Problem determination and troubleshooting

How to perform problem determination actions on the HS350X V3

Lenovo

Problem determination and troubleshooting overview

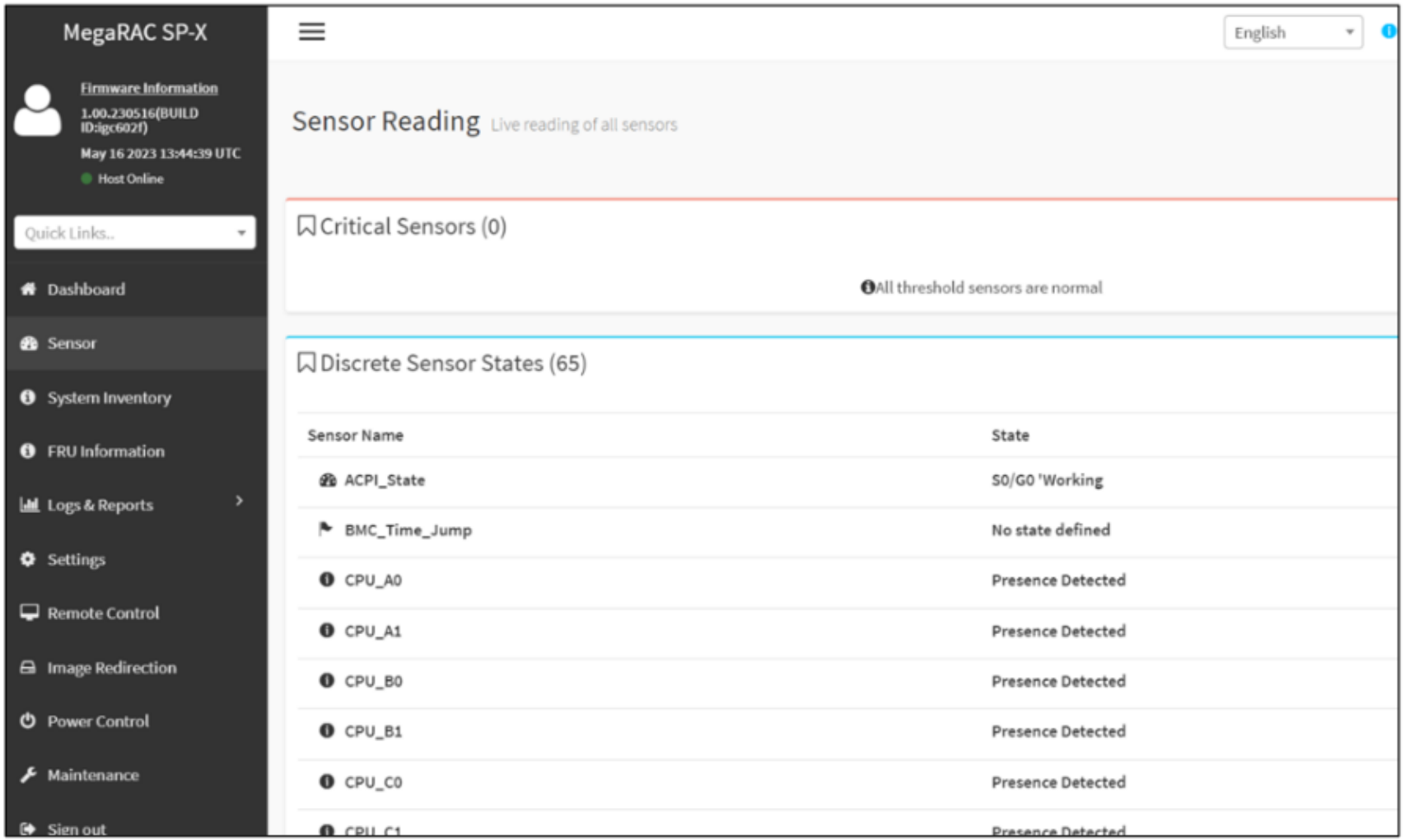
Perform the following actions to determine the cause of problems on the HS350X V3

