

# Problem determination and troubleshooting

How to perform problem determination actions on the HS350X V3

The Lenovo logo is a red rectangular box with the word "Lenovo" written vertically in white, bold, sans-serif font.

Lenovo

## Problem determination and troubleshooting overview

Perform the following actions to determine the cause of problems on the HS350X V3

- Check the system sensor status in the BMC GUI
- Check the system event log in the BMC GUI
- Check the LEDs on the system
- If necessary, collect service data for problem escalation

**Note:** The HS350X V3 does not support XClarity series tools. You cannot use XCC or OneCLI to collect service data from an HS350X V3.

# Monitoring system status through the BMC GUI

Go to the BMC GUI **Sensor** page and check if there are any Critical Sensor events on the system. Click [HERE](#) to see a critical sensor event screenshot.

**MegaRAC SP-X**

Firmware Information  
1.00.230516(BUILD ID:lgc602f)  
May 16 2023 13:44:39 UTC  
Host Online

Quick Links...

- Dashboard
- Sensor**
- System Inventory
- FRU Information
- Logs & Reports
- Settings
- Remote Control
- Image Redirection
- Power Control
- Maintenance
- Sign out

**Sensor Reading** Live reading of all sensors

Critical Sensors (0)

All threshold sensors are normal

Discrete Sensor States (65)

Sensor Name	State
ACPI_State	S0/G0 'Working
BMC_Time_Jump	No state defined
CPU_A0	Presence Detected
CPU_A1	Presence Detected
CPU_B0	Presence Detected
CPU_B1	Presence Detected
CPU_C0	Presence Detected
CPU_C1	Presence Detected

# Monitoring system status through the BMC GUI



Go to the BMC GUI Sensor page and check if there are any Critical Sensor events on the system. Click [HERE](#) to s

**Firmware Information**  
1.05.231027(BUILD ID:igc602k)  
Oct 27 2023 14:27:19 UTC  
● Host Online

Quick Links..

Dashboard

Sensor

System Inventory

FRU Information

Logs & Reports

Settings

Remote Control

Image Redirection

Power Control

Sensor Reading

Live reading of all sensors

Home

Sensor Reading

Critical Sensors (1)

72°C

M\_2\_Slot1\_Temp

Discrete Sensor States (65)

Sensor Name	State
ACPI_State	S0/G0 'Working'

# Checking the event log

Go to the **IPMI Event Log** page and use the filter to check if there are any warning or critical events on the system.

The screenshot displays the IPMI Event Log interface. On the left is a dark sidebar with navigation links: Dashboard, Sensor, System Inventory, FRU Information, Logs & Reports (with sub-links for IPMI Event Log and Audit Log), Settings, Remote Control, Image Redirection, Power Control, Maintenance, and Sign out. The main content area is titled 'Event Log' with the subtitle 'All sensor event logs'. It features a filter section with 'Filter by Date' (Start Date and End Date), 'Filter by type' (set to 'All Events' and highlighted with a red box), and 'All Sensors'. Below the filters are buttons for 'Clear Event Logs' and 'Download Event Logs'. The event log shows 9 out of 9 entries for July 2023. The entries are listed in a timeline format with icons indicating severity: ID: 9 PS\_Redundant sensor of type power\_supply logged a fully redundant redundancy regained; ID: 8 PS1\_Status sensor of type power\_supply logged a power supply input lost ac or dc; ID: 7 PS1\_Status sensor of type power\_supply logged a predictive failure asserted; and ID: 6 PS1\_Status sensor of type power\_supply logged a power supply failure detected. At the bottom, there is a section for 'Event Logs Statistics' with a placeholder chart.

Event Log All sensor event logs

Filter by Date Start Date End Date Filter by type All Events All Sensors

UTC Offset: GMT + 8:0

Clear Event Logs Download Event Logs

Event Log: 9 out of 9 event entries

July 2023

- ID: 9 **PS\_Redundant** sensor of type power\_supply logged a fully redundant redundancy regained
- ID: 8 **PS1\_Status** sensor of type power\_supply logged a power supply input lost ac or dc
- ID: 7 **PS1\_Status** sensor of type power\_supply logged a predictive failure asserted
- ID: 6 **PS1\_Status** sensor of type power\_supply logged a power supply failure detected

Event Logs Statistics

# Collecting service data

If necessary, go to the **Maintenance** → **Save Server Data** page to download server data (system logs) for problem escalation.

The image shows two screenshots of the MegaRAC SP-X web interface. The left screenshot shows the 'Maintenance' page with a sidebar on the left. A red circle with the number '1' is around the 'Maintenance' link in the sidebar. A red box with a red circle containing the number '2' highlights the 'Save Server Data' button in the main content area. A red arrow points from this button to the right screenshot. The right screenshot shows the 'Save Server Data' page. A red circle with the number '3' is around the 'Download Server Data' button. The page includes a header with 'MegaRAC SP-X', a sidebar with navigation links, and a main content area with the 'Save Server Data' title and a green button labeled 'Download Server Data'.



# LED descriptions

Use the LEDs on the front operator panel, the rear side, and the system board of the HS350X V3 for hardware status monitoring and problem determination.

For more information about the HS350X V3 LEDs, refer to the Troubleshooting by system LEDs and diagnostics display section of the ThinkSystem HS350X V3 User Guide on [Lenovo Docs](#).

