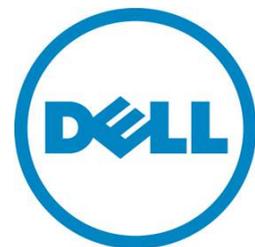

Recovery from 'Lifecycle Controller update required'

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 dell.com/support/manuals 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 Setup
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

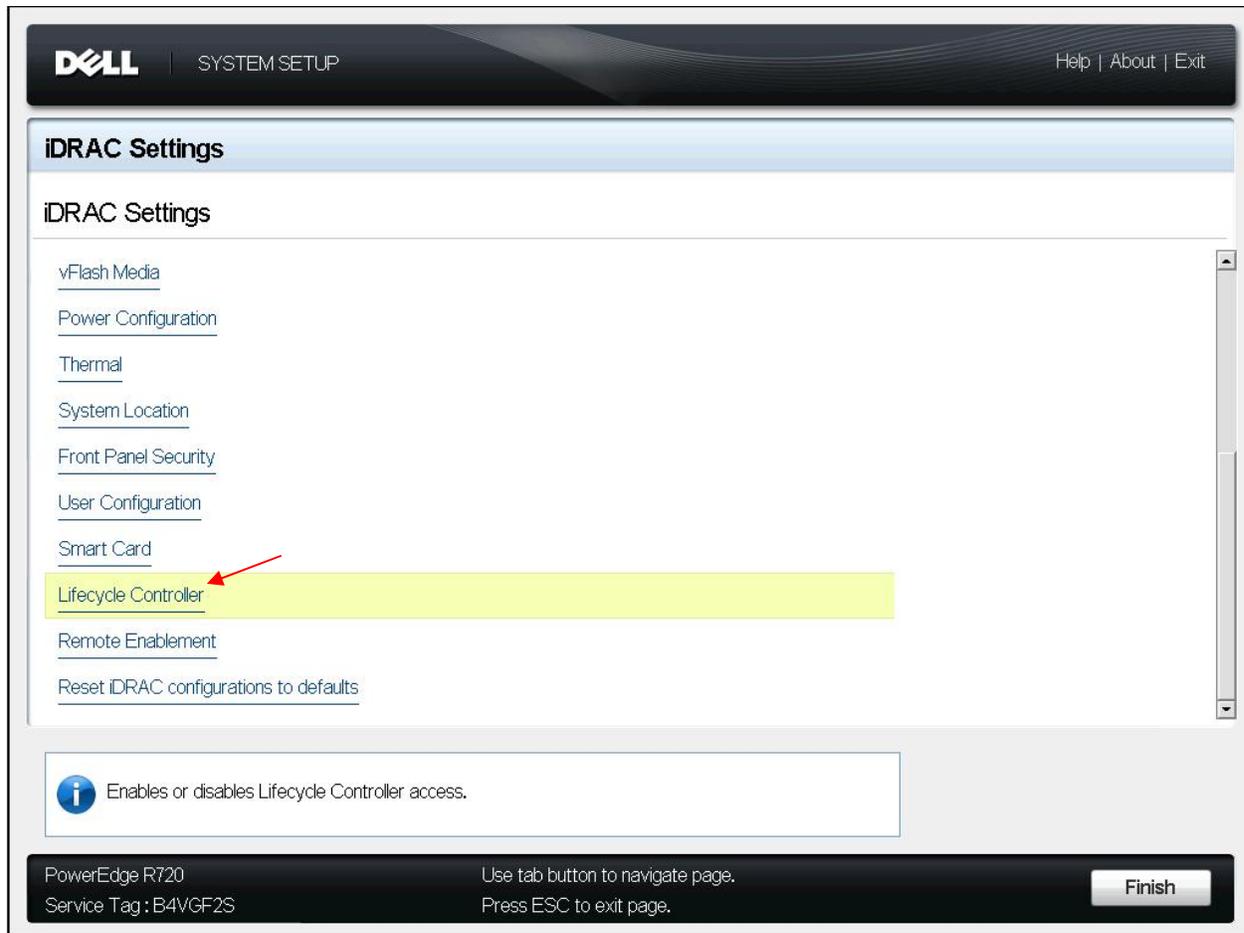
Dell Serial ATA AHCI BIOS Version 1.0.2
Copyright (c) 1988-2012 Dell Inc.
