Importing iDRAC License Using Lifecycle Controller

This Dell Technical White Paper describes the tasks to update an iDRAC license from Lifecycle Controller on the 12th generation servers of Dell.

Dell Engineering
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Revisions (1.0)

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
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<tbody>
<tr>
<td>September 2013</td>
<td>Initial release</td>
</tr>
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</table>

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Executive Summary

This document provides an overview of License management in Lifecycle Controller. Now, you can install the Dell Server license from Lifecycle Controller and also view the license information about the installed licenses on a server. The licensed features in Lifecycle Controller are:

- Backup Server Profile
- Export Server Profile
- vFlash Configuration

If license is not installed on the server, then these features will be in disabled state. After you install a valid license, these features will be enabled.

1.1 Supported Platforms and License Types

Dell provides three main license offerings:

- **Basic Management**
  Basic Management (called BMC in 11th generation servers) is default for servers that belong to a series of 200–500.

- **Express (Evaluation, Evaluation Extension, and Perpetual)**
  For 600-series and later, iDRAC Express is the standard or default offering that is part of the base configuration. It does not require a license to be installed, backed up, or managed. Express offers embedded tools, console integration, and simplified remote access. However, most IT administrators want a deeper and more inclusive solution that allows them to manage servers as if they were physically near the server.

- **Enterprise (Evaluation, Evaluation Extension and Perpetual)**
  Dell lifecycle Controller will allow you to update the server license from Basic Management to Express / Enterprise and Express to Enterprise state.

Customers with PowerEdge 200–500 series can also upgrade their systems to either Express or Enterprise by installing a license key. The installed license information can be verified by clicking the **About** icon, and then clicking the **License Information** link on the Lifecycle Controller GUI.

1.2 License Feature Workflow Using Lifecycle Controller

The tasks that must be performed to import a license using Lifecycle Controller GUI is shown in the process flow chart here. It also shows the upload mechanism through the Network Share & USB drive as a media.

1. Launch Lifecycle Controller by pressing F10 when system boots.
2. System enters the Lifecycle Controller GUI.
4. Click Platform Restore.
5. Click Import Server License.
6. Select source for License Import (USB Drive/CIFS/NFS).
   - USB: Select the USB Device.
   - CIFS: Select the Network Share - CIFS. Enter Share Name, Domain, User Name, & Password. Enter the path to License File.
   - NFS: Select the Network Share - NFS. Enter Share Name.
7. Click Finish.
2 Deployment and Configuration Guide

2.1 View License Information

Lifecycle Controller allows you to view details about licenses installed on a server as shown in the screenshot here. To view information about the licenses on a server, in the upper-right corner, click **About**, and then click **License information**.
2.2 Importing from USB Drive

1. To start Lifecycle Controller, press `<F10>` during POST.
2. In the left pane, click **Platform Restore**, and then click **Import Server License**.
3. Select the **USB Drive** option, and then select the name of USB drive where the license file is stored.

Note: Make sure to copy the license file in to the USB drive.
4. Type full path of the license file, and then click **Finish**.
Lifecycle Controller takes a few minutes to import the license file.
A message is displayed to indicate that the file is successfully imported. A sample screen shot is given here.
2.3 Using Network Share CIFS

To start Lifecycle Controller, press <F10> during POST.
5. In the left pane, click **Platform Restore**, and then click **Import Server License**.
6. Select the **CIFS** option.
7. Type appropriate information in the boxes, and then click Finish.

Note: Make sure to copy the .xml license file in to the CIFS share.
Lifecycle Controller takes a few minutes to import the server license file.
A message is displayed to indicate that the license file is successfully imported. A sample screen shot is given here.
2.4 Using Network Share NFS

8. To start Lifecycle Controller, press <F10> during POST.
9. In the left pane, click **Platform Restore**, and then click **Import Server License**.
10. Select the **NFS** option.
11. Type full path of the shared folder and the license file, and then click **Finish**.