- 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

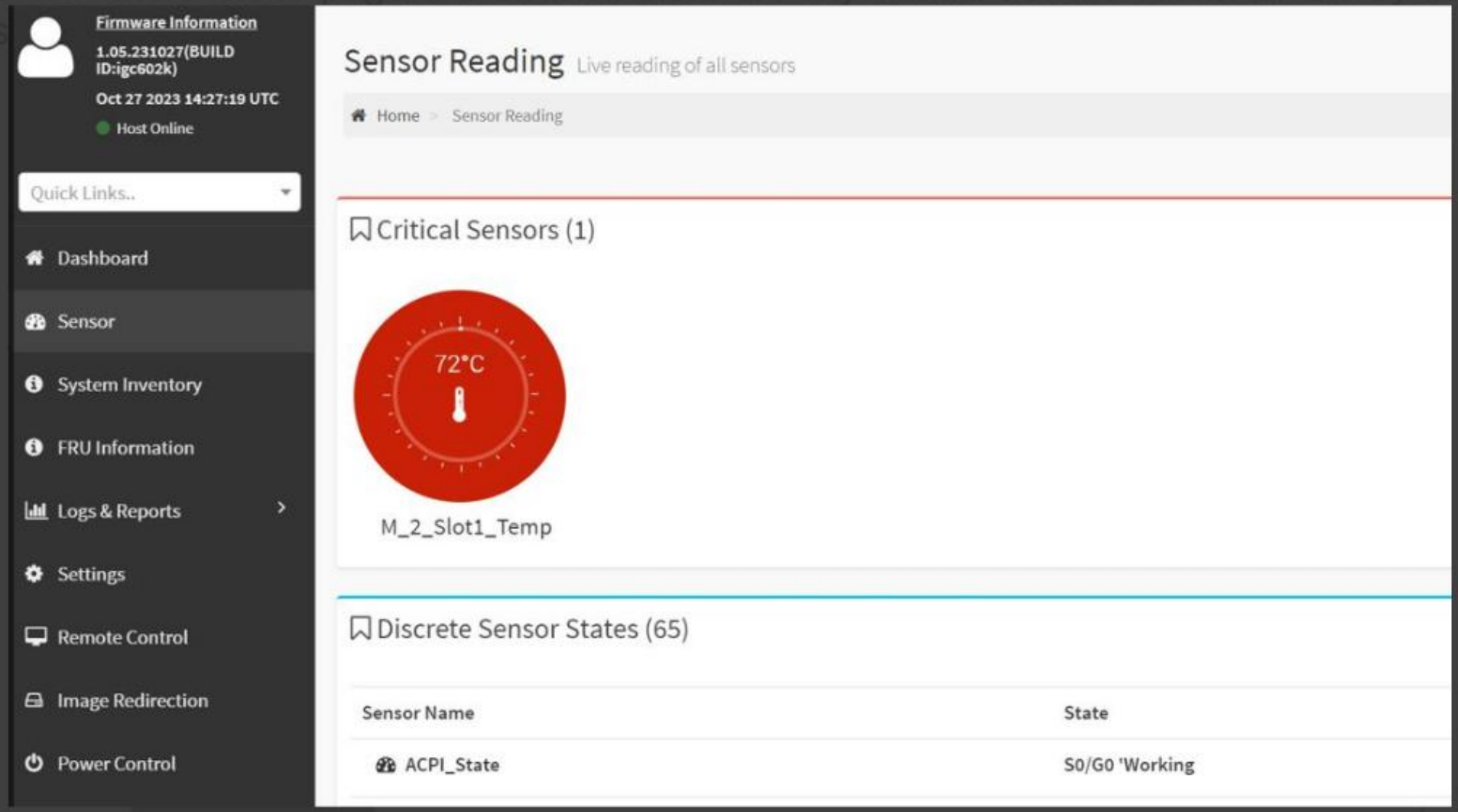
Note: The HS350X V3 does not support XClarity series tools. You cannot use XCC or OneCLI to collect service data from an HS350X V3.

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.

