Hewlett Packard Enterprise

Active Health System Viewer 2.10

User Guide

Abstract

This document provides information on the Active Health System Viewer GUI and provides users with instructions on how to view event logs and provide these logs to Hewlett Packard Enterprise support as needed.

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Acknowledgments

Contents

Active Health System overview

The HPE Active Health System (AHS) monitors and records changes in the server hardware and system configuration on every HPE Gen8, Gen9, and Gen10 server that is released with iLO. AHS assists in diagnosing problems and delivering rapid resolution when system failures occur. AHS does not collect information about your operations, finances, customers, employees, partners, or datacenter (for example, IP addresses, host names, user names, and passwords). The AHS log holds up to 1 GB of data. When this limit is reached, new data is written over the oldest data in the log.

Examples of data collected include:

- Server model and serial number
- Processor model and speed
- Storage capacity and speed
- Memory capacity and speed
- Firmware/BIOS and Driver versions and settings

NOTE:

AHS complies with Hewlett Packard Enterprise data privacy standards and policies and does not collect User accounts, passwords, or complete memory/crash dumps.

AHS collects information from seven key providers:

- Integrated Lights-Out (iLO)
- Onboard Administrator (OA)
- Agentless Management Service (AMS)
- Network Interface Controller (NIC)
- Complex Programmable Logic Drive (CPLD)
- System ROM
- Smart Array

Active Health System Viewer

Active Health System Viewer (AHSV) is an online tool used to read, diagnose, and resolve server issues quickly using AHS uploaded data. AHSV provides Hewlett Packard Enterprise recommended repair actions based on experience and best practices.

Logging in to Active Health System Viewer

Procedure

1. To access the AHSV web page, go to **http://www.hpe.com/servers/ahsv** in a supported browser. Supported browsers include:
   - Internet Explorer 11
   - Chrome 51 or later
   - Firefox 46 or later
2. Enter your **User ID** (email address) and **Password** and click **Sign In**.

   NOTE:

   To log in using an HPE Passport account, or to create an HPE Passport account, go to **http://www.hpe.com/info/insightonline**. In most cases , your HPE Passport account is the same as the email address you used during the HPE Passport account registration process. If you changed your user ID in the Hewlett Packard Enterprise Support Center, be sure to log in with your user ID and not your email address.

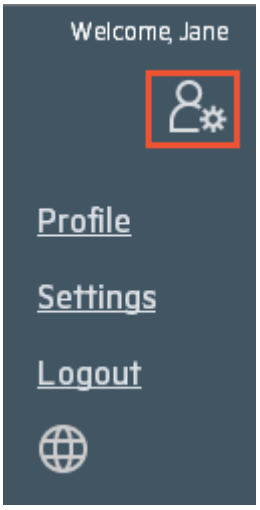
   NOTE:

   To have the system remember your log in credentials, select **Remember Me** before clicking **Sign In**.

Logging out of AHSV

Procedure

1. To log out of AHSV, click the user settings menu.



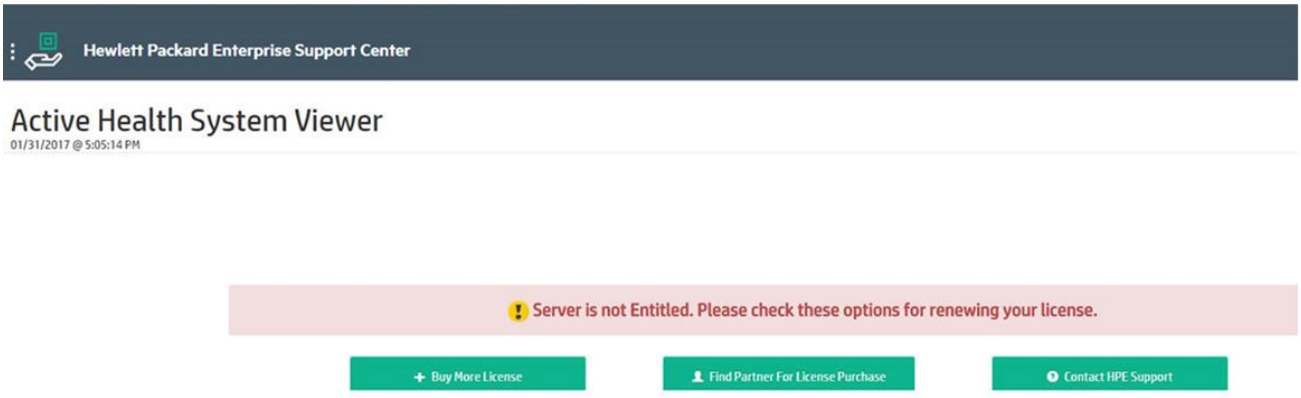
2. Click **Logout**. You will be logged off and the log in page is displayed.

Loading an AHS log file

IMPORTANT:

The server that the AHS log was created from, must have a valid warranty. If the server is out of warranty, an error message is displayed, stating "`Server is not Entitled. Please check these options for renewing your license.`" The options include:

- Buy More Licenses
- Find Partner for License Purchase
- Contact HPE Support



- To load an AHS log file through AHSV, select **Upload AHS Log**. Navigate to your log file and click **Open.**

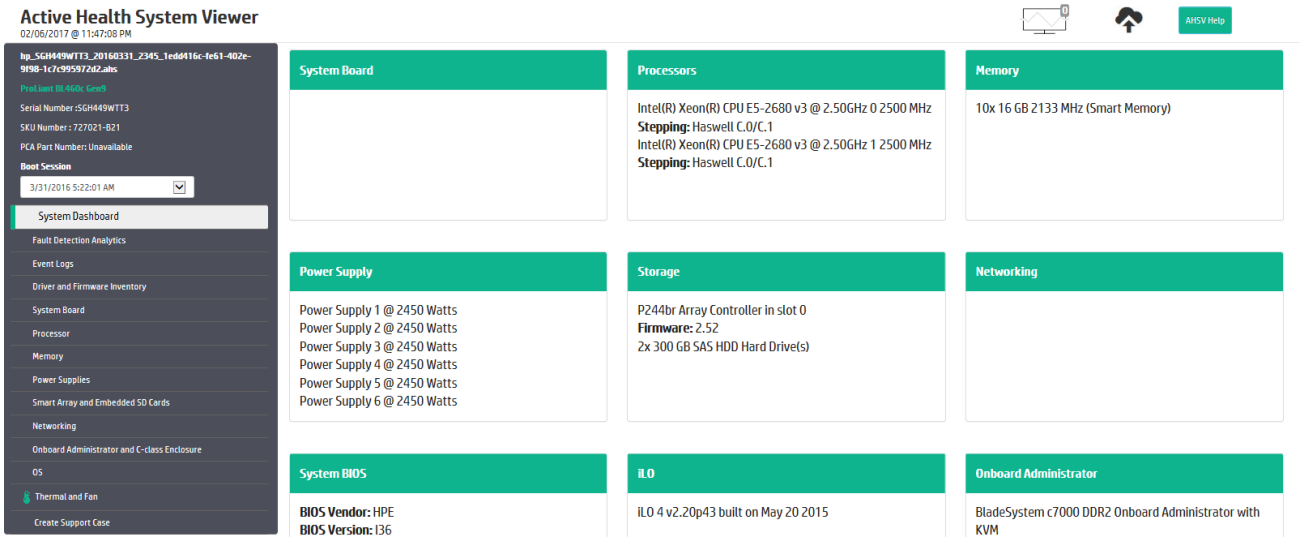
  NOTE:

  Maximum file size limit is 250 MB. For logs greater that 250 MB, contact the HPE Support Center.

- A window is displayed that shows parsing and log loading states. To cancel the load process, click **Cancel**.
- This window also displays videos for different platforms. You can search and play different videos while you are waiting for the log file to load.
- As the AHS log loads, the screen displays the estimated time of completion.
- Search for an existing AHS log.
  - Under **Search AHS viewer for uploaded AHS log**, enter the AHS log name or System Serial Number, and then click the search icon.
  - Click the log file that you want to open.
- To view a previously loaded an AHS log file, select the log file from the table.

Navigating the AHSV dashboard

The AHSV dashboard provides an overview of the current configuration of the server with different subsystems.



1. Above the Navigation menu, the following information is available:
   - AHS log file name
   - System type
   - System serial number
   - PCA Part Number
   - Boot Session box—Click down arrow to select boot session that you want to view.
2. Navigation
   - System Dashboard
   - **Fault Detection Analytics**
   - **Event Logs**
   - **Driver and Firmware Inventory**
   - **System Board**
   - **Processor**
   - **Memory**
   - **Power Supplies**
   - **Smart Array and Embedded SD Cards**
   - **Networking**
   - **Onboard Administrator and C-class Enclosure**
   - **OS**
   - **Thermal and fan**
   - **Creating a support case**
3. System Dashboard Information Tiles—Provides an overview of the current configuration of the server with the following subsystems:
   - System Board—Displays manufacture date, PCA part number, PCI information, and any other pertinent information.
   - Processors—Displays processor type, speed, and stepping for each processor.
   - Memory—Displays the size, MT\s, and type of memory installed.
   - Power Supply—Displays wattage of each power supply and any Smart Storage Batteries installed.