Port E: PLDS DVD+/-RW DS-8A8SH

Broadcom NetXtreme Ethernet Boot Agent
Copyright (C) 2000-2012 Broadcom Corporation
All rights reserved.
Press Ctrl-S to enter Configuration Menu
```



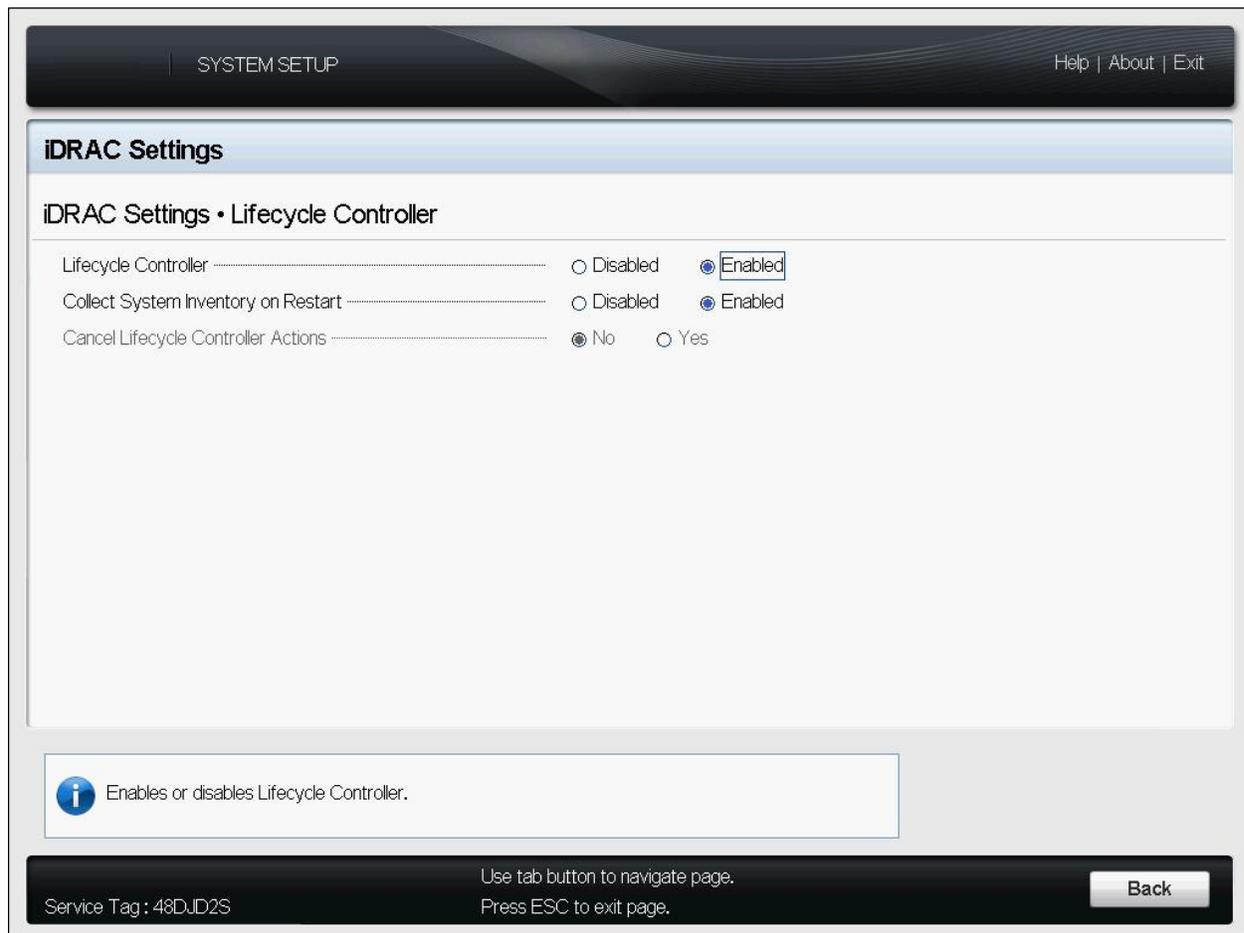
