Licensing FAQ for iDRAC7 with Lifecycle Controller

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1. **Is there a technical paper with detailed information on licenses, how to install, how to manage, and information about the Licensing Portal?**

   - Yes, there is a whitepaper on **Dell™ TechCenter: http://en.community.dell. com/techcenter/extras/m/white_papers/20067892.aspx**

2. **When I receive my Dell PowerEdge™ 12th generation server, before my server is operational, do I need to install and activate the iDRAC7 Express or iDRAC7 Enterprise license I ordered?**

   - No, iDRAC7 with Lifecycle Controller licenses are installed in the factory. By default, Dell PowerEdge server models 200−500 ship standard with basic management features. Models 600−900 ship standard from the factory with iDRAC7 Express. If you ordered an iDRAC7 upgrade to Express or Enterprise during the initial point of sale (POS), your server will ship from the Dell factory with the appropriate iDRAC7 with Lifecycle Controller license embedded in the system. Management firmware is already installed and you will not be required to activate a license for your server to become operational.

   - To maintain a local record of your license, Dell recommends that you export your iDRAC7 Express or Enterprise license(s) to a secure file at your earliest convenience. You can export the license utilizing the iDRAC GUI, Dell Remote Access Controller Admin (RACADM) or WSMAN.

3. **How do I purchase an iDRAC7 Enterprise or Express license after point of sale (APOS) and receiving my Dell PowerEdge 12th generation server?**

   - Go to the Dell Software site and enter "DRAC" in the search field at the top right side of the web page. Next, select an iDRAC7 Express or Enterprise license for your server. At the completion of the data entry and financial transaction procedures you will receive an email from Dell containing your iDRAC7 Express or Enterprise entitlement certificate and a link to the **Dell Licensing Portal at www.dell.com/support/retail/lkm**

   - At the Dell Licensing Portal, provide your server service tag and Dell will generate a license that you will be instructed to download and import into iDRAC7 with Lifecycle Controller.

   - Alternately, you may contact your Dell sales rep to request an APOS license for iDRAC7 Express or Enterprise for your Dell PowerEdge 12th generation server.

4. **What should I do upon receipt of an iDRAC7 Express or Enterprise license purchased after point of sale (APOS) of my PowerEdge server?**

   - First set the iDRAC network address. For information on setting the iDRAC network address, see the **Dell iDRAC7 User Guide at: http://support.dell. com/support/edocs/software/smdrac3/idrac/index.htm**

     » Your iDRAC7 Express or Enterprise license will arrive in a zipped file. Please unzip the file before importing.

     » You must configure the network settings based upon your network infrastructure to enable communication to and from iDRAC7.

     » Use the iDRAC7 Settings Utility to configure initial network settings and to view network configurations performed during the iDRAC7 IP address setup.

     » For blade systems, please see special instructions provided in the **Dell Chassis Management Controller Firmware User's Guide: http://support. dell.com/support/edocs/software/smdrac3/cmc/index.htm**

5. **How can I view and manage the iDRAC7 Express and Enterprise digital license(s) associated with the installed hardware?**

   - To manage the licenses in the iDRAC GUI interface, go to Overview > Server > Licenses. The Licenses page displays all the licensable devices that have or have not been assigned licenses, as well as those licenses that were assigned to a device that is no longer present in the system.

   - For more information on importing, exporting, deleting or replacing a license, see iDRAC7 Inline Help located within the iDRAC7 GUI.

     » View the details of the licenses installed in the system.

     » Import a new license for component(s) installed in the server.

     » Export a license from the server to an external storage device.

     » Delete a license from an installed or working component.

     » Replace a license.

     » Learn more about a specific license or licenses available for a component(s) installed in the server.

6. In the event that I lose access to my iDRAC7 with Lifecycle Controller license(s), what is the process to recover my license(s)?