Note: Make sure to copy the License .xml file in the NFS share.
12. Lifecycle Controller takes few minutes to import the License file.
13. The message is displayed to indicate that the license file is successfully imported. A sample screenshot is given here.
3 Error Scenarios and Resolutions

3.1 LIC005: Import Failed: Maximum number of licenses are installed

**Description:** You can install a maximum of 16 licenses on a server. If you try installing more than 16 licenses, an error message is displayed as shown in the screenshot here.

**Solution:** Delete more than one license from a server, and then retry installing a license.

3.2 LIC006: The license has expired

**Description:** If you try to import a license that has already expired, an error message is displayed.

**Solution:** Obtain an appropriate license or replacement license, and then install.
3.3 LIC008: The license binding ID does not match with the device unique identifier

**Description:** If you try to import the perpetual license which has the unique identifier or service tag specified to another device, an error message is displayed as shown in the screen shot here.

**Solution:** Obtain a new license file which has your device unique identifier or service tag, and then import it.
3.4 LIC017: The license file is corrupted, has not been unzipped, or is not a valid license file

**Description**: If you try to import a license file that is expanded, corrupted, or not valid, then an error message is displayed as shown in the screen shot here.

**Solution**: Try importing a valid license file.
Platform Restore

Import Server License

Select the device and location to import.

- **USB Drive**
  - Select Device
  - File Path

- **Network Share**
  - CIFS
  - NFS
  - Share Name
  - Domain and User Name
  - Password
  - File Path
  - Test Network Connection

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Critical

The license file is corrupted, has not been unzipped, or is not a valid license file. (LIC017)

Recommended Action:
Download the license file, unzip, and import the license.

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PowerEdge T620
Service Tag: 4PE5BV1
3.5 LIC018: The license is already imported

**Description:** The error message is displayed, when you try to install a previously installed license. A sample screen shot is given here.

**Solution:** Do not reinstall the license on the server.
3.6 LIC019: A leased license may not be imported prior to its start date

**Description:** The error message is displayed if you try to install a license before its starting date. A sample screen shot is given here.

**Solution:** Install the license on or after the license start date.
3.7 LIC021: Import failed: The features contained in the evaluation license are already licensed

**Description:** The error message is displayed if you try importing any other license type (for example, if server has a perpetual license installed and tries to import an evaluation license), or when a installed license is still active. A sample screen shot is given here.

**Solution:** Delete the active license on the server, and then try to import another type of license from the server.

*Note:* Deleting license will permanently remove the license from the server.

3.8 Can I use an Evaluation license?

You cannot reuse an Evaluation license.
3.9 Best Practices
For recommended actions in case of any errors during installing a license, Refer to Error Scenarios and Resolution.

3.10 Technical White Paper
Table 1  Technical White Paper Definition

<table>
<thead>
<tr>
<th>Is</th>
<th>Is not</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Tested and validated on all 12G servers, having LC2 1.3.0 and iDRAC7 1.50.50 versions.</td>
<td>• Supported on 11G or 12G servers having LC 1.2.0 version or earlier.</td>
</tr>
</tbody>
</table>
### Configuration Details

#### Table 2  Component Table

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Firmware version</td>
<td>NIC, RAID, switch, storage firmware versions, and so on.</td>
</tr>
<tr>
<td>Application</td>
<td>That is, MS–SQL Server, Oracle, and so on includes management applications (OMSA, SANHQ, and so on).</td>
</tr>
<tr>
<td>Server</td>
<td>Server type, CPU type, memory, internal HDDs, and so on.</td>
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</tbody>
</table>
Additional Resources

Support.dell.com is focused on meeting your needs with proven services and support.

DellTechCenter.com is an IT Community where you can connect with Dell Customers and Dell employees for the purpose of sharing knowledge, best practices, and information about Dell products and installations.

Referenced or recommended Dell publications:

- Lifecycle Controller User Guide:
  http://en.community.dell.com/dell-groups/dtcmedia/m/mediagallery/19852516/download.aspx