

ThinkAgile HX Series: general troubleshooting and PD map

Lenovo

ES42023B

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Prerequisites

Before taking this course, students must have knowledge of the Nutanix Prism Web console and Linux basic operations. Also, please take the following courses:

[ES41641H - Servicing Lenovo ThinkAgile HX Series appliances and certified nodes](#)

[ES51757 - Introducing ThinkSystem tools](#)

Objectives

After completing the course, you will be able to:

- Describe the procedure used to collect service logs with the Nutanix Prism Web console
- Describe how to manually perform a health check and show hardware information using commands
- Describe the general troubleshooting procedures for ThinkAgile HX Series hardware components

Troubleshooting overview

Collecting service logs and PD map

Lenovo

ThinkSystem HX Series troubleshooting overview

The Lenovo ThinkSystem HX Series is a HyperConverged Infrastructure (HCI) solution consisting of Nutanix software, Lenovo servers, and networking.

As this is a hyperconverged solution and all hardware management is handled by software-defined storage, all errors will be directly reported to the software. We therefore need to use software tools to carry out troubleshooting procedures.

The current tools available for ThinkSystem servers should be used to fix common hardware problems:

- XCC (for service data collection)
- LXCE (OneCLI, BoMC)
- LXCA

For access to ThinkSystem tools courses, please refer to the prerequisites section.

PD map

