
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.

Aruna Jayaprakash

Bala Gupta

Vinod P S



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. While working on Lifecycle Controller, <Ctrl>+<Alt>+ was pressed three or more times.
2. After pressing the <F10> key and launching Lifecycle Controller, <Ctrl>+<Alt>+ was pressed three or more times in subsequent attempts.

The solutions to resolve this issue are:

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

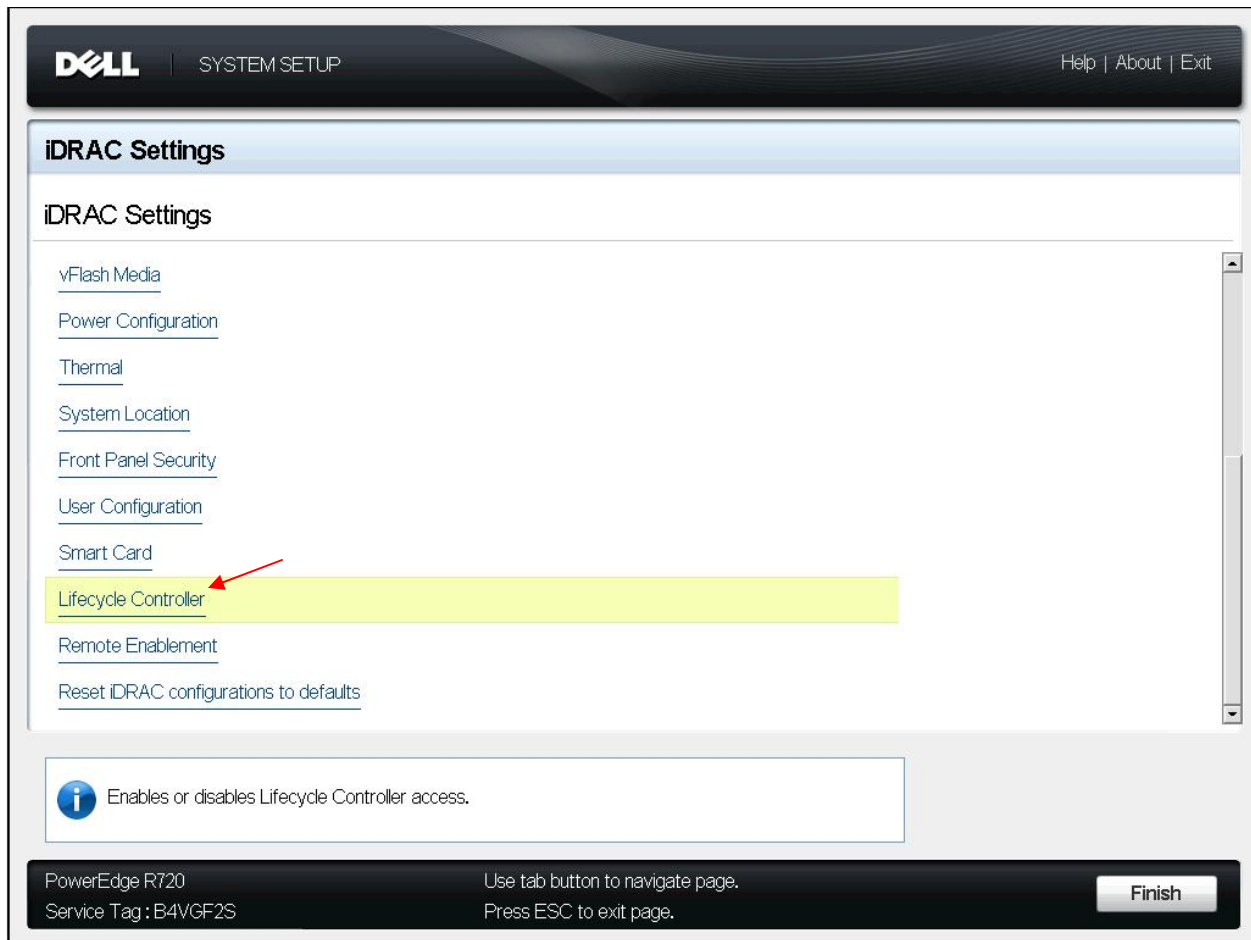
Dell Serial ATA AHCI BIOS Version 1.0.2
Copyright (c) 1988-2012 Dell Inc.
Port E: PLDS DVD+/-RW DS-8A8SH