- Storage—Displays firmware for each smart array controller, type, slot, and hard drives for each, if a smart array controller is found. For hard drives, the capacity and type are displayed.
- Networking—Displays adapter type, firmware, serial number, and driver information for each networking adapter installed.
- System BIOS—Displays BIOS vendor, version, and date information.
- iLO—Displays firmware, version, license, and serial number for the iLO.
- Onboard Administrator—Displays the firmware, part number, spare part number, hardware version is displayed for each OA. Specifically for Blade servers and the configuration of the following:
  - OA Enclosure
  - OA Onboard Administrator
  - OA Power Supplies
  - OA Enclosure

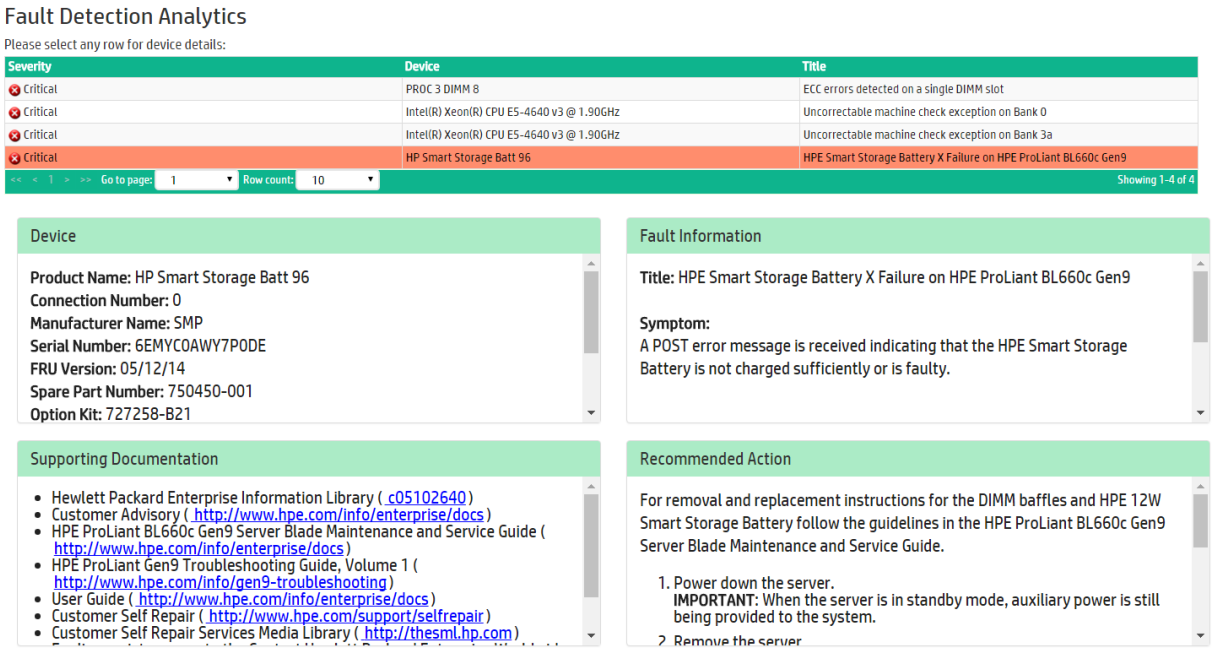
Fault Detection Analytics

Fault Detection Analytics is a two part solution that:

- Identifies error conditions based on rules defined by Hewlett Packard Enterprise.
- Evaluates error codes and events and provides repair actions.

Procedure

1. To access the fault detection analytics information, click **Fault Detection Analytics** from the **Navigation** menu. The **Fault Detection Analytics** page is displayed.



2. From the table, click a severity to view additional information, including **Device information**, **Fault Information**, **Supporting Documentation**, and **Recommended Action**.

   The table displays the severity (Caution or Critical), device, and error title.
3. (Optional) Click **Create Support Case** in the **Navigation** menu to create a support case to send to Hewlett Packard Enterprise for this problem.
4. To return to the System Dashboard, click **System Dashboard** from the **Navigation** menu.

Common fault detection analytics tasks

Applications on my server are extremely slow. Is there an issue with my hardware?

I receive a POST error indicating that the HPE Smart Storage Battery is not sufficiently charged.

Table Continued

I receive a POST error indicating an uncorrectable machine check exception.

1. Create and download AHS log. For more information, see **Downloading the AHS log**.
2. Load AHS log file to AHSV. For more information, see **Loading an AHS log file**.
3. **Fault Detection Analytics** from the **Navigation** menu, and then click each critical event. For more information, see **Fault Detection Analytics**.
4. **Fault Detection Analytics** page, click **Event Logs** from the **Navigation** menu. For more information, see **Event Logs**.
5. If you are unable to self repair, create a support case and send to Hewlett Packard Enterprise Support. For more information, see **Creating a support case**.

While I am away from office I receive an email alert that one of my servers does not power on.

1. Download AHS logs using the iLO application on a mobile device. For more information, see the HPE iLO user guide at **http://www.hpe.com/info/enterprise/docs**.
2. Log in to AHSV. For more information, see **Logging in to Active Health System Viewer**.
3. Load AHS log file to AHSV. For more information, see **Loading an AHS log file**.
4. **Fault Detection Analytics** from the **Navigation** menu, and then click each critical event. For more information, see **Fault Detection Analytics**.
5. If you are unable to self repair, create a support case and send to Hewlett Packard Enterprise Support. For more information, see **Creating a support case**.

Based on the recommendation of AHSV, I need a part replaced and need to create a support case.

1. Fault Detection Analytics button in the navigation pane may provide recommendations for issue resolution.
2. If the recommendation requires intervention of HPE support as in the case of part replacements, you can create a support case from the AHS Viewer.
3. If no recommendations are available, click **Create Support Case** from the **Navigation** menu to create a support case. For more information, see **Creating a support case**.

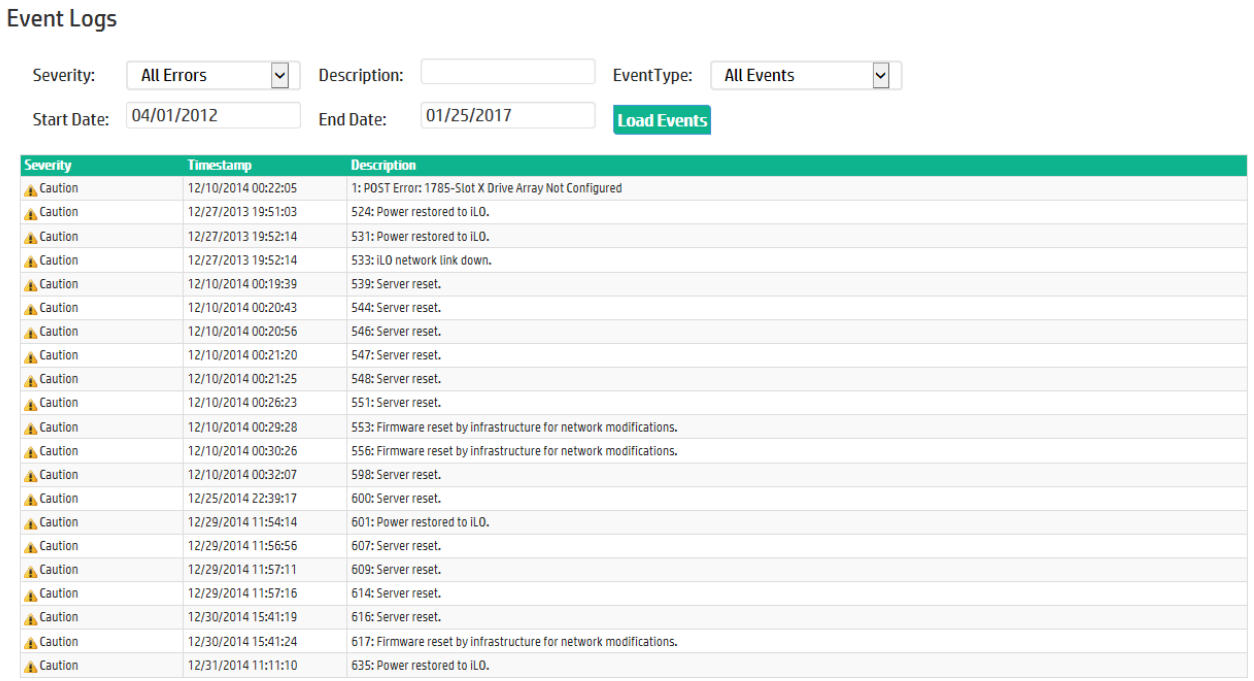
Event Logs

This window displays all critical and caution events in the Integrated Management Log (IML) and iLO Event Log for the system hardware. The **Event Logs** window displays the following information:

- Severity—Severity of the event. Can be critical or caution.
- Timestamp—The date and time of the event.
- Description—Description of the event. Can be server resets, power restored, firmware resets, and so on.

Procedure

1. To access the event logs, click **Event Logs** from the **Navigation** menu. The event logs are displayed.



Severity	Timestamp	Description
Caution	12/10/2014 00:22:05	1: POST Error: 1785-Slot X Drive Array Not Configured
Caution	12/27/2013 19:51:03	524: Power restored to iLO.
Caution	12/27/2013 19:52:14	531: Power restored to iLO.
Caution	12/27/2013 19:52:14	533: iLO network link down.
Caution	12/10/2014 00:19:39	539: Server reset.
Caution	12/10/2014 00:20:43	544: Server reset.
Caution	12/10/2014 00:20:56	546: Server reset.
Caution	12/10/2014 00:21:20	547: Server reset.
Caution	12/10/2014 00:21:25	548: Server reset.
Caution	12/10/2014 00:26:23	551: Server reset.
Caution	12/10/2014 00:29:28	553: Firmware reset by infrastructure for network modifications.
Caution	12/10/2014 00:30:26	556: Firmware reset by infrastructure for network modifications.
Caution	12/10/2014 00:32:07	598: Server reset.
Caution	12/25/2014 22:39:17	600: Server reset.
Caution	12/29/2014 11:54:14	601: Power restored to iLO.
Caution	12/29/2014 11:56:56	607: Server reset.
Caution	12/29/2014 11:57:11	609: Server reset.
Caution	12/29/2014 11:57:16	614: Server reset.
Caution	12/30/2014 15:41:19	616: Server reset.
Caution	12/30/2014 15:41:24	617: Firmware reset by infrastructure for network modifications.
Caution	12/31/2014 11:11:10	635: Power restored to iLO.

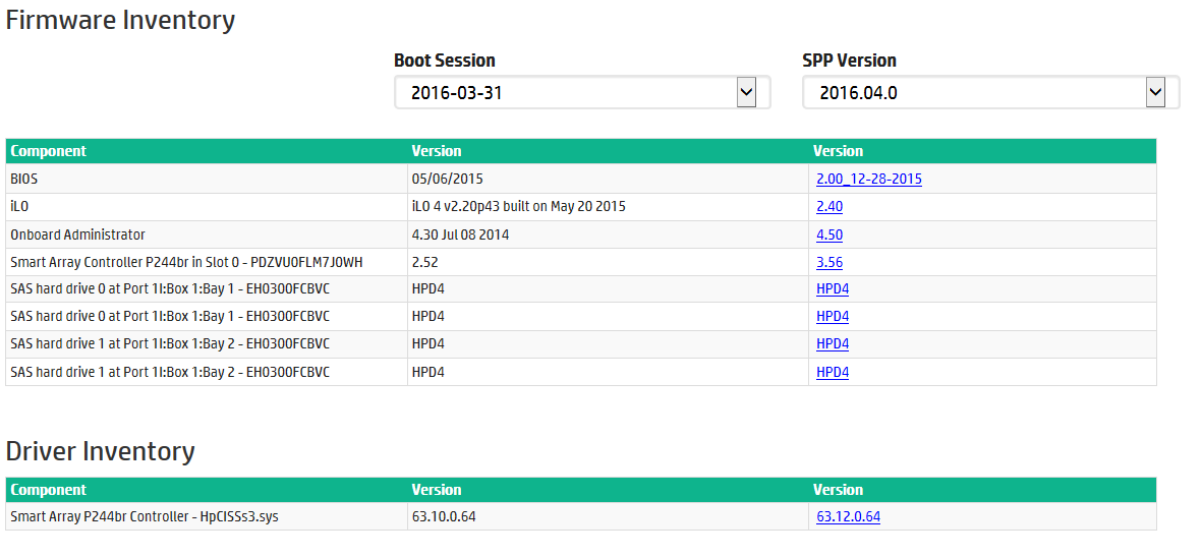
2. (Optional) The following can be used to filter the event log to determine the frequency and source of the errors.
   a. Select the **Severity** from the drop-down list. The default is All Errors.
   b. Select a **Description** from the drop-down list, if available. Shows the date and time of the event.
   c. Select a **Start Date** from the drop-down list.
   d. Select an **End Date** from the drop-down list.
   e. Select an **Event Type**, either iLO or IML, from the drop-down list. The default is All Events.
3. Click **Load Events**.
4. To return to the System Dashboard, click **System Dashboard** from the **Navigation** menu.

