Recovery from 'Lifecycle Controller update required'

This Dell Technical White Paper provides steps to recover from 'Lifecycle controller update required' message, which the user might see during POST, on the 12th generation servers of Dell.

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Learn more

Visit <u>dell.com/support/manuals</u> for more information on Lifecycle Controller.

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Executive Summary

This whitepaper proposes the solutions to recover from the 'Lifecycle Controller Update required' state, which a user might encounter while using Lifecycle Controller on the 12th generation servers of Dell.

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Introduction

While using Lifecycle Controller on the 12th generation servers of Dell (during POST), a user might observe the message Lifecycle Controller update required, instead of F10 – Lifecycle Controller, thus preventing the user from entering Lifecycle Controller.

Figure 1: "Lifecycle Controller update required" message displayed at POST

F2 = System Setun Lifecycle Controller update required F11 = BIOS Boot Manager F12 = PXE Boot Two 1.80 GHz Quad-core Processors, Bus Speed:6.40 GT/s, L2/L3 Cache:1 MB/10 MB System running at 1.80 GHz System Memory Size: 8.0 GB, System Memory Speed: 1067 MHz, Voltage: 1.35V Dell Serial ATA AHCI BIOS Version 1.0.2 Copyright (c) 1988-2012 Dell Inc. Port E: PLDS DVD+/-RW DS-8A8SH Broadcom NetXtreme Ethernet Boot Agent Copyright (C) 2000-2012 Broadcom Corporation All rights reserved. Press Ctrl-S to enter Configuration Menu -

Recovery from LC Update required

This error can occur due to various reasons, some of which are:

- 1. The Lifecycle Controller executable file is corrupt.
- 2. While working on Lifecycle Controller, <Ctrl>+<Alt>+ was pressed three times.
- 3. After pressing F10 and while launching Lifecycle Controller, <Ctrl>+<Alt>+ was pressed three times in subsequent attempts.
- 4. While collecting the system inventory, <Ctrl>+<Alt>+ was pressed three times in subsequent attempts.
- 5. While the Firmware update operation through Lifecycle Controller was in progress, <Ctrl>+<Alt>+ was pressed three times in subsequent attempts.

Below are the solutions to resolve this issue:

Try the following Solutions in the order they are listed here.

- 1. Perform the tasks in Solution 1. If the system does not recover from the "LC update required" state, complete the tasks in Solution 2,
- 2. If the Solution 2 does not enable the system to recover, perform the tasks in Solution 3. Solution 3 requires an Operating System (OS) to be available on the system.

Solution 1

1. During POST, press the <F2> key, and then select iDRAC Settings.

Figure 2. POST Screen

F2 = System Setup F10 = Lifecycle Controller F11 = BIOS Boot Manager F12 = PXE Boot Two 1.80 GHz Quad-core Processors, Bus Speed:6.40 GT/s, L2/L3 Cache:1 MB/10 MB System running at 1.80 GHz System Memory Size: 8.0 GB, System Memory Speed: 1067 MHz, Voltage: 1.35V Dell Serial ATA AHCI BIOS Version 1.0.2 Copyright (c) 1988-2012 Dell Inc. Port E: PLDS DVD+/-RW DS-8A8SH Broadcom NetXtreme Ethernet Boot Agent Copyright (C) 2000-2012 Broadcom Corporation All rights reserved. Press Ctrl-S to enter Configuration Menu 2. On the iDRAC Settings page, select Lifecycle Controller.

Figure 3. iDRAC Settings

DRAC Settings	
DRAC Settings	
vFlash Media	
Power Configuration	
Thermal	
System Location	
Front Panel Security	
User Configuration	
Smart Card	
Lifecycle Controller	
Remote Enablement	
Reset iDRAC configurations to defaults	



3. On the iDRAC Settings page, click the Enabled option corresponding to Lifecycle Controller.

Figure 4. iDRAC settings - Lifecycle Controller settings

SYSTEM SETUP		Help About Exit
iDRAC Settings		
iDRAC Settings • Lifecycle Controlle	er	
Lifecycle Controller	○ Disabled	
Collect System Inventory on Restart	O Disabled I I Enabled	
Cancel Lifecycle Controller Actions	Internet Int	
Enables or disables Lifecycle Controller.		
	Use tab button to navigate page.	Back
Service Tag: 48DJD2S	Press ESC to exit page.	

DEL

4. Click the Back button.

5. Click the Finish button.

Figure 5. iDRAC Settings

DELL SYSTEM SETUP		Help About E	Exit
iDRAC Settings			
iDRAC Settings			
vFlash Media Power Configuration Thermal System Location Front Panel Security User Configuration Smart Card Lifecycle Controller Remote Enablement			
Reset iDRAC configurations to defaults			•
Enables or disables Lifecycle Controller access	3.		
PowerEdge R720 Service Tag : B4VGF2S	Use tab button to navigate page. Press ESC to exit page.	Finish	



6. Read through the message that is displayed, click Yes, and then press Enter to restart the system.

Figure 6.	iDRAC Settings	saving	changes
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vFlash Media	Warning	
Power Configuration	Saving Changes	
Thermal	Settings have changed. Do you want to save the changes?	
System Location	(Note: One or more of the changes requires a system reset to	
Front Panel Security	take effect. Saving changes now will not cause an immediate	
User Configuration	reset. Instead, the reset will occur after exiting this utility.)	
Smart Card		
Lifecycle Controller		
Remote Enablement		
	Yes No	



Solution 2

- 1. Get the latest "Lifecycle Controller repair package" from support.dell.com.
- 2. Log in to iDRAC of the server by using the Web Interface.