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



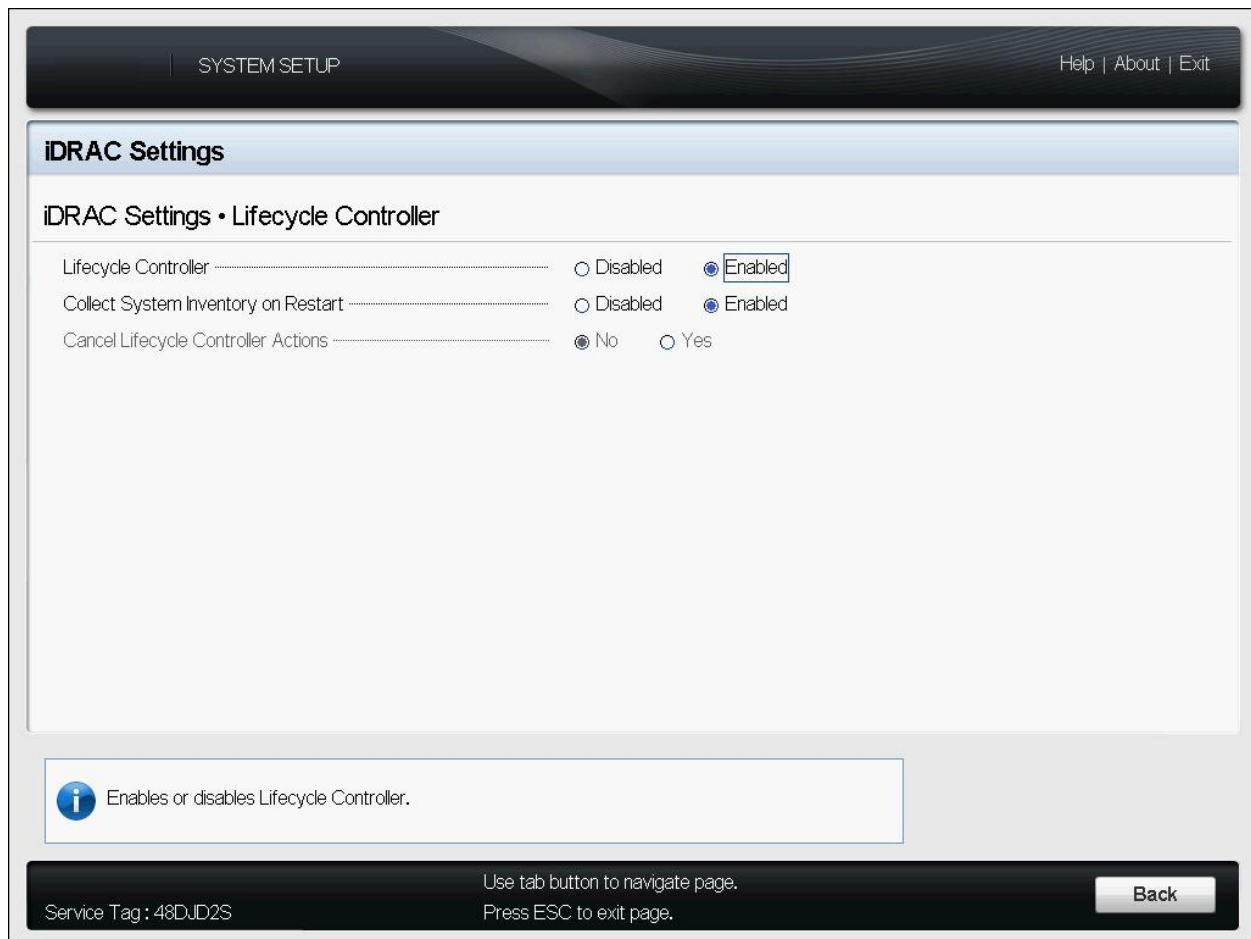
2. On the iDRAC Settings page, select Lifecycle Controller.