Driver and Firmware Inventory

The driver and firmware inventory window displays firmware and driver information for each component installed for a specific boot session, and includes all versions of components installed on the server with the associated released SPP version.

Procedure

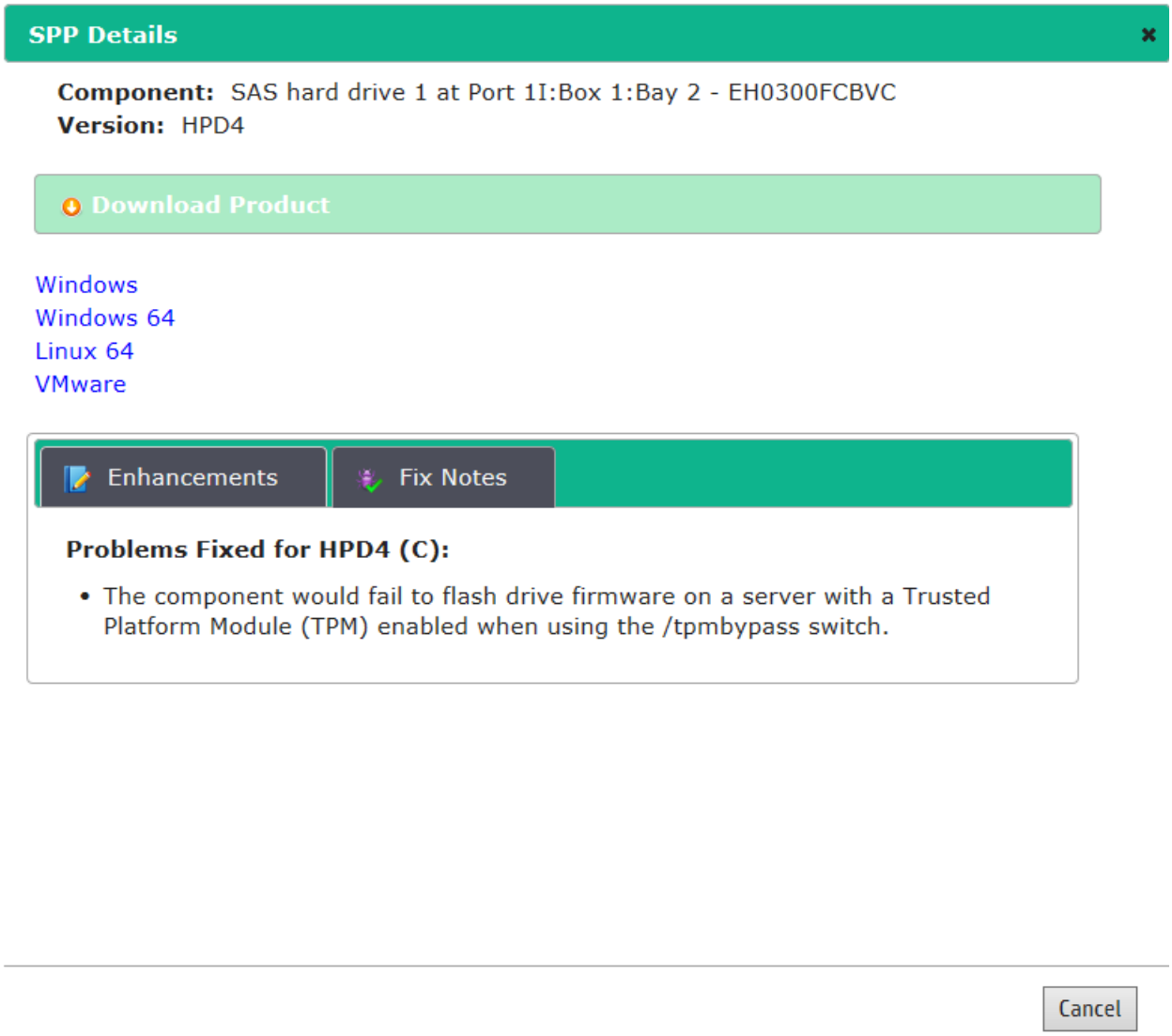
1. To access the driver and firmware Inventory information, click **Driver and Firmware Inventory** from the **Navigation** menu. The **Firmware Inventory** and **Driver Inventory** page is displayed.



2. (Optional) To filter the inventory lists, select the following.
   a. Select the **Boot Session** from the drop-down list.
   b. Select the **SPP Version** from the drop-down list.
3. In the **Version** column, click the version number hyperlink. The **SPP Details** window appears showing the following information. To close the window, click **Cancel**.
   a. Component and version
   b. Download Product

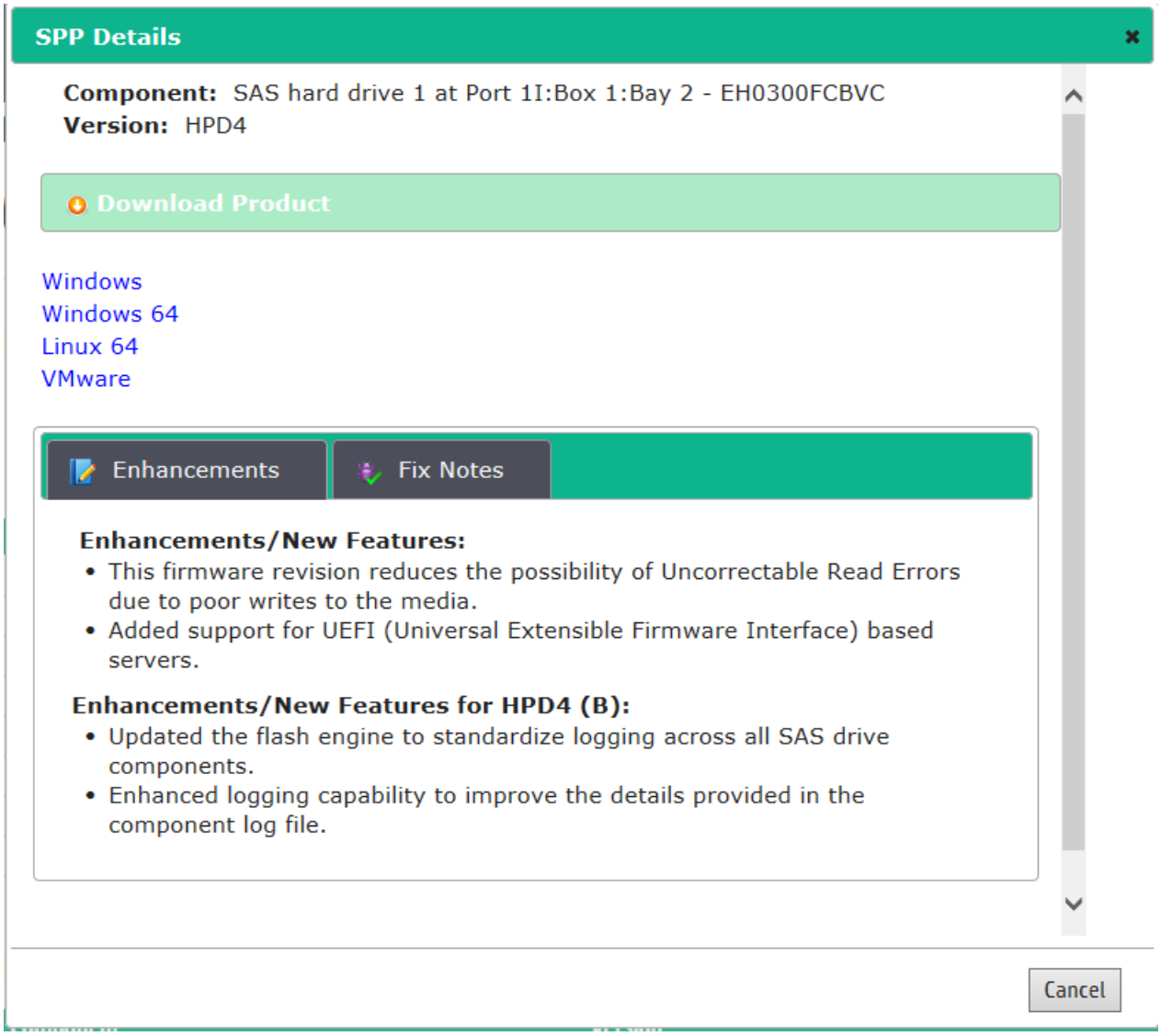
      Click the operating system hyperlink that you want to update. The Hewlett Packard Enterprise Support page opens where you can download the latest ROM Flash Component.
   c. Fix Notes that include items, such as:

      - Important Notes
      - Firmware Dependencies
      - Problems Fixed
      - Known Issues



d. Enhancements that include added, updated, and deleted support for the available version.

- Important Notes
- Firmware Dependencies
- Enhancements/New Features
- Problems fixed
- Known Issues



4. To return to the System Dashboard, click **System Dashboard** from the **Navigation** menu.

Example firmware/software and SPP alignment task

On the recommendation of AHSV, I need to update my firmware to a particular SPP version. What versions of the SPP are available, and what is the easiest way to update my firmware?

1. To verify how each driver and firmware is aligned against different versions of SPP, click **Driver and Firmware Inventory**. For more information, see **Driver and Firmware Inventory**.