2. On the iDRAC Settings page, select Lifecycle Controller.

Figure 3. iDRAC Settings



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

Figure 4. iDRAC settings - Lifecycle Controller settings

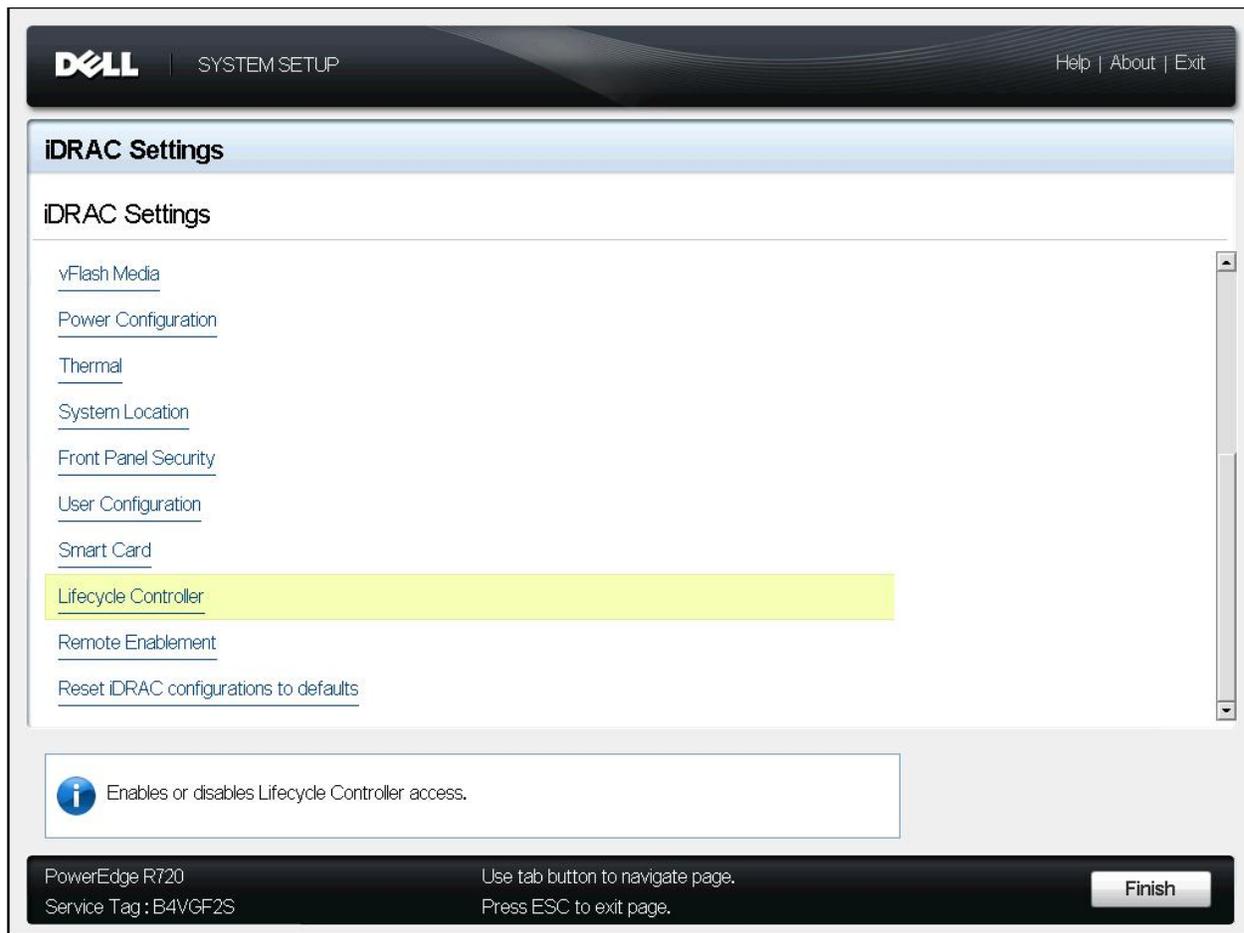