Figure 3. iDRAC Settings



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

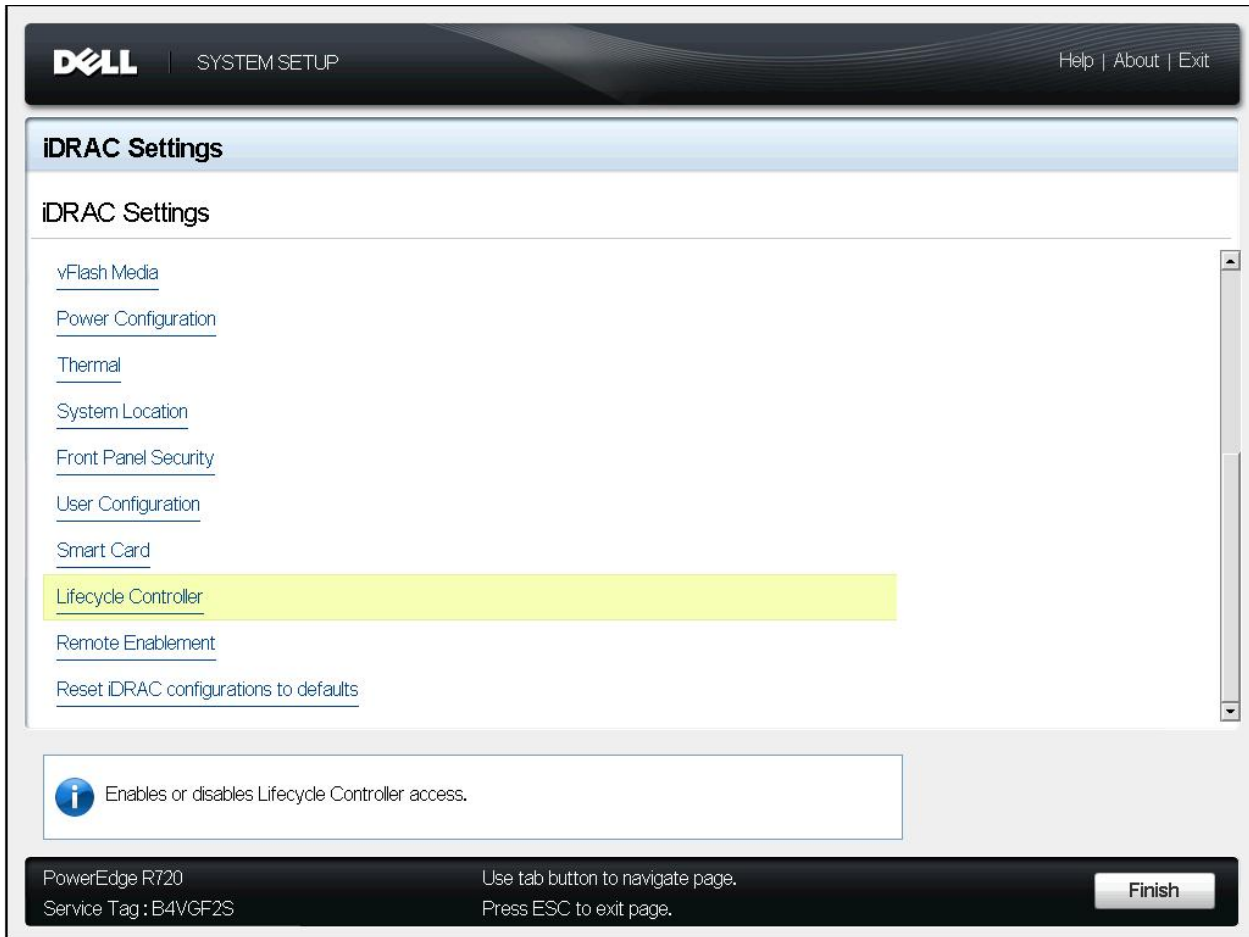
Figure 4. iDRAC settings - Lifecycle Controller settings



