



This Technical Advisory describes an issue, which may or may not affect the customer's product

Intel Technical Advisory

TA-1168

5200 NE Elam Young Parkway
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Intel® Data Center Systems (Intel® DCS) for HCI, Certified for Nutanix* Enterprise Cloud Platform – HNS2600BPB24NUR will Fail to Complete Lifecycle Cycle Manager (LCM) Update

Products Affected

Product Name	Product Code
HNS2600BPB24NUR	H2224BP 2U4N 24SFF

Description

The Nutanix* LCM update and inventory tool will identify that the node firmware needs updating to the current LCM 6.00 package. When the update runs and completes, the final step will indicate the update failed or was incomplete.

Root Cause

The update package cannot determine if it is reading the firmware for the onboard Intel® Ethernet Controller X550 or the add-in card Intel® Ethernet Controller X550-T2 NIC.

The scripting detects that the onboard NIC is not at the level expected for an add-in X550-T2 NIC and runs the update packages for both the onboard and the X550-T2. The packages correctly update the NICs, but the final check is looking for the incorrect version for the onboard NIC.

Corrective Action / Resolution

Intel plans to release a new update Intel Nutanix Package (INP) 7.00 package (formerly referred to as LCM) in Q1-2022 to resolve this issue.

Workaround

- 1) Open the PROCESS log file manually with a text viewer.
- 2) Make sure all groups in the 2nd Update Required section are 0 except the NIC.

```
#####
The Updates required are
NIC 722 less than 4 0
NIC is 1
SUP target is 0
HBA is 0
HBAbb is 0
HBAQD_JD is 0
```

```
SSD is 0
DCcycle is 0
Reboot Cycle is 0
#####
```

- 3) Review the Checking NIC's section shows the following as 1.85 or greater
 - NIC 1563 FW is **1.85**
 - NIC X550-T2 FW **1.85** needs updating expected 3.21
- 4) Use a system on your management network with IPMITOOL installed to write the FRU completion using your BMC user id, Password, and IP address:

```
Ipmitool -Ilanplus -Userid -Password -H192.168.10.100 fru edit 0 field chassis 3 "LCM 6.00"
```

Or in a local console you can run:

```
sudo ipmitool fru edit 0 field chassis 3 "LCM 6.00"
```

- 5) LCM inventory will now show the system as fully updated.

Contact your local Intel Sales Representative if you require more specific information about this issue.

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