Smarter technology for all

Servicing the Lenovo ThinkSystem SE350 edge server

ES71911C

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8001 Development Drive
Morrisville, North Carolina, 27560
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Preface

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The information in this publication is current as of the date of the latest revision and is subject to change at any time without notice.
To provide feedback or receive more information about this course, send an e-mail to:
ServicesEdu@Lenovo.com

Prerequisites

- ES51757B – Introducing ThinkSystem tools
  https://lenovoedu.lenovo.com/course/view.php?idnumber=ES51757B
- ES41759B – ThinkSystem problem determination
  https://lenovoedu.lenovo.com/course/view.php?idnumber=ES41759B
- ES51780C - Servicing the Lenovo ThinkSystem storage controllers
  https://lenovoedu.lenovo.com/course/view.php?idnumber=ES51780C

Objectives

After completing the course, you will be able to:

- Describe the differences between the ThinkSystem SE350 with Security Pack and SE350 Standard model
- Describe how to create a ThinkShield Service Support account
- Describe the Lenovo ThinkSystem SE350 edge server and its components
- Describe the features and specifications of the Lenovo ThinkSystem SE350 edge server
- Describe the different ThinkSystem SE350 edge server mounting options and explain how to install them
- Describe the ThinkSystem SE350 edge server security mechanism and explain how to activate the server
- Describe the problem determination steps and explain how to troubleshoot issues with the Lenovo ThinkSystem SE350 edge server

What’s new

iOS Mobile app issues and the new no-activation-needed model

SE350 2021 phase three update

The major SE350 updates in the third quarter of 2021 are as follows:

- New service actions required before replacing the system board
- Multiple solutions to the issue of the ThinkShield Edge Mobile Mgmt application (iOS version) failing to connect to the device
- There are now two SE350 models by order configuration
  - SE350 with Security Pack

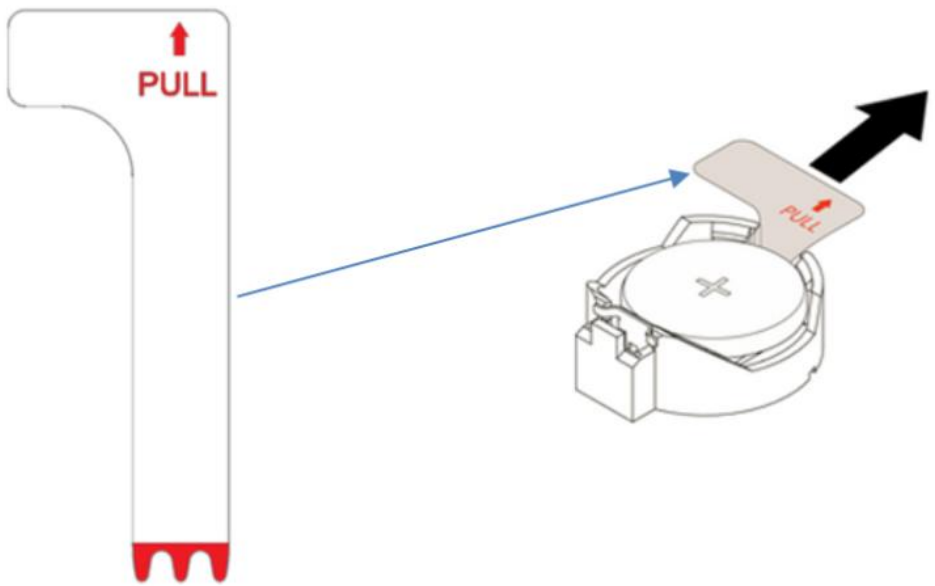
    Same as the previous SE350 model which supports the unique SE350 security features and needs to be activated before use
  - SE350 Standard

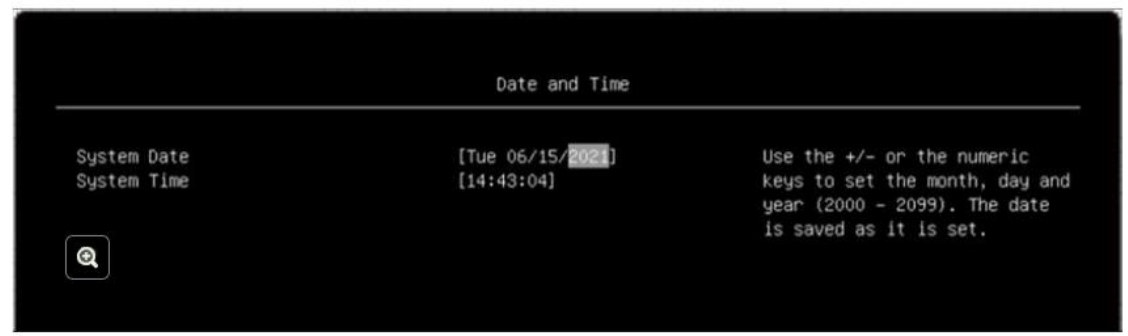
    The unique SE350 security features are disabled, and this model does not need to be activated before use

For more information, refer to the New SE350 Standard model section in this course

New system board replacement service action

To prevent power from the CMOS battery on the replacement board from being used, it is fitted with an insulating pull tab. Remove the tab before replacing the system board. After replacement, adjust the system date and time settings in UEFI.





Note: Click the magnifier icon to enlarge the graphic

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ThinkShield Mobile application (iOS version) issue

The ThinkShield Mobile application (iOS version 14) fails to connect to the device when users connect a cable to the ThinkSystem SE350 and follow the wizard.
Solutions:

- Update XClarity Controller (XCC) firmware to version 3.30 (Build ID: TEI379O) or later
  - For more information, refer to tip HT511718 on the Lenovo Knowledge Base

Alternative solutions if the user is not updating XCC firmware to version 3.30 (Build ID: TEI379O) or later:
Note: With the following scenarios, it is assumed that the system board has been replaced and the device key needs to be updated:

- Use the Android version of the Mobile application
  - A Lenovo authorized servicer (also known as an SSR) uses an Android phone to perform the Device key update
  - If the SSR cannot get an Android phone, ask the customer to use their own Android phone to update the Device key in the Maintenance User role
    - For more information, refer to the Checking and updating the Device key section in this course

ThinkShield Mobile application (iOS version) issue - continued

- Use the ThinkShield Web application
  - Prepare a laptop with Internet access
  - For the procedure, refer to the ThinkShield Web application – Update Key section in this course