2. Click the SPP version, and then click **Fix Notes**. For more information, see step 3 of the previous procedure.

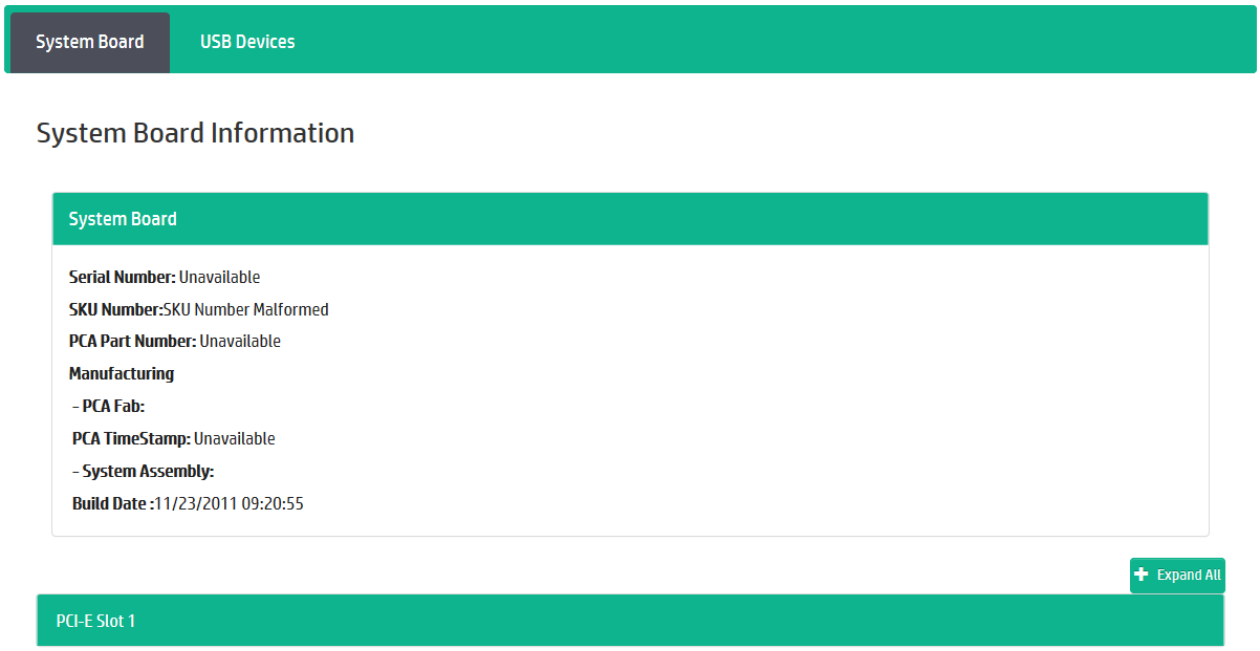
TIP:

Links are provided that direct you to the relevant page on the **HPE Support Center** where the latest SPP version can be downloaded.

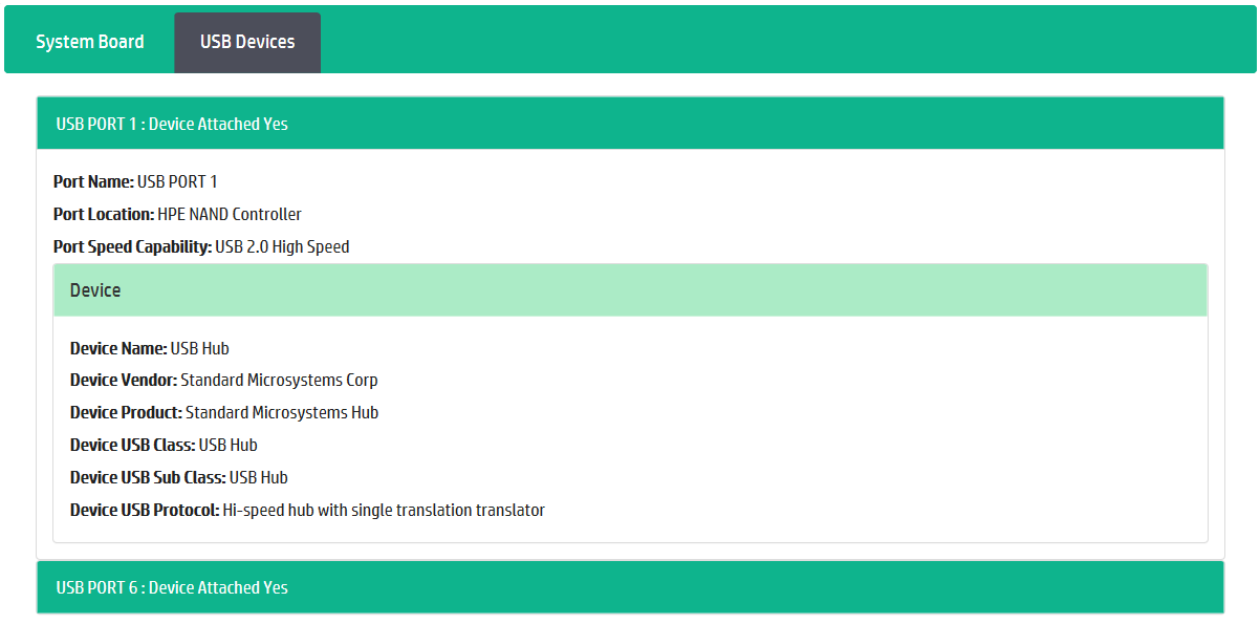
System Board

Procedure

1. To access the system board information, click **System Board** from the **Navigation** menu. The **System Board Information** page is displayed.
2. The **System Board** tab includes information on each slot in the system board, you can click each slot individually, or click **Expand All** to expand all slots at once.



3. The **USB Devices** tab displays USB information, such as port name, location, speed capability and device information such as device name, vendor, and product.



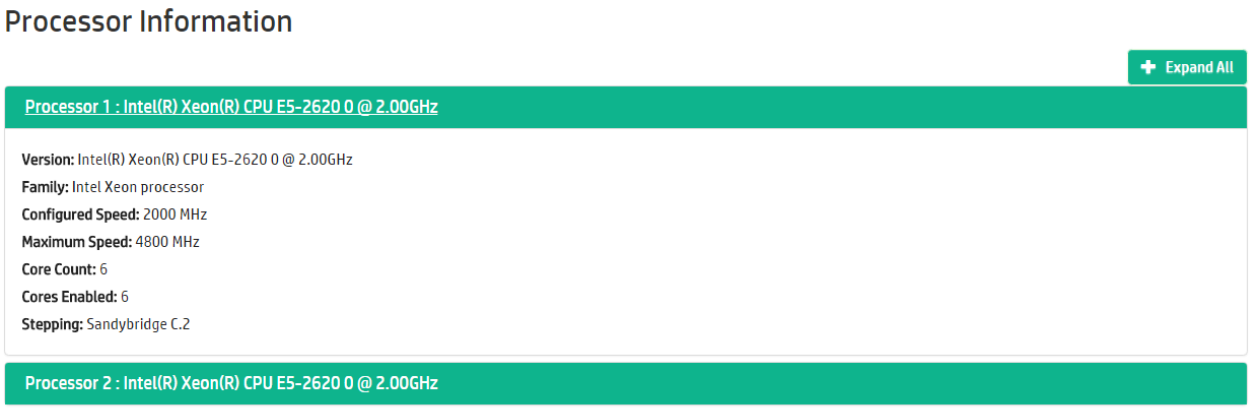
4. To return to the System Dashboard, click **System Dashboard** from the **Navigation** menu.

Processor

The **Processor Information** window displays information for each processor installed for bootlog and displays processor type and configuration.

Procedure

1. To access the processor information, click **Processor** from the **Navigation** menu. The processor information is displayed.



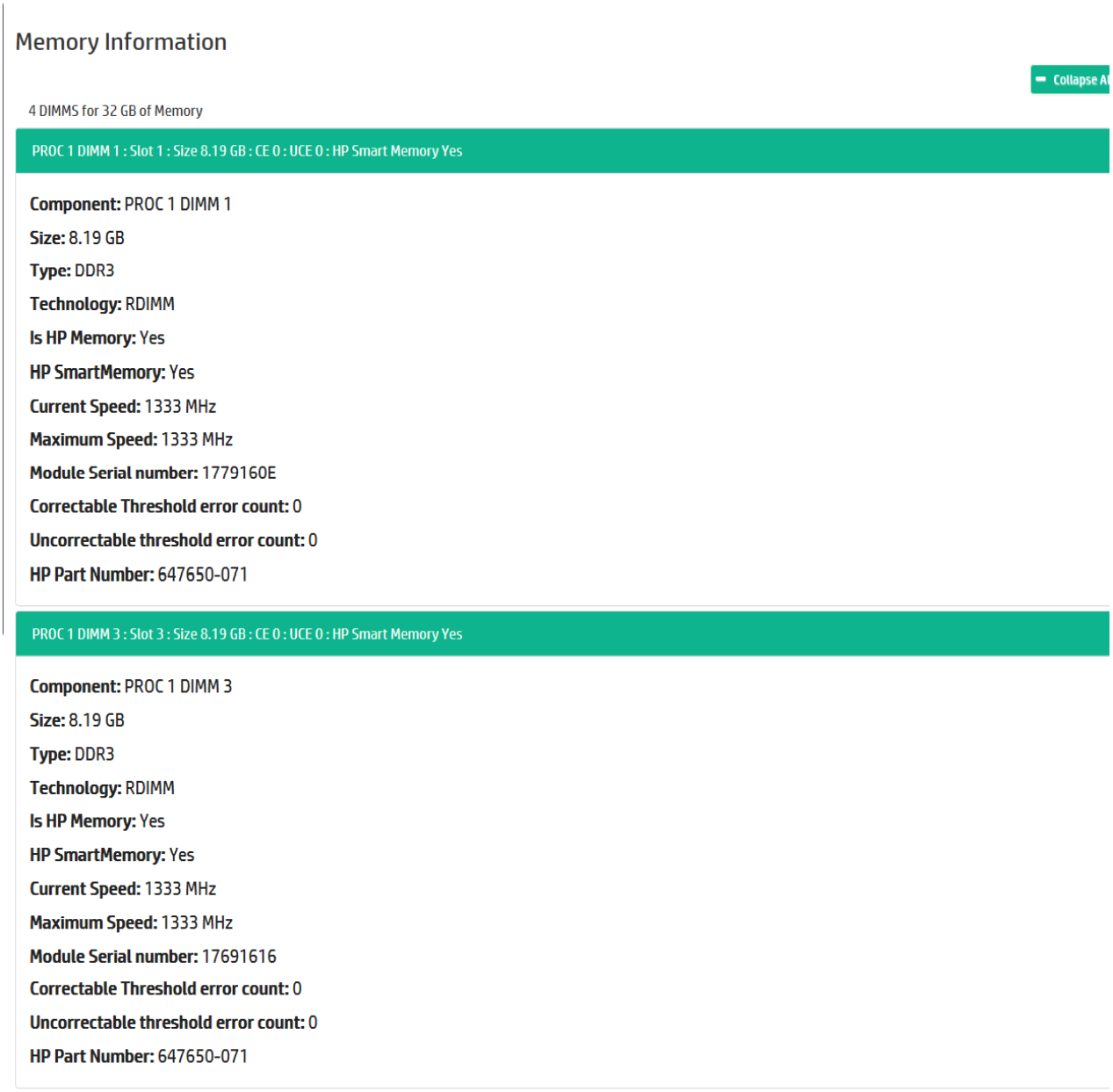
2. You can expand each processor individually by clicking the processor name, or open information on all processors at one time by clicking **Expand All**. The following information is available for each processor:
   - Version
   - Family
   - Configured Speed
   - Maximum Speed
   - Core Count
   - Cores Enabled
   - Stepping
3. To return to the System Dashboard, click **System Dashboard** from the **Navigation** menu.

