2 In the KVM console, choose Virtual Media > vKVM-Mapped vDVD.



- **Step 3** Click **Browse** and browse for the HUU .iso file.
- Step 4 Click Map Drive.

- **Step 5** Press **F6** when prompted to open the **Boot Menu** window.
- Step 6 In the Boot Menu window, choose UEFI: Cisco vKVM-Mapped vDVD2.00.



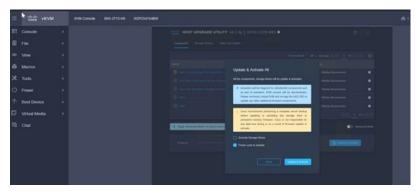
Step 7 Read the Cisco Software License Agreement and click **Agree** to proceed with the update.

The Cisco Host Upgrade Utility window appears with the list of components that are available for update.

Note

If you choose the **Reject** option, the upgrade process is canceled and the host is rebooted.

- Step 8 Click Update & Activate.
- Step 9 In the Update & Activate All window, check the Power Cycle to Activate check box and click Update & Activate.



Note

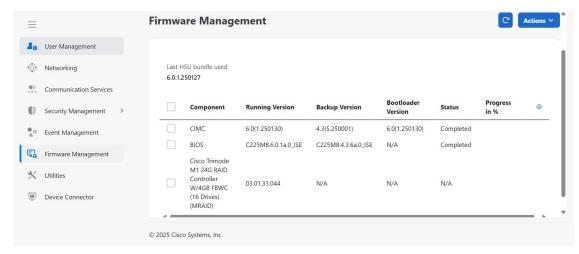
BIOS upgrade is skipped during this step because BIOS is already upgraded to the latest version (see Update BIOS firmware, on page 2 and Activate BIOS, on page 3).

The system is restarted after the firmware upgrade. Log in back to verify the upgraded firmware versions.

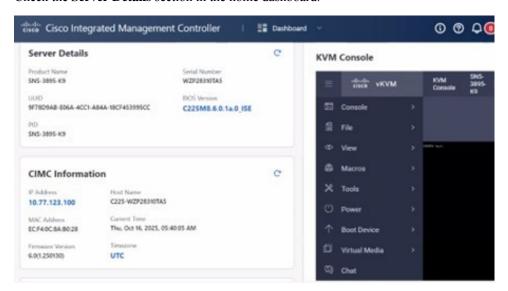
Verify the firmware version

To verify the firmware version:

• Choose **Administration** > **Firmware Management** and check the upgraded firmware versions in the **Running Version** column.



• Check the Server Details section in the home dashboard.





Note

Rollback of BMC and BIOS is not recommended while upgrading using the HUU ISO because it might cause compatibility issues.

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