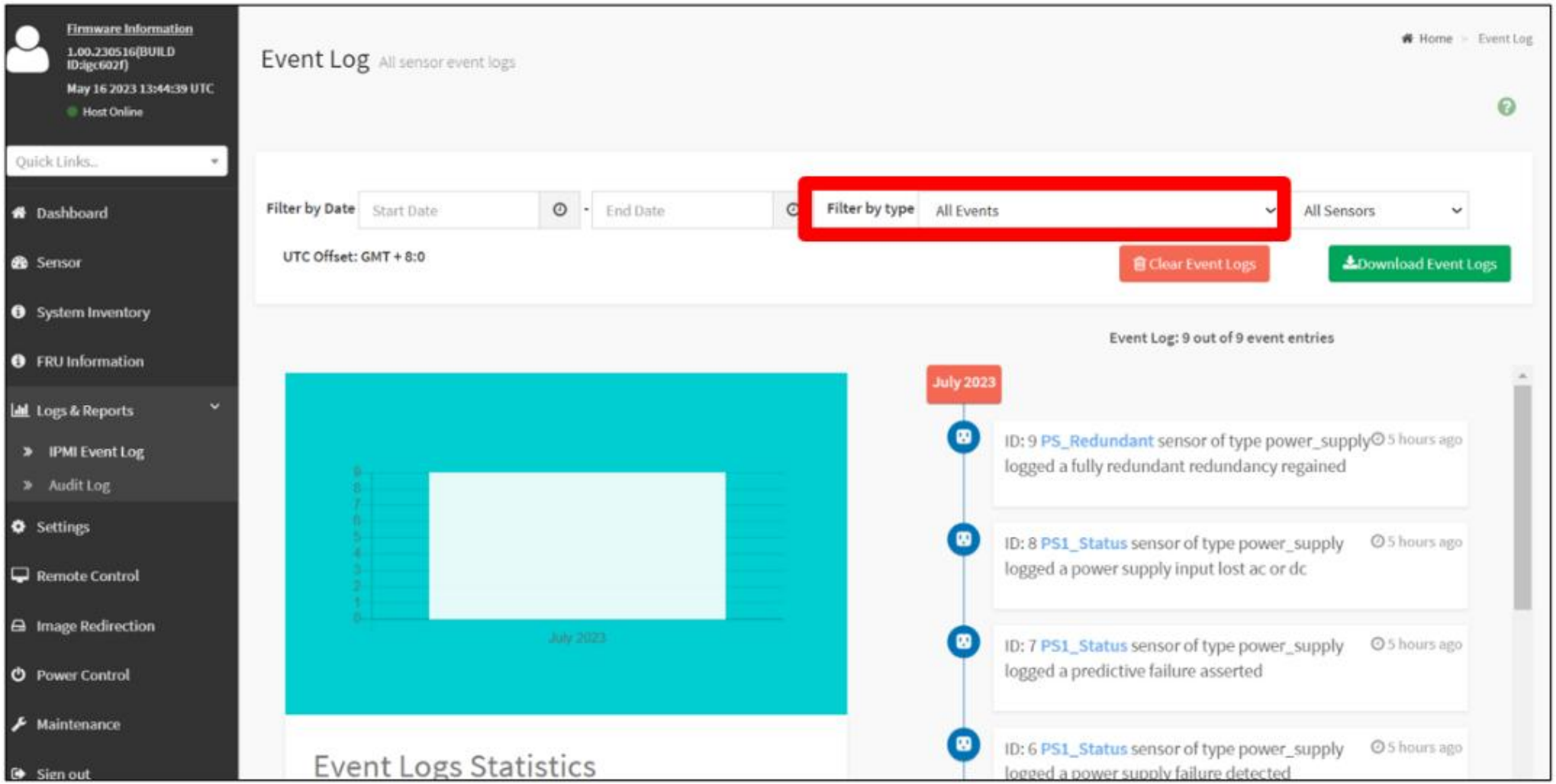


Critical Sensors



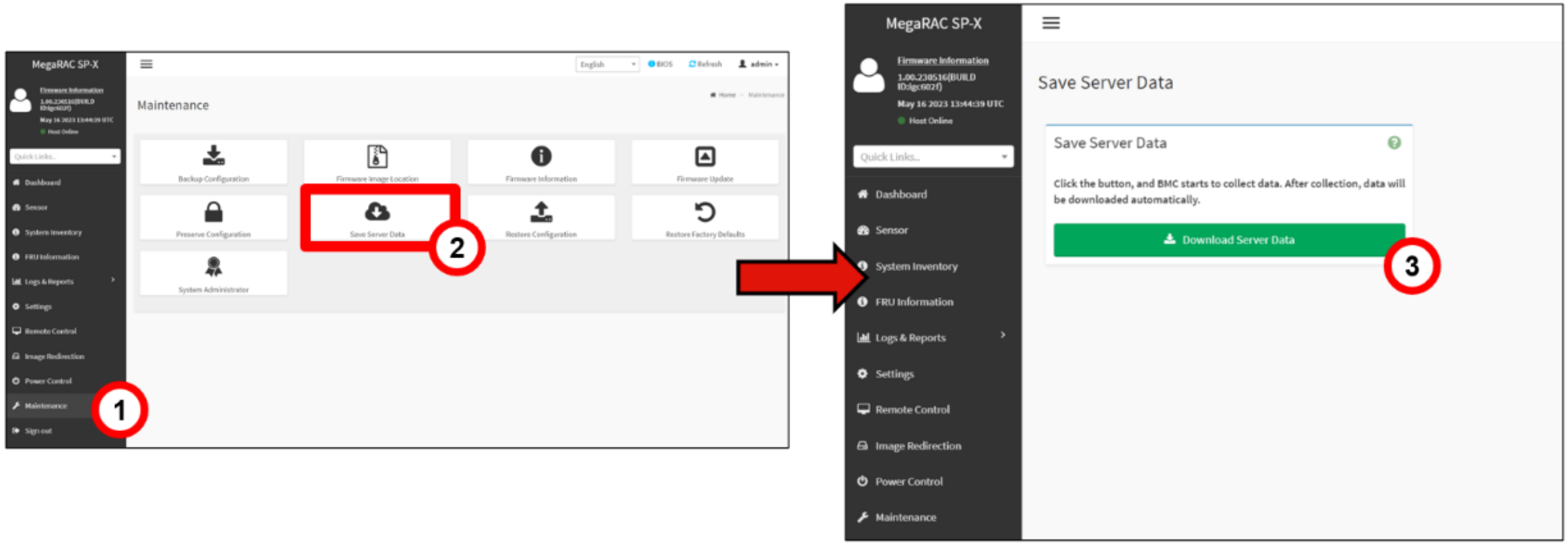
Checking the event log

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



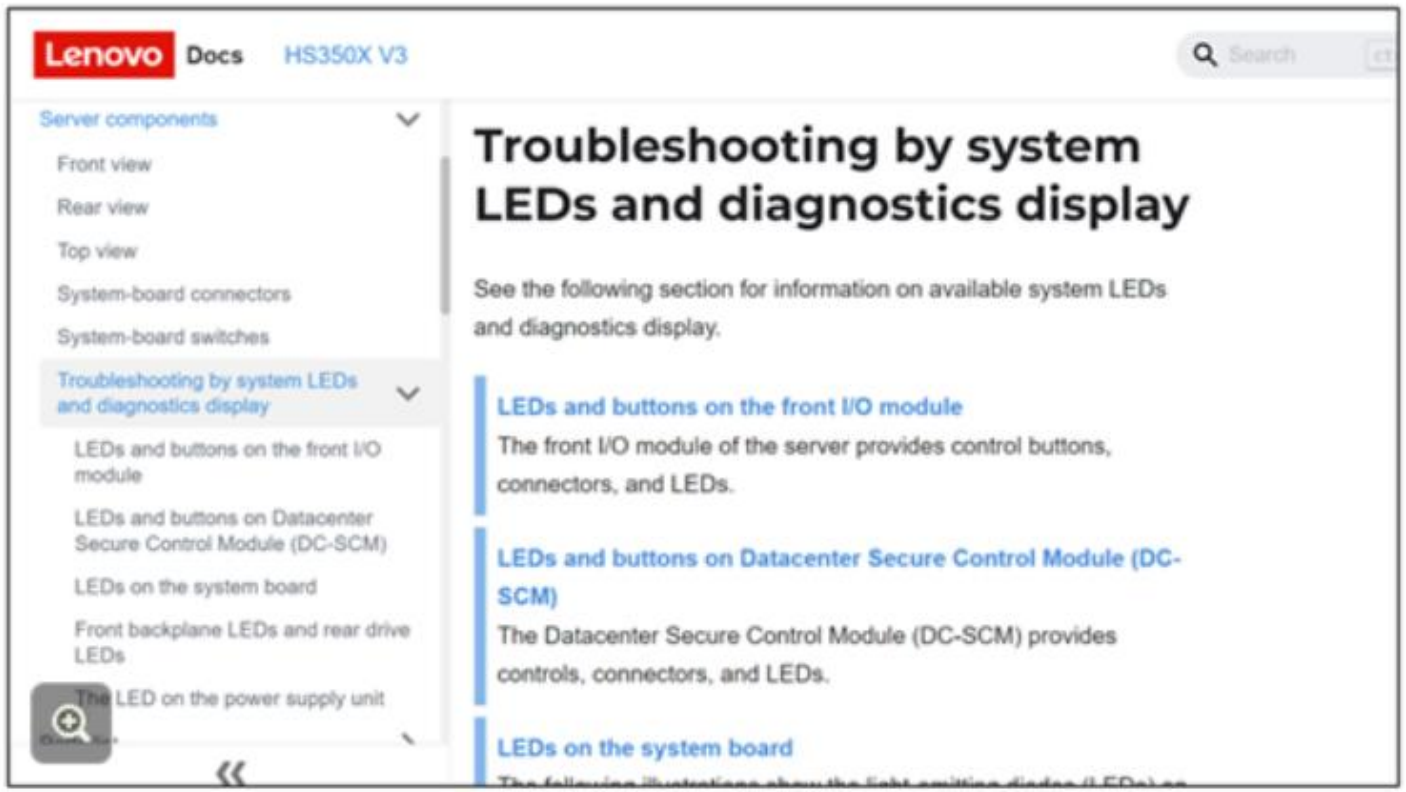
Collecting service data

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



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.



Note: The HS350X V3 does not support the ThinkSystem external LCD diagnostic handset.