Memory

The **Memory** window displays descriptions of each DIMM type installed on the server and its configuration.

Procedure

1. To access the memory information, click **Memory** from the **Navigation** menu. The **Memory Information** page is displayed.



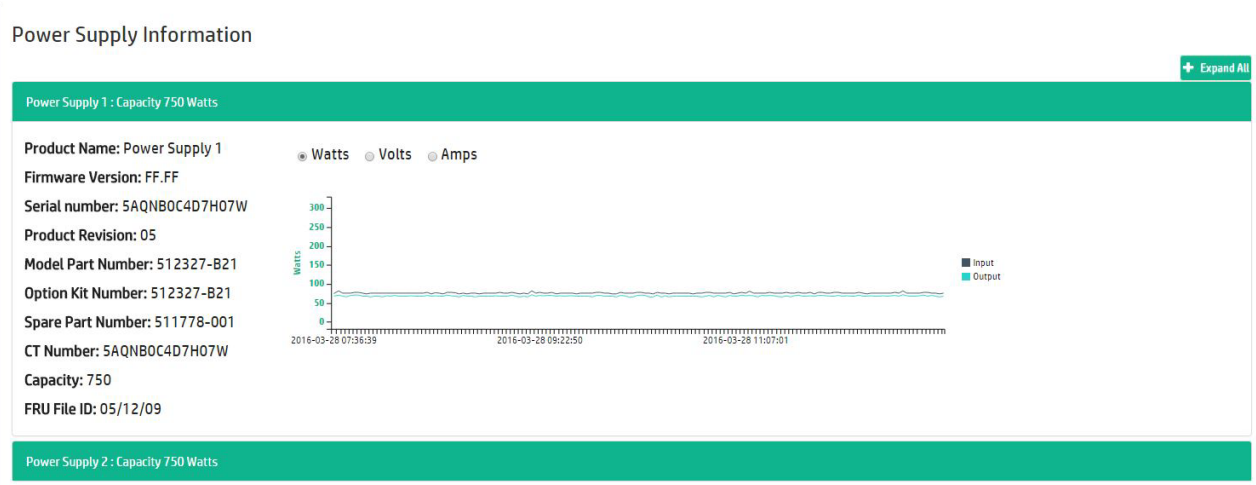
2. You can expand each DIMM individually by clicking the DIMM name, or open information on all DIMMs at one time by clicking **Expand All**.
3. To return to the System Dashboard, click **System Dashboard** from the **Navigation** menu.

Power Supplies

This window displays configuration information for each power supply on the server.

Procedure

1. To access the power supply information, click **Power Supplies** from the **Navigation** menu. The **Power Supply Information** page is displayed.



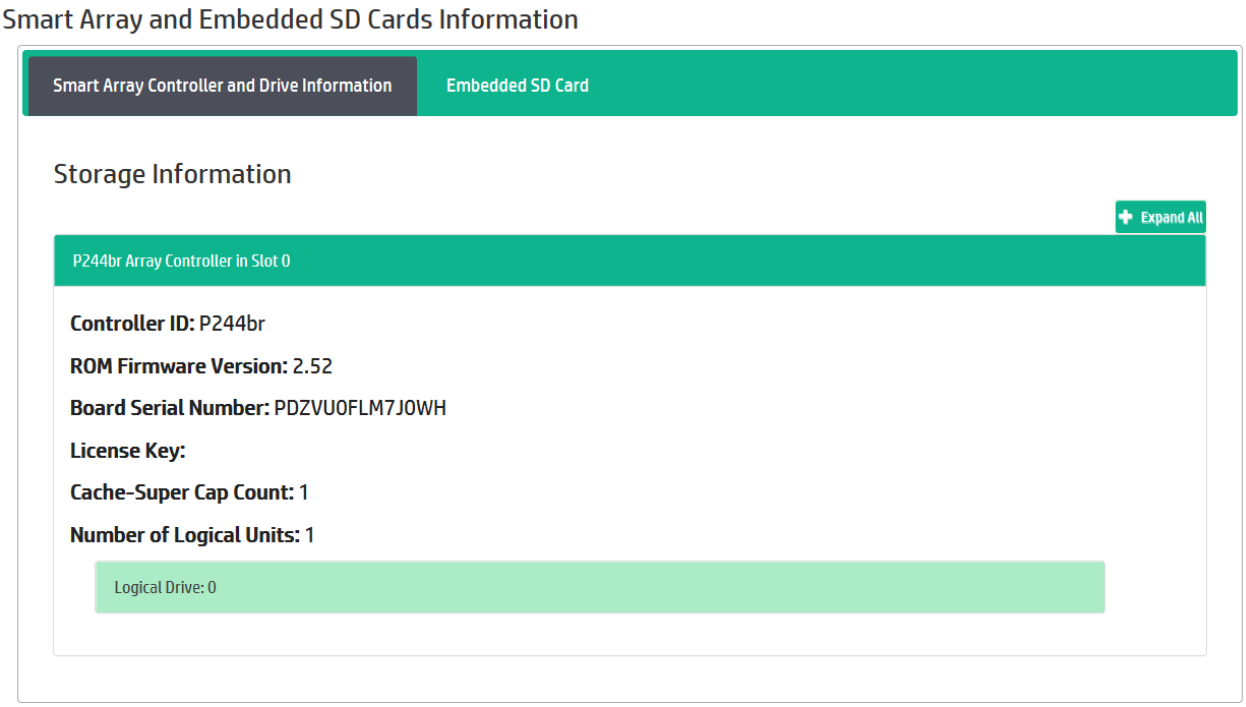
2. You can expand each power supply individually by clicking the power supply name, or open information on all power supplies at one time by clicking **Expand All**.
3. To return to the System Dashboard, click **System Dashboard** from the **Navigation** menu.

Smart Array and Embedded SD Cards

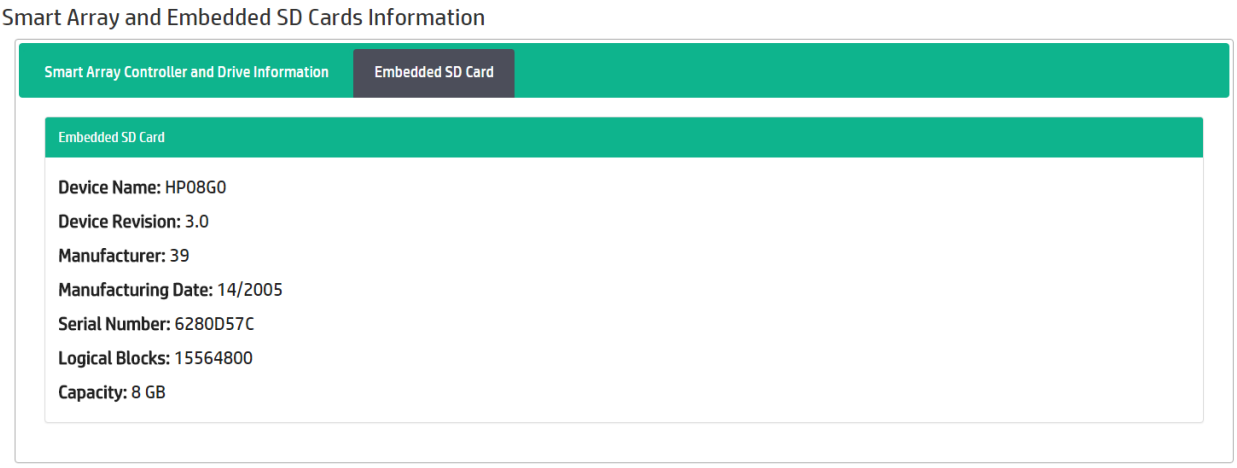
This window displays a categorized hierarchy of Array Controller, Logical Volume, and the drives installed in each volume.

Procedure

1. To access storage information, click **Smart Array and Embedded SD Cards** from the **Navigation** menu. The **Smart Array and Embedded SD Cards Information** page is displayed.



2. You can expand each array controller individually by clicking the array controller name, or open information on all array controllers at one time by clicking **Expand All**.
3. To see information on the embedded SD card, click **Embedded SD Card**.



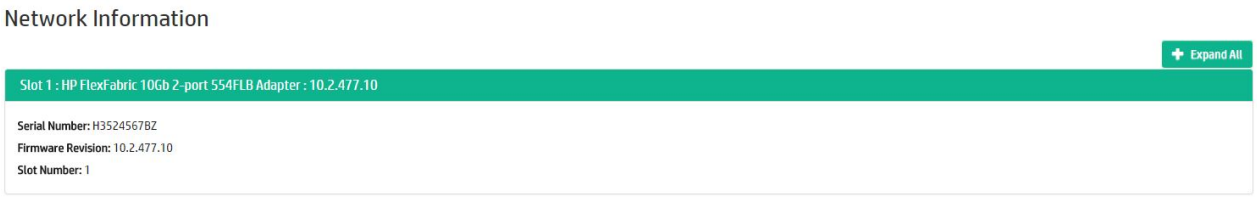
4. To return to the System Dashboard, click **System Dashboard** from the **Navigation** menu.

Networking

This window displays descriptions of the adapters in each slot on the system.

Procedure

1. To access networking information, click **Networking** from the **Navigation** menu. The **Network Information** page is displayed.