4. Click the Back button.



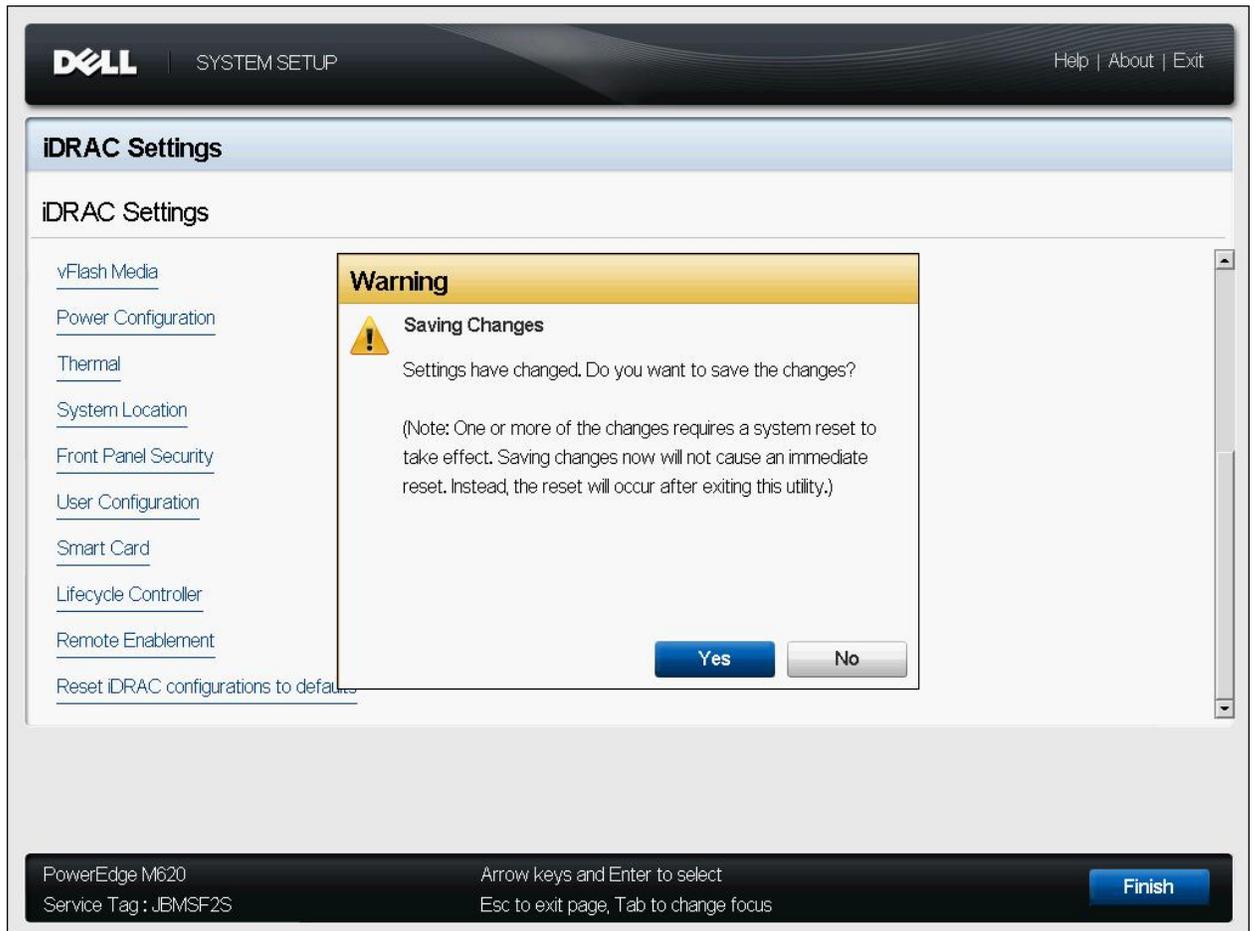
5. Click the **Finish** button.

Figure 5. iDRAC Settings



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

Figure 6. iDRAC Settings saving changes



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

DELL Integrated Dell Remote Access Controller 7 Enterprise

Login

10.94.197.81 | PowerEdge M620

Type the Username and Password and click Submit.

