

Smarter technology for all

Servicing ThinkAgile HX Series appliances and certified nodes

ES41641H

August 2024

Lenovo

Prerequisites –1

- [ES71297C Servicing the x3550 M5 and X3650 M5](#)
- [ES71043 Lenovo XClarity Administrator](#)
- [ES21427 Introducing the LCD System Information Display Panel](#)
- [ES81527 Introducing System x UEFI and IMM2 features in 2015 firmware lifecycle release](#)
- [ES41759C ThinkSystem problem determination](#)
- [ES51757B Introducing ThinkSystem tools](#)
- [ES51780C Servicing the ThinkSystem storage controllers](#)
- [ES71911C Servicing the ThinkSystem SE350 Edge Server](#)
- [ES71629C Servicing the ThinkSystem D2 Enclosure, Modular Enclosure, Modular 6U Configuration, and ThinkSystem SD530 Compute Node](#)
- [ES71743C Servicing the ThinkSystem SR650 Server](#)
- [ES71744 Servicing the ThinkSystem SR630](#)

Prerequisites –2

- [ES72021 Servicing the ThinkSystem SR645](#)
- [ES72022 Servicing the ThinkSystem SR665](#)
- [ES71736 Servicing the ThinkSystem SR950](#)
- [ES72038 Servicing the ThinkSystem SR630 V2](#)
- [ES72039 Servicing the ThinkSystem SR650 V2](#)
- [ES41950 ThinkSystem servers with Intel second-generation Xeon Scalable processors](#)
- [ES72376 Servicing the ThinkSystem SR645 V3](#)
- [ES72378 Servicing the ThinkSystem SR665 V3](#)
- [ES72337 Servicing the ThinkSystem SR630 V3](#)
- [ES72336 Servicing the ThinkSystem SR650 V3](#)
- [ES42373 Intel Xeon processor architecture for ThinkSystem V3 servers](#)
- [ES42430 AMD EPYC processor architecture for ThinkSystem V3 servers](#)
- [ES72507B Servicing the ThinkEdge SE350 V2 and ThinkEdge SE360 V2](#) →New

Objectives

After completing the course, you will be able to:

- Provide an overview of Lenovo ThinkAgile HX Series appliances and certified nodes
- Describe the features and specifications of Lenovo ThinkAgile HX Series appliances and certified nodes
- Identify the differences between Lenovo ThinkAgile HX Series appliances and certified nodes
- Identify the different system configurations and diagrams
- Describe the support flow for the Lenovo ThinkAgile HX Series and explain how to open a case to Nutanix
- Describe the problem determination steps and explain how to troubleshoot issues with Lenovo ThinkAgile HX Series systems

What's new

Lenovo

ThinkAgile HX360 V2 Edge

Lenovo has released a new ThinkAgile HX Series model featuring Intel D-2700 processors. The new HX360 V2 Edge is based on the one-socket ThinkEdge SE360 V2.



Marketing name	HX360 V2 Edge
Platform	SE360 V2
Processor	Intel Xeon D-2700 family of processors (code name: Ice Lake D)
Memory	Lenovo TruDDR4 is supported, 64 GB to 256 GB capacity
Boot drives	Two M.2 NVMe drives
Data drives	Two, four, six, or eight M.2 NVMe drives
Maximum data Maximum storage	<ul style="list-style-type: none">15.36 TB using eight 1.92 TB M.2 NVMe SSD drivesPlanned Maximum for Q4 2024: 30.72 TB using eight 3.84 TB M.2 NVMe SSD drives
GPU	One NVIDIA A2 or L4 GPU
Network	Four SFP+ ports

Note: The base platform limitation is either one PCIe slot with four NVMe drives or eight NVMe drives only.

Maintenance considerations

- Intel VROC RAID is used to boot the HX360V2. For more information on how to rebuild the host boot devices, refer to [Nutanix Knowledge base](#) or this [GLOSSE page](#).
- PRISM will not show the location of a failed drive. In the event of a failure, use XCC to determine the drive location and serial number. The serial number is shown under the heat sink.
- Hot-swap drives are not supported in this platform.
- The HX360 V2 CPU is soldered to the motherboard, so the two parts need to be replaced together.
- To prevent an activation lockdown, the SE360 V2 security features are optional in the HX360 V2. Customers can use the ThinkShield Portal to determine whether their systems have Security Pack enabled or disabled. The Security Pack features setting cannot be changed after the system leaves the factory.
- The base platform includes an i226-based TSN NIC. As this NIC is not supported by Nutanix, 2.5 GbE networking is physically present but unusable.

Opening a Nutanix support case

For new HX hardware sales, Lenovo no longer sends HX node serial number information to Nutanix. For customers running Nutanix software, hardware serial number information is not required to open a support ticket. Check the following table to see what information is required to open a support ticket with Nutanix.

HX model with software	Software support	Information needed to open a software support case
ThinkAgile Certified Nodes	Customers can directly contact Nutanix for SW support. Customers with premier support can contact Lenovo for L0 software support.	Customers can open a case online in the Nutanix portal by selecting the cluster or SW serial number. (Registration is required.) Customers need a cluster UUID or software serial number to open a case. Examples:
ThinkAgile HX AMD Genoa and Intel Eaglestream Integrated Systems	<ul style="list-style-type: none">• Customers should call Lenovo for hardware and software issues.• Customers can also contact Nutanix for support.	<ul style="list-style-type: none">• Cluster UUID: 000610fb-cc73-d620-499f-043201dcb7d1• Software serial number: 24SW000325540

Note: For more information about opening a software support case, refer to the following links: [How to open a Nutanix Support case with the cluster UUID or the software serial number](#) or this [GLOSSE page](#).