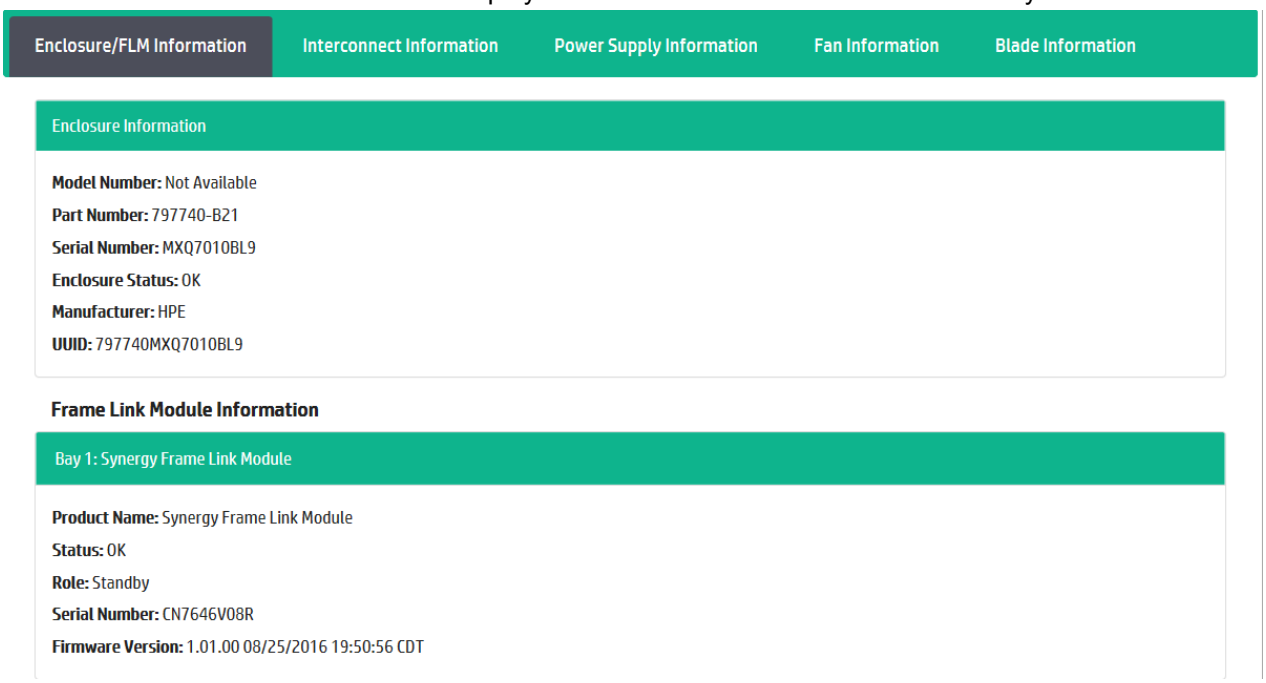


2. You can expand each slot individually by clicking the slot name, or open information on all slots at one time by clicking **Expand All**.
3. To return to the System Dashboard, click **System Dashboard** from the **Navigation** menu.

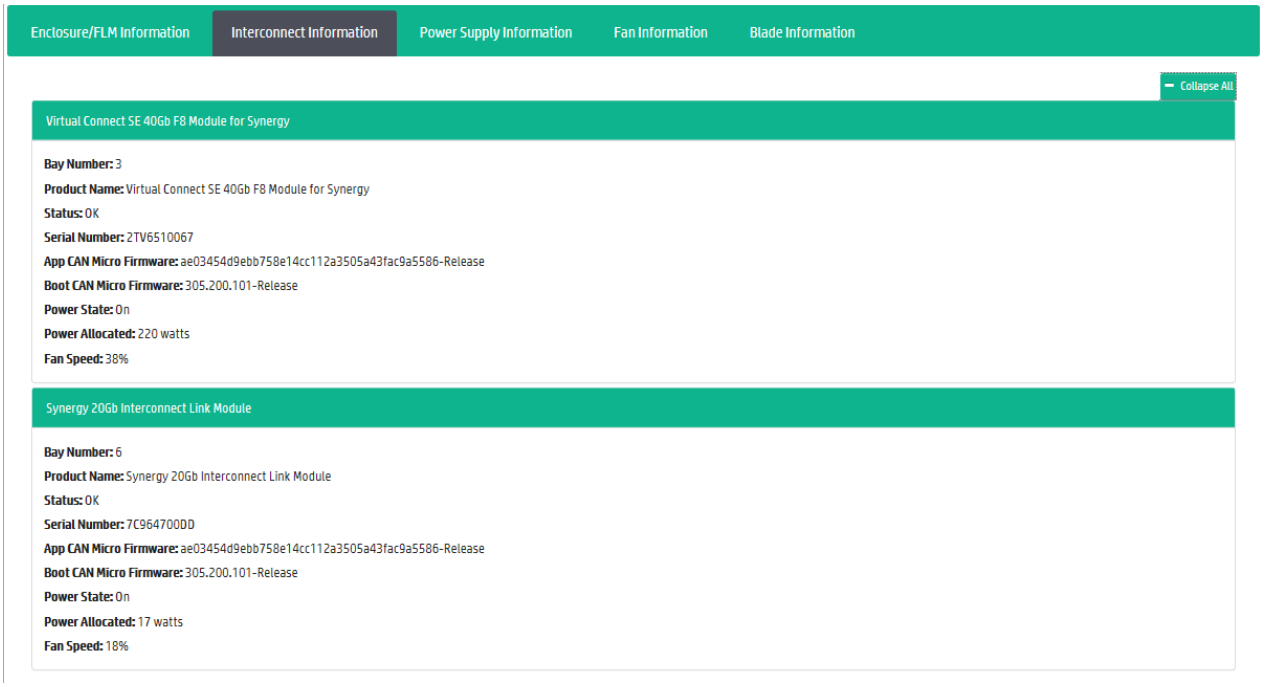
Frame Link Module

Procedure

1. To access the driver and firmware Inventory information, click **Frame Link Module** from the **Navigation** menu. The Frame Link Module (FLM) information is displayed. The tabs include enclosure, interconnect, power supply, fan, and blade information.
2. The **Enclosure/FLM Information** tab displays information the enclosures and each bay in the server.

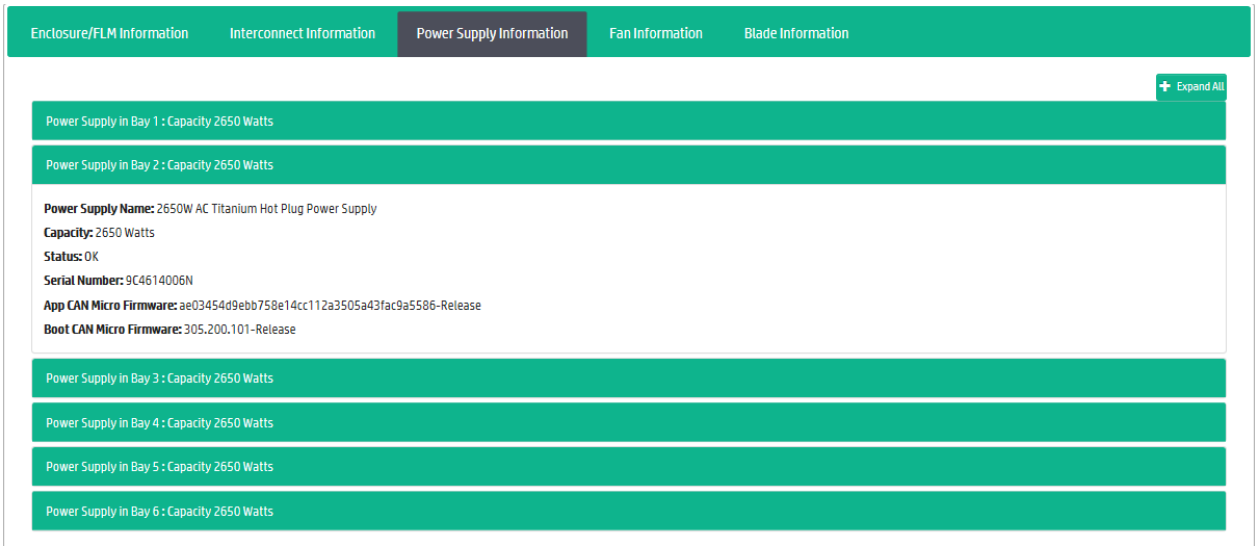


3. The **Interconnect Information** tab displays interconnect information such as the bay number, product name, status, and power state.



4. The **Power Supply Information** tab displays power supply information such as power supply name, capacity, and status. To see information for one power supply, click the bay number. To see information on

all power supplies at one time, click **Expand All**.