Username:

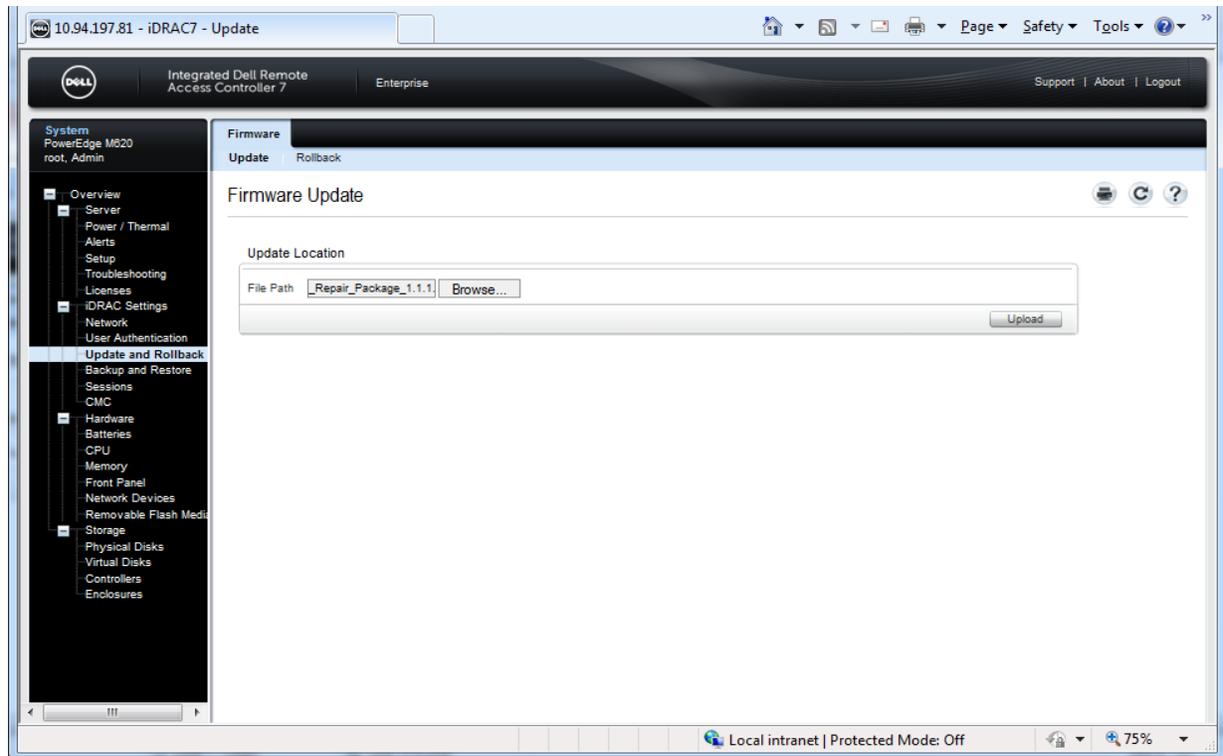
Password:

Domain:



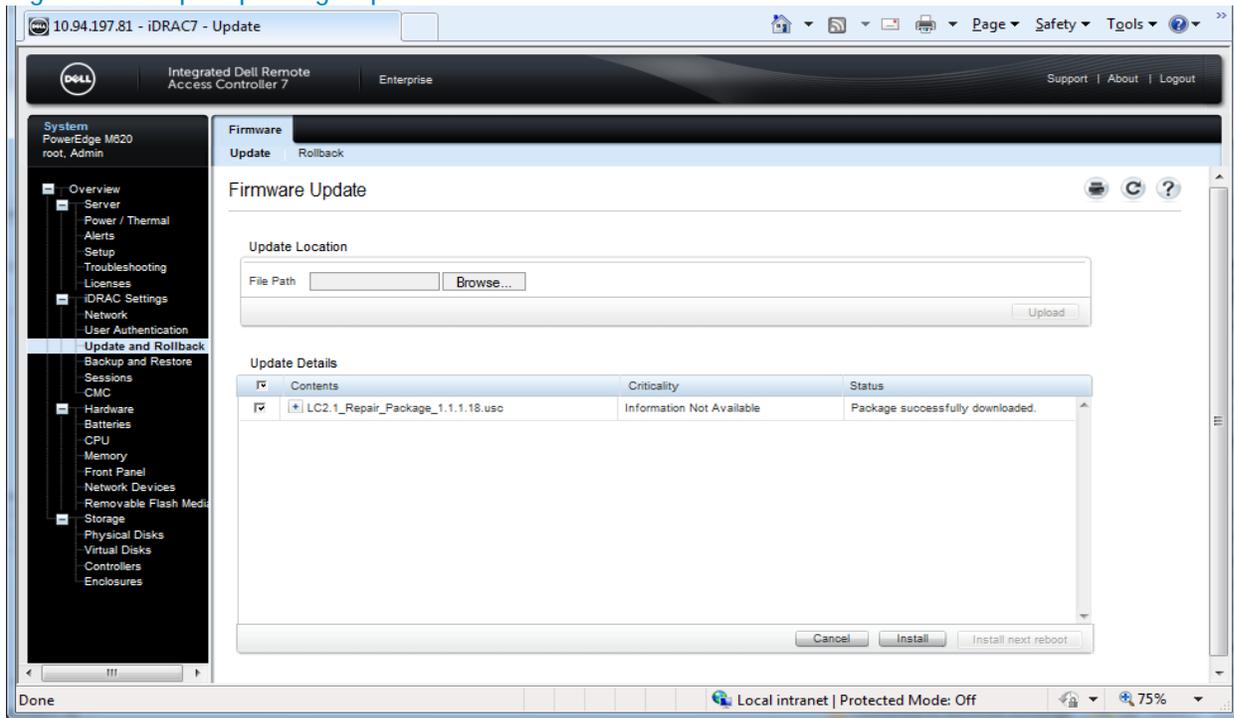
3. Go to Overview -> iDRAC Settings -> Update and Rollback.

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



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.

Figure 7. Support site for downloading Lifecycle Controller

The screenshot shows a web browser window displaying the Dell support page for the Lifecycle Controller Application Dell Update Package. The page title is "LC RTS+ Release, Version 2 1.1.1". The main content area provides details for two file formats:

- File Format:** GnuPG Signature for Linux Update Package
- File Name:** Lifecycle-Controller_Application_74H61_LN_1.1.18_A00.BIN.sign
- Description:** The GnuPG signature for Red Hat® Linux Update Package can be used to authenticate the identity of Dell™ in the correlated Red Hat Linux Update Package. You can download the Dell Linux public GnuPG key by navigating to [Dell | Linux Web Sites](#). See the [Dell Update Package User's Guide](#) for more information.
- Download Type:** HTTP
- File Size:** 0.2KB

For each file format, there are two buttons: "Download File" and "Add to My Download List".

On the right side of the page, there is a "My Download List" section showing "0 files in my list" and a "Download This List" button. Below that is a "Drivers Quick Links" section with links to "Dell Certified Drivers", "Drivers Help", "Dell Driver Download Manager", "FAQs", and "Subscribe to Technical Emails".

The browser's address bar shows the URL: <http://www.dell.com/support/drivers/us/en/19/DriverDetails/Product/poweredge-r520?driverid=74H61&osCode=WS8R2&fileId=3114115737&language=>



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.

Figure 8. Lifecycle Controller DUP update in Windows Operating System