- Dell provides details on how to back up and recover the licenses in the **iDRAC7 User Guide: http://support.dell.com/support/edocs/software/ smdrac3/idrac/index.htm**

- Recovering a license is only necessary if you have purchased an iDRAC7 with Lifecycle Controller license that differs from the one that shipped standard with your server model from the factory. The iDRAC7 with Lifecycle Controller will automatically recover to the level of functionality provided as the standard default for your server.

- The Dell Licensing Portal will keep a history of your licensed system and its associated iDRAC7 with Lifecycle Controller license. This portal is easily accessible to manage your licenses at **www.dell.com/support/retail/lkm**

- Dell Customer Care is also available to assist you with questions about your iDRAC7 with Lifecycle Controller license(s).

- Dell OpenManage™ Essentials management console can also be used to capture licenses.

7. When ordering a server with an upgraded iDRAC7 Express or Enterprise license, why am I asked to provide an email address?

- In order to provide you access to your iDRAC7 with Lifecycle Controller license file in Dell Licensing Portal, Dell needs to link the service tag of your server to your account. Emails and accounts can be managed from the Dell Licensing Portal.

- This is the only way Dell can proactively connect your account with your server and corresponding iDRAC7 with Lifecycle Controller license.

8. What about large corporations, value-added resellers (VARs) or government agencies? What email do I use?

- For any of the above, it is possible to set up a general email account, like **systemadmin@company.com** or **systemadministrator@agency.gov**. This will allow any approved administrator in your company to access the Dell Licensing Portal.

9. How do I manage emails and accounts in the Dell Licensing Portal?

- The Dell Licensing Portal has instructions on how to manage accounts and emails.

- More information can be found in the licensing whitepaper found on Dell TechCenter.

10. Why do I need to back up my iDRAC7 with Lifecycle Controller license? What options do I have? What if I don't back it up?

- In the unlikely event of a motherboard failure, your iDRAC7 with Lifecycle Controller license will need to be installed on the new motherboard. In order to provide you access to your iDRAC7 with Lifecycle Controller license file in Dell Licensing Portal, Dell needs to link the service tag of your server to your account. Dell provides this as a proactive means to link your server/iDRAC7 with Lifecycle Controller license to your account.

- For iDRAC7 Enterprise customers, you can export your server profile to either the vFlash, USB key or network share. You can also import from any of these. Not only is your license file retrieved, but all other motherboard and component settings are installed and set as well.

- You may also use Dell OpenManage Essentials to discover your licenses and create a database internally.

- If you haven't used either of these methods, you would need to contact Dell Tech Support in order for them to retrieve your iDRAC7 with Lifecycle Controller license.

11. I don't know if I want the iDRAC7 Advanced features. Is there a way to try it before I purchase it and evaluate the functionality?

- Dell provides iDRAC7 evaluation licenses at no cost for 30 days so PowerEdge customers can try out advanced iDRAC7 functionality before purchasing it. Once installed on the server, the license expires in 30 days and the iDRAC7 features are automatically restored to the original state without a reboot or interruption.

12. How do I order an iDRAC7 with Lifecycle Controller evaluation license?

- Go to the Dell Software site and enter "DRAC" in the search field at the top right side of the web page. Next, select an iDRAC7 Evaluation license for your server. Once you've completed the process, you will receive an email from Dell containing your iDRAC7 Evaluation entitlement certificate and a link to the Dell Licensing Portal where you can download the license.

- You can also contact your Dell Sales Representative to order an Evaluation license.

Useful links

Dell iDRAC7 Licensing Whitepaper

http://en.community.dell.com/techcenter/extras/m/white_ papers/20067892.aspx

Dell Licensing Portal

www.dell.com/support/retail/lkm

Dell iDRAC7 User Guide

http://support.dell.com/support/edocs/software/smdrac3/idrac/index.htm

Dell Chassis Management Controller Firmware User's Guide

http://support.dell.com/support/edocs/software/smdrac3/cmc/index.htm