Figure 9. IDRAC Web Interface Login page

Integrated Dell Remot Access Controller 7	te Enterprise	
Login	?	
Type the Username and Password and click Submit. Username: Password:		
Domain:		
This IDRAC		
	Cancel	



3. Go to Overview -> iDRAC Settings -> Update and Rollback.

10.94.197.81 - iDRAC7 -	Update	🐴 🔻 🔝 👻 🚍 🍓 👻 <u>P</u> age 👻 <u>S</u> afety 🕶	T <u>o</u> ols •	• @• »
Integr Acces	ated Dell Remote s Controller 7 Enterprise	Support	About	Logout
System PowerEdge M620 root, Admin	Firmware Update Rollback			
Overview Server Power / Thermal Alerts Setup Troubleshooting Licenses IDRAC Settings Network User Authentication Update and Rollback Backup and Restore Sessions CMC Hardware Batkness CPU Memory Front Fanel Network Devices Removable Flash Med Storage Physical Disks Virtual Disks Virtual Disks Controllers Enclosures	Firmware Update Update Location File Path Repair_Package_1.1.1] Browse	Upload		2 3
4		ocal intranet Protected Mode: Off 🛛 🖓	• • 75	% ▼

Figure 10. IDRAC Web Interface - Firmware Update page

4. Click the Browse button, browse through to the repair package file, and then click Install.

Figure 11. Repair	package update	i •	<mark>⊠ ▼ ⊡ </mark>	▼ T <u>o</u> ols ▼
System PowerEdge M620	d Dell Remote Enterprise Firmware		Suppo	rt About Logout
root, Admin Overview Server Power / Thermal Alerts Setup Troubleshooting Licenses DiDRAC Settings Network User Authentication Update and Rollback Backing and Rollback	Update Rollback Firmware Update Update Location File Path Browse Update Details		Upload	• • ?
Backup and Restore Sessions CMC Hardware Batteries CPU Memory Front Fanel Network Devices Removable Flash Media Storage Physical Disks Virtual Disks Controllers Enclosures	Image: Contents Image	Criticality Information Not Available	Status Package successfully downloaded. ancel Install Install next reboot	
l ← III → Done		🗣 Local intrane	t Protected Mode: Off	▼ [®] 75% ▼

DELL

After the update operation is completed, restart the system.

Solution 3

1. Get the latest "Lifecycle Controller Application Dell Update Package" for your server from support.dell.com. The Lifecycle Controller Dell Update Package is available for both Linux and Windows operating systems.

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	LC RTS+ Re	lease, Version 2 1.1.1		< Back to Results Page	-
	The Lifecycle Cont Express in the new diagnostics in a pr Services, WSMan i Release Date: Importance: Version: The following form	roller is the engine for advanced embedded managen y generation Dell servers. It simplifies platform config re-OS environment via Unified Server Configurator, a interfaces for remote access 2/1/2013 Optional 1.1.1.18,A00 hats are available for the file you have selected	nent and is delivered as part of iDRAC guration, OS install, updates and platform graphical UI for 1-to-1 local access Remote	My Download List 0 files in my list Download This List	E
	File Format:	GnuPG Signature for Linux Undate Dackage	Download File	Drivers Quick Links	
	File Name:	Lifecycle- Controller_Application_74H61_LN_1. 1.1.18_A00.BIN.sign	Add to My Download List	 > Dell Certified Drivers > Drivers Help > Dell Driver Download Manager FAQs > Subscribe to Technical Emails 	
	Description:	The GnuPG signature for Red Hat® Linux Update P identity of Dell [™] in the correlated Red Hat Linux U Linux public GnuPG key by navigating to Dell Lin Leack Guide for more information	ackage can be used to authenticate the pdate Package. You can download the Dell ux Web Sites. See the Dell Update Package		
	Download Type: File Size:	HTTP 0.2KB			
	File Format:	Update Package for Microsoft® Windows®	Download File		
	File Name:	Lifecycle- Controller_Application_74H61_WN32	+ Add to My Download List		

Figure 7. Support site for downloading Lifecycle Controller

2. Update Lifecycle controller by using Lifecycle Controller Dell Update Package (DUP). For more information about DUPs, see the Dell Update Packages User's Guide at support.dell.com/manuals.

Release Title Lifecycle Controller, 1.1.1.18, A00 Release Date January 23, 2013 Description The Lifecycle Controller is the engine for advanced embedded management and is delivered as part of iDRAC Express in the new generation Dell servers. It simplifies platform configuration, 05 install, updates and platform diagnostics in a pre-DS environment via Unified Server Configurator, a graphical UI for 1-to-1 local access Remote Services, WSMan interfaces for remote access Supported Device(s)	18, A00	Recycle Bin
)0 Ingine for advanced embedded management and is ess in the new generation Dell servers. It simplifies I, updates and platform diagnostics in a pre-OS praphical UI for 1-to-1 local access fraces for remote access (C) 2012 Dell, Inc. All rights reserved.	Lifecyde-Co
Install	Install	

Figure 8. Lifecycle Controller DUP update in Windows Operating System