Additional resources

Knowledge base websites for problem determination and troubleshooting

Lenovo

GLOSSE

GLOSSE is a Lenovo data center products knowledge base website where service personnel can find machine specifications, links for technical documents and support download pages, and management how-to articles.

GLOSSE URL:

https://glosse4lenovo.lenovo.com/wiki/glosse4lenovo/view/GLOSSE%204%20Lenovo/

Click each number in turn to see the procedure for finding troubleshooting resources on GLOSSE.

Step **1** **2** **3** **4** **5** **6** **7** **8**

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GLOSSE

Click **Machine Reference** on the GLOSSE landing page to search for reference resources for a specific system – this might include system specifications, links for documents and support code downloads, management console simulators, and education courses.
In the following example, ThinkSystem SR550 resources will be searched for.

Step ① — ❷ — ❸ — ❹ — ❺ — ❻ — ❼ — ❽

GLOSSE

On the **Machine Reference** page, go to the **Rack & Tower Servers** section and click **SR550**.

Rack & Tower Servers		
Machine Type	**System Name**	**Code**
7Y51, 7Y52, 7Y72, 7Y73	SR250	L
7X07, 7X08	SR530	L
7X03, 7X04	SR550	L
7Y02, 7Y03	SR570	L
7X98, 7X99	SR590	L
7X01, 7X02	SR630	L
7Y98, 7Y99	SR635 (AMD)	L

Dense-Optimized	
Machine Type	**System Name**
7X20, 7X22, 7X85	D2 Enclosure
7X21	SD530
7X58	SD650

Mission-Critical	
Machine Type	**System Name**
7X18, 7X19	SR850
7D2F, 7D2G, 7D2H	SR850P

Step ❶—②—❸—④—❺—❻—❼—❽

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GLOSSE

The SR550 machine reference page will be displayed. You can find the parts replacement videos in **Service Parts** section.

Step ❶—❷—❸—❹—❺—❻—❼—❽

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GLOSSE

In the **Problem Determination** section, you can find different service action reference documents such as the **Maintenance Manual** and **Messages and Codes Reference**.

Problem Determination

System Specific PD

- Problem determination on Infocenter⧉
- **Quick Start**⧉ (German |⧉ French |⧉ Italian |⧉ Japanese |⧉ Korean |⧉ Brazilian Portuguese |⧉ Russian |⧉ Spanish |⧉ Thai |⧉ Simplified Chinese |⧉ Traditional Chinese⧉)

- **Rack Installation Guide**⧉ (German |⧉ French |⧉ Italian |⧉ Japanese |⧉ Korean |⧉ Brazilian Portuguese |⧉ Russian |⧉ Spanish |⧉ Thai |⧉ Simplified Chinese |⧉ Traditional Chinese⧉)

- **Setup Guide**⧉ (German |⧉ French |⧉ Italian |⧉ Japanese |⧉ Korean |⧉ Brazilian Portuguese |⧉ Russian |⧉ Spanish |⧉ Thai |⧉ Simplified Chinese |⧉ Traditional Chinese⧉)

- **Maintenance Manual**⧉ (German |⧉ French |⧉ Italian |⧉ Japanese |⧉ Korean |⧉ Brazilian Portuguese |⧉ Russian |⧉ Spanish |⧉ Thai |⧉ Simplified Chinese |⧉ Traditional Chinese⧉)

- **Messages and Codes Reference**⧉ (German |⧉ French |⧉ Italian |⧉ Japanese |⧉ Korean |⧉ Brazilian Portuguese |⧉ Russian |⧉ Spanish |⧉ Thai |⧉ Simplified Chinese |⧉ Traditional Chinese⧉)

Step **1**—**2**—**3**—④—**5**—**6**—**7**—**8**

GLOSSE

The **Log Data Collection** and **HowTo** sections contain links for articles on how to collect and analyze OneCLI logs and XCC Service data.

Log Data Collection

- OneCli : Windows / Linux / VMWare (remote)
- XCC Service data

HowTo

- HowTo analyze OneCLi logs
- HowTo analyze Service data
- How to update a Firmware-Driver using OneCLI (Local & Remote)

Step ❶—❷—❸—❹—⑤—❻—❼—❽

GLOSSE

The **Education** section lists the system's related education courses.

For ThinkSystem server products, management tool simulators such as LXPM or XCC simulators are available on the education course landing page.

Education

System and Option Specific Education

Course Title	Course Code	Lenovo	IBM
Servicing the Lenovo ThinkSystem SR550	ES71750	✓⬈	✓⬈

General Education

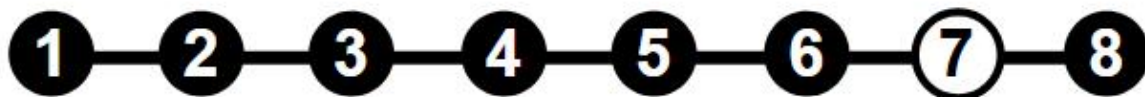| Course Title	Course Code	Lenovo	IBM
ThinkSystem servers architecture introduction	ES41758	✓⬈	✓⬈
Introducing ThinkSystem tools	ES51757	✓⬈	✓⬈

Step ① ② ③ ④ ⑤ ⑥ ⑦ ⑧

GLOSSE

Another helpful troubleshooting resource on GLOSSE is **Self Service**.

Direct link:

https://glosse4lenovo.lenovo.com/wiki/glosse4lenovo/view/Customer%20Self%20Support/?srid=B67wweUA

Step ❶─❷─❸─❹─❺─❻─⑦─❽

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GLOSSE

Self Service includes management tools and software how-to articles and videos. There are two types of articles:

- **Knowledge Base Articles**: These articles are on the Lenovo Support website and are available for external users

- **Practical Activities**: These articles are on the LMS website and are only available for internal users

Lenovo XClarity Controller

Title	Knowledge Base Article	Practical Activity	Video
How to configure RAID within LXCC	HT507339⊡	PA028⊡	
How to mount an ISO image through LXCC	HT507498⊡	PA025⊡	
How to set up static IP address for XCC			YouTube⊡

Step **①**━**②**━**③**━**④**━**⑤**━**⑥**━**⑦**━**⑧**

Quiz

Q: Which of the following type of information are not available on GLOSSE?

Education courses for a server

Knowledge base articles

Server component lists

Lenovo

Summary

This course enabled you to:
- Describe how to perform physical observation actions for problem determination
- Describe how to collect event logs and service data
- Describe the log parsing procedure
- Describe how to troubleshoot issues with each component based on symptoms
- Describe the problem determination steps and explain how to troubleshoot issues with ThinkSystem servers

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