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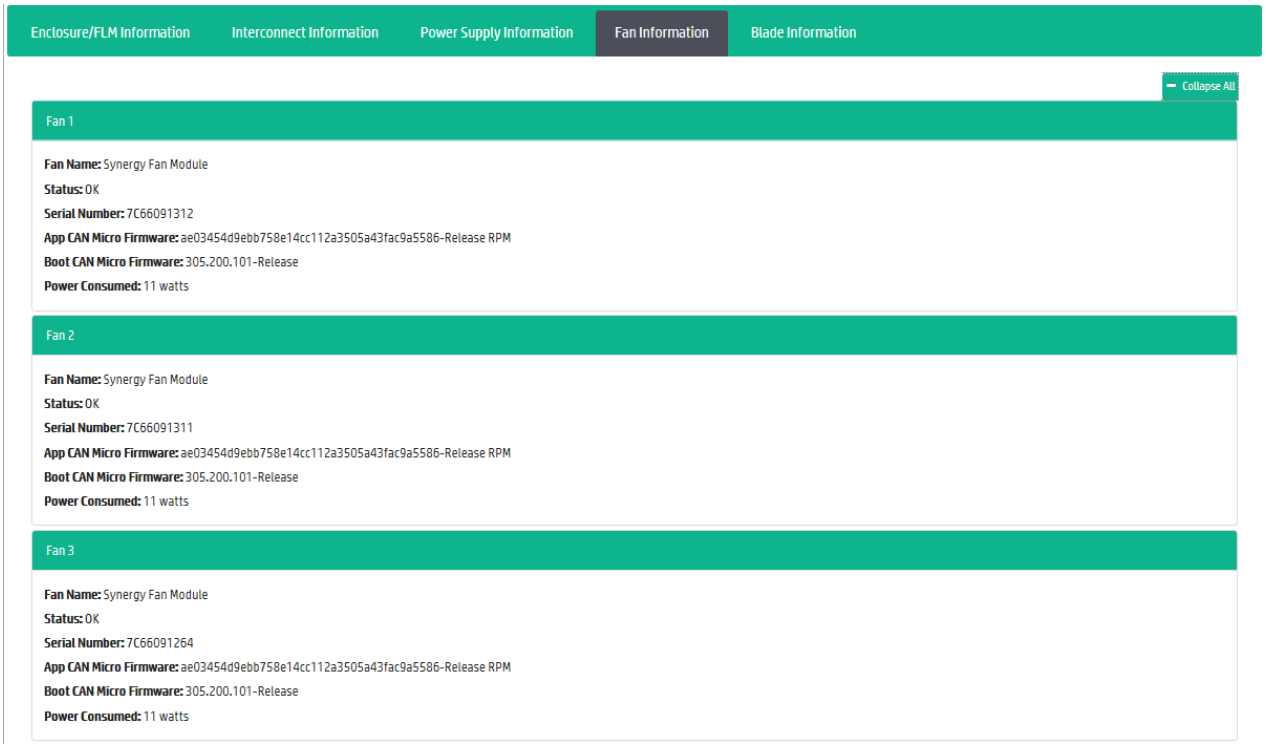
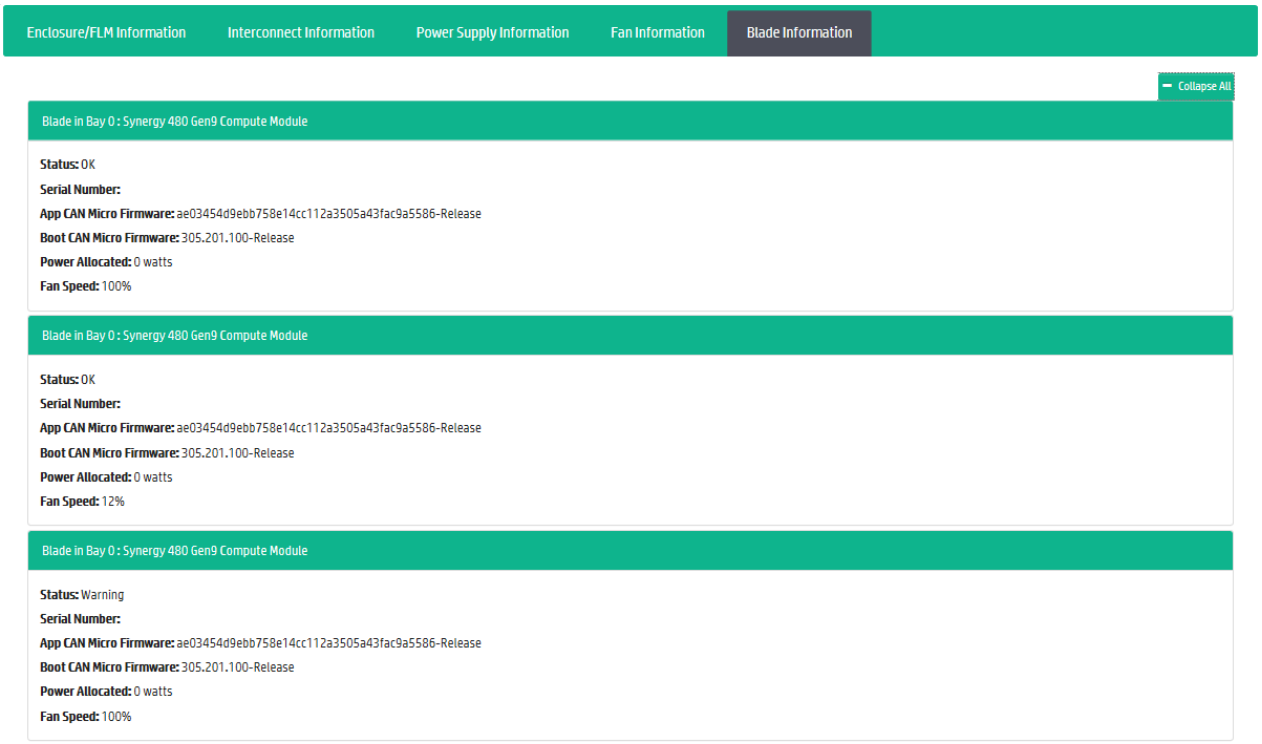
5. The **Fan Information** tab displays fan information such as fan name, status, and power consumed. To see information for one fan, click the fan number. To see information on all fans at one time, click **Expand All**.



6. The **Blade Information** tab displays blade information such as status, power allocated, and fan speed. To see information for one blade, click the blade name. To see information on all blades at one time, click

Expand All.



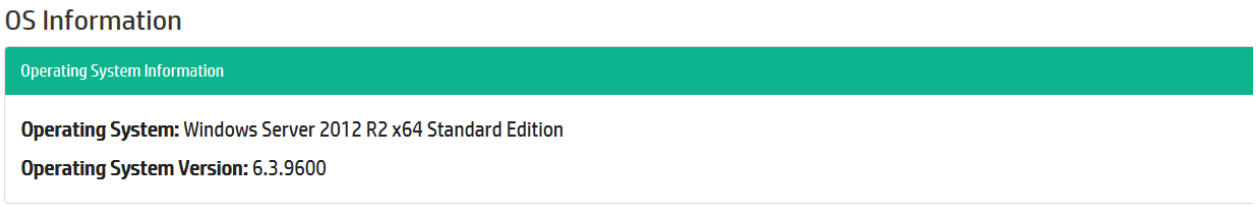
7. To return to the System Dashboard, click **System Dashboard** from the **Navigation** menu.

OS

The **OS Information** window displays the system operating system and version

Procedure

1. To access operating system information, click **OS** from the **Navigation** menu. The OS information is displayed.



2. To return to the System Dashboard, click **System Dashboard** from the **Navigation** menu.

Thermal and fan

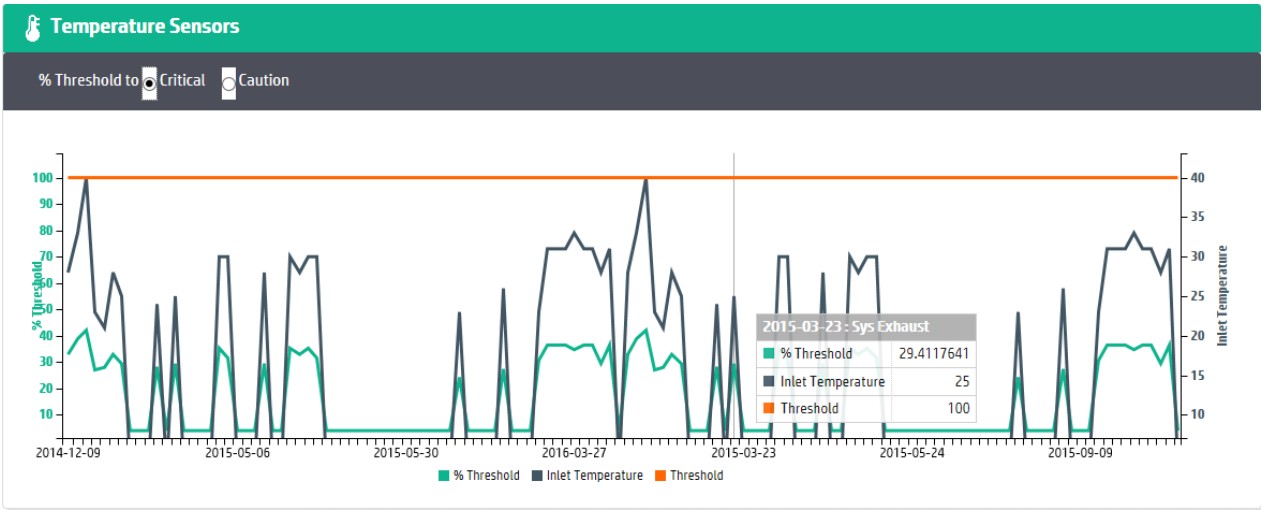
This window displays Temperature Sensors and Fan Speed Information for each fan on the server.

Procedure

1. To access the Thermal and Fan information, click **Thermal and Fan** from the **Navigation** menu.

2. The Temperature Sensors section displays the Percentage Threshold, Inlet Temperature, and the temperature Threshold. Select **Critical** or **Caution** to view the percentage to threshold information for each.

   Hover over one of the lines to receive information for that particular time stamp, including the sensor the data relates to.



The green line indicates the aggregate percentage temperature of the all sensors inside the server closest to crossing the critical or caution threshold and is plotted on the let axis of the graph. The blue line is the real temperature value of the Inlet temperature and is plotted on the right axis of the graph. The orange line represents the thermal threshold. Thermal shutdown can occur if the green or blue line go above the thermal threshold.

3. The Fan Speed Information displays the maximum fan speed over the life of the log file.

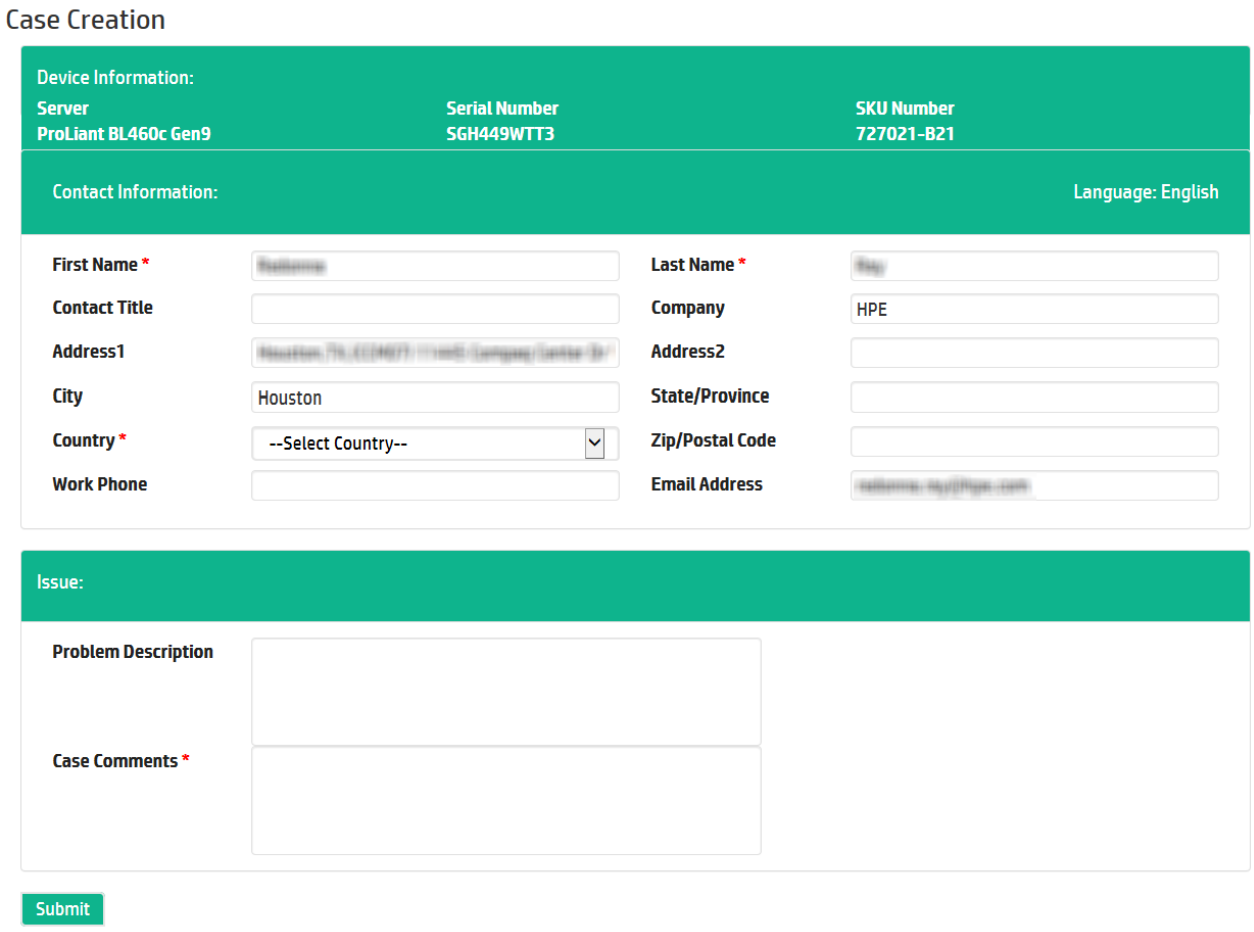
   If you compare the Temperature Sensors and the Fan Speed Information graphs, you can see when the server ran hot and how the fans responded to keep the server cool.