4. Click the Back button.



Figure 5. iDRAC Settings

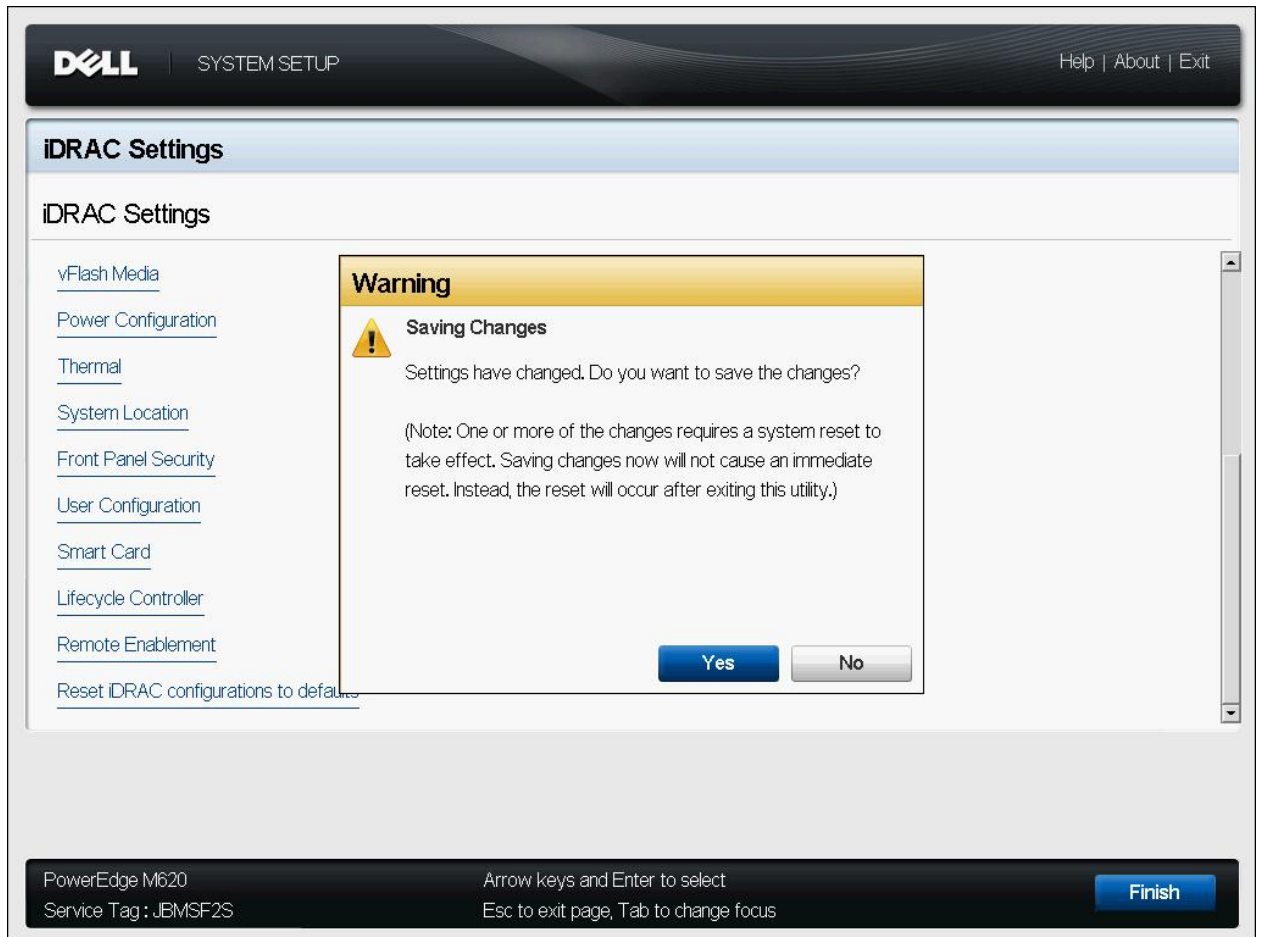


5. Click the **Finish** button.



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

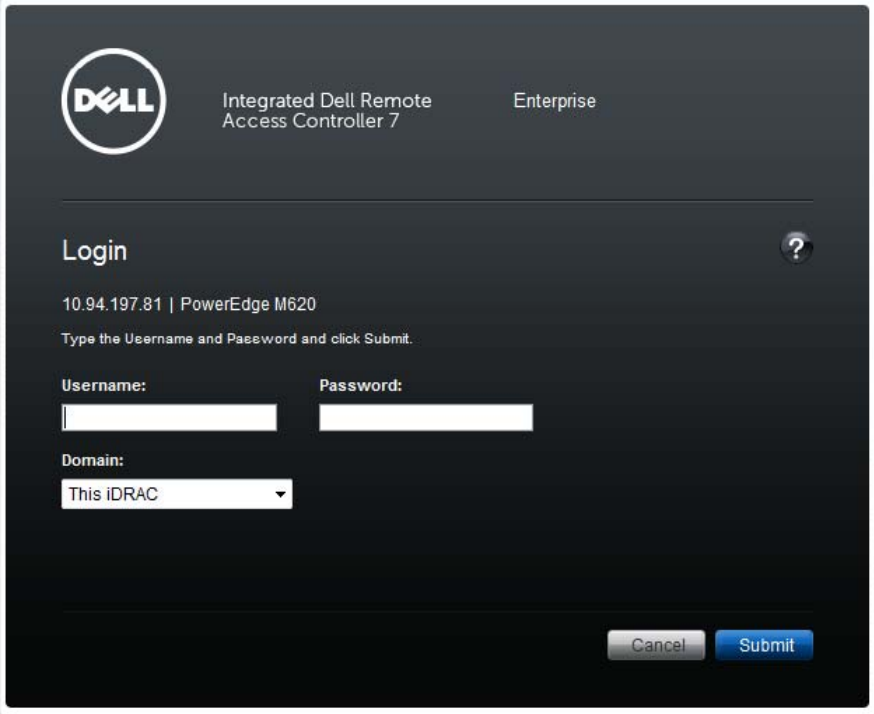
Figure 6. iDRAC Settings saving changes



Solution 2

1. Get the latest "Lifecycle Controller repair package" from support.dell.com.
2. By using the Web Interface, log in to iDRAC of the server.

Figure 7. 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:

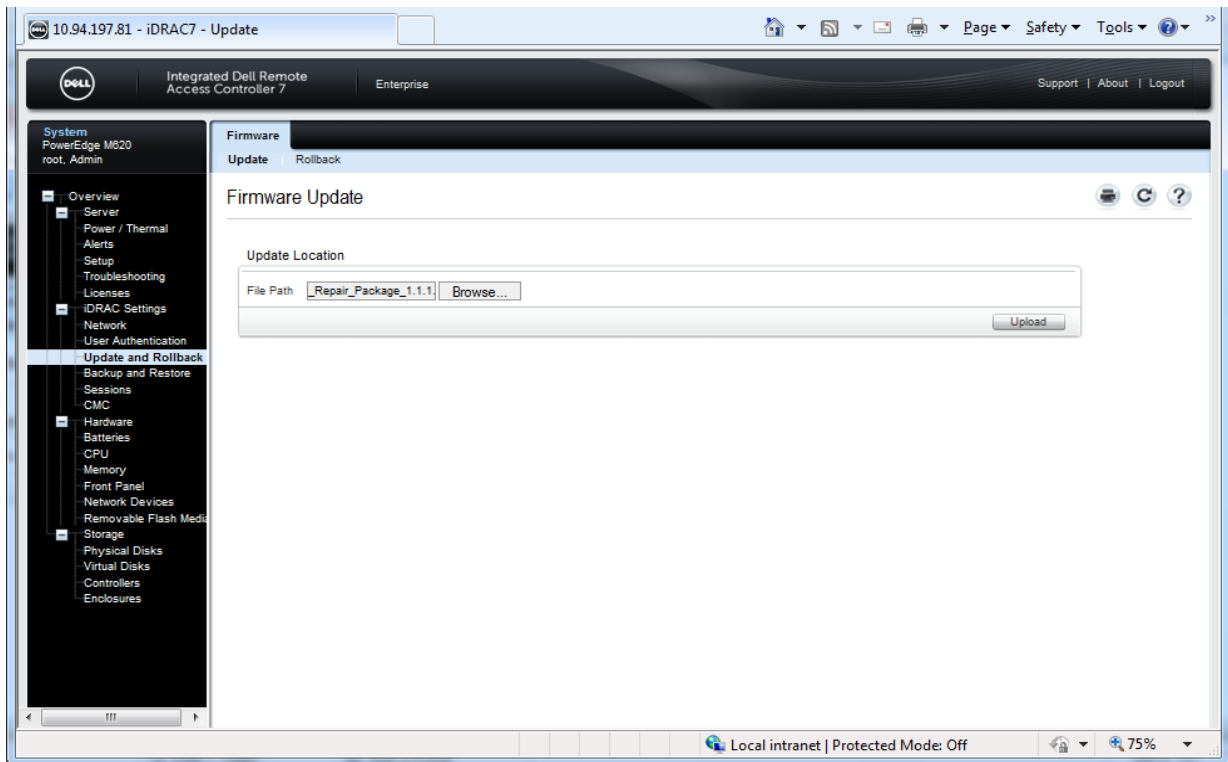
Password:

Domain:



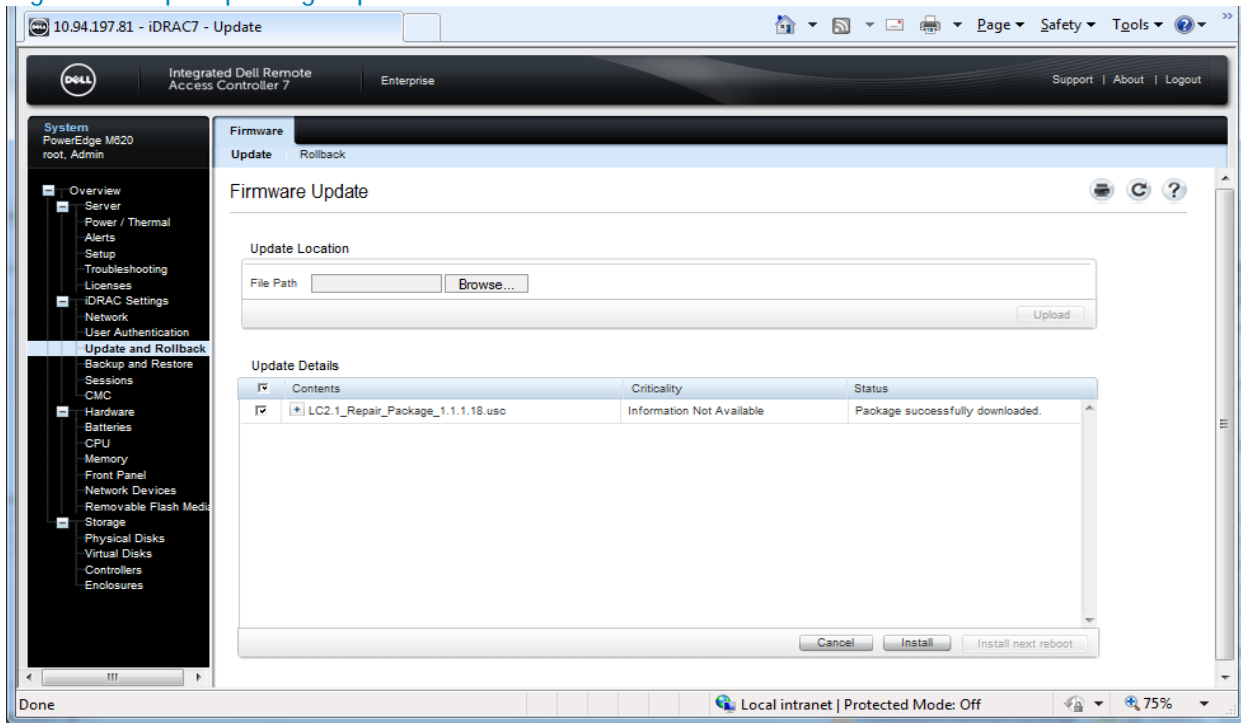
3. Go to Overview -> iDRAC Settings -> Update and Rollback.

Figure 8. iDRAC Web Interface - Firmware Update page



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

Figure 9. Repair package update



After the update operation is completed, restart the system.