Creating a support case

This window enables you to create and submit a support case to Hewlett Packard Enterprise Support for the AHS log loaded in AHSV.

Procedure

1. To access **Case Creation** window, click **Create Support Case** from the **Navigation** menu. The **Case Creation** window is displayed.



2. Enter the following information:
   - Fullname
   - Contact Title
   - Company
   - Address Line1
   - Address Line2
   - City
   - State/Province
   - Country
   - Zip/Postal Code

- Work Phone
- Email Address

3. In the Issue section, enter:
   - Problem Description
   - Case Comments
4. Click **Submit**. The support case will be submitted to Hewlett Packard Enterprise Support for advanced diagnosis and troubleshooting.

   If you have missed any information, the block will be displayed with a red border and a popup window stating what should be added.
5. HPE support will resolve the issue and report back to you.

Downloading the AHS log

There are multiple ways to download the AHS log, including:

- iLO—For information about downloading the AHS log with iLO, see **Downloading the AHS log using iLO** and the HPE iLO user guide at **http://www.hpe.com/info/ilo/docs**.
- Intelligent Provisioning—For information about downloading the log with Intelligent Provisioning, see the Intelligent Provisioning user guide at **http://www.hpe.com/info/intelligentprovisioning/docs** .
- `curl`—For information about downloading the AHS log with `curl`, see the HPE iLO user guide at **http://www.hpe.com/info/ilo/docs**.
- AHS download CLI tool
  - For information about downloading the AHS log through the CLI on a Windows system, go to **Active Health System Log Download CLI for Windows**.
  - For information about downloading the AHS log through the CLI on a Linux system, go to **Active Health System (AHS) Log Download CLI for Linux**.
- Onboard Administrator—For more information about downloading the AHS log through OA, see **Downloading AHS log file in OA**.

Downloading the AHS log using iLO

- **Downloading the AHS Log for a data range**
- **Downloading the entire AHS log**

Downloading the AHS Log for a data range

NOTE:

Refer to the HPE iLO user guide at **http://www.hpe.com/info/ilo/docs** for additional information.

Procedure

1. If you are using iLO 4, navigate to the **Information** > **Active Health System Log** page.

   If you are using iLO 5, click **Information** in the navigation tree, and then click the **Active Health System Log** tab.

   The Active Health System Log is inaccessible when it is being used by Intelligent Provisioning or the Active Health System download CLI tool.
2. Enter the range of days to include in the log. The default value is seven days.
   a. Click the **From** box.

      A calendar is displayed.
   b. Select the range start date on the calendar.
   c. Click the **To** box.

      A calendar is displayed.
   d. Select the range end date on the calendar.
3. Optional: Enter the following information to include in the downloaded file:
   - Support case number
   - Contact name
   - Phone number

- E-mail address
- Company name

The contact information you provide will be treated in accordance with the Hewlett Packard Enterprise privacy statement. This information is not written to the log data stored on the server.

4. Click **Download**.
5. Save the file. The default filename is `HP_<server_serial_number>_<date>.ahs`.

Downloading the entire AHS log

NOTE:

Refer to the HPE iLO user guide at **http://www.hpe.com/info/ilo/docs** for additional information.

It might take a long time to download the entire Active Health System Log. If you must upload the Active Health System Log for a technical issue, Hewlett Packard Enterprise recommends downloading the log for the specific range of dates in which the problem occurred.

Procedure

1. If you are using iLO 4, navigate to the **Information** > **Active Health System Log** page.

   If you are using iLO 5, click **Information** in the navigation tree, and then click **Active Health System Log**.

   The Active Health System Log is inaccessible when it is being used by Intelligent Provisioning or the Active Health System download CLI tool.
2. Click **Show Advanced Settings**.
3. Optional: Enter the following information to include in the downloaded file:
   - Support case number
   - Contact name
   - Phone number
   - E-mail address
   - Company name

   The contact information that you provide will be treated in accordance with the Hewlett Packard Enterprise privacy statement. This information is not written to the log data stored on the server.
4. Click **Download Entire Log**.
5. Save the file.

Downloading the AHS log through IP

For more information, see the Intelligent Provisioning user guide at **http://www.hpe.com/info/intelligentprovisioning/docs**.

Procedure

1. Open **Intelligent Provisioning [F10]** at boot-up.
2. Click **Perform Maintenance**.
3. Click Active Health System download.
4. Leave the range as the default or as instructed by the Hewlett Packard Enterprise technician.
5. Click **Download**.

Downloading AHS log file in OA

Procedure

1. Log in to the OA web interface.
2. Navigate to the **Enclosure Settings** > **Remote Support** > **Data Collections** page.
3. Click **Send Data Collection**.
4. When the transmission is completed, the **Last Data Collection Transmission** and **Last Data Collection Status** are updated. The date and time are based on the configured time zone.
5. (Optional) Check Insight Online to verify that the data collection time stamp is accurate.
6. (Optional) Check the Insight RS Console to verify that the data collection information is displayed.

Downloading the AHS log using the AHS CLI for Windows

Procedure

1. Download the AHS download utility from the **Hewlett Packard Enterprise Support Center**.
2. Install the package to the server.
3. Run `AHSdownload` from the command line.

   The AHS log is downloaded to the server.
4. Transfer the log to your local PC.

Downloading the AHS Log using the AHS CLI for Linux

Procedure

1. Download the AHS download utility from the **Hewlett Packard Enterprise Support Center**.
2. Install the package to the server.
3. Run `AHSdownload` from the command line.

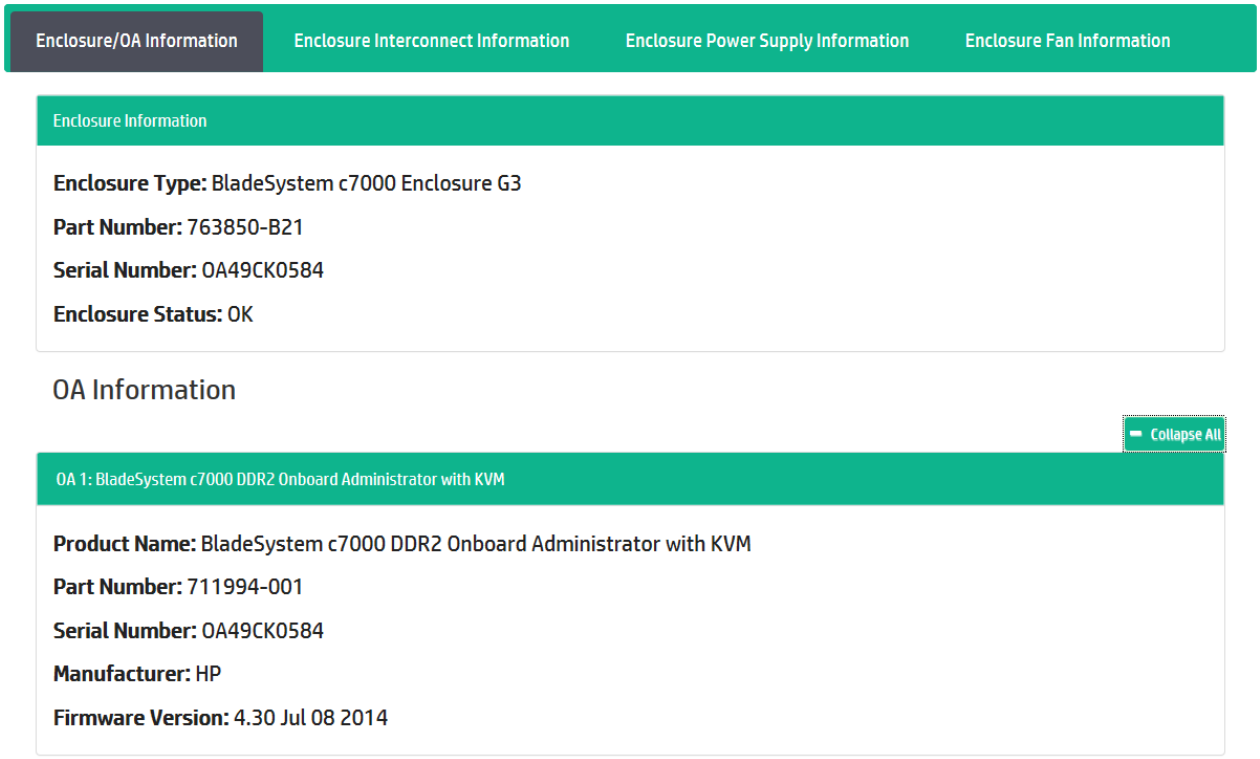
   The AHS log is downloaded to the server.
4. Transfer the log to your local PC.

Onboard Administrator and C-class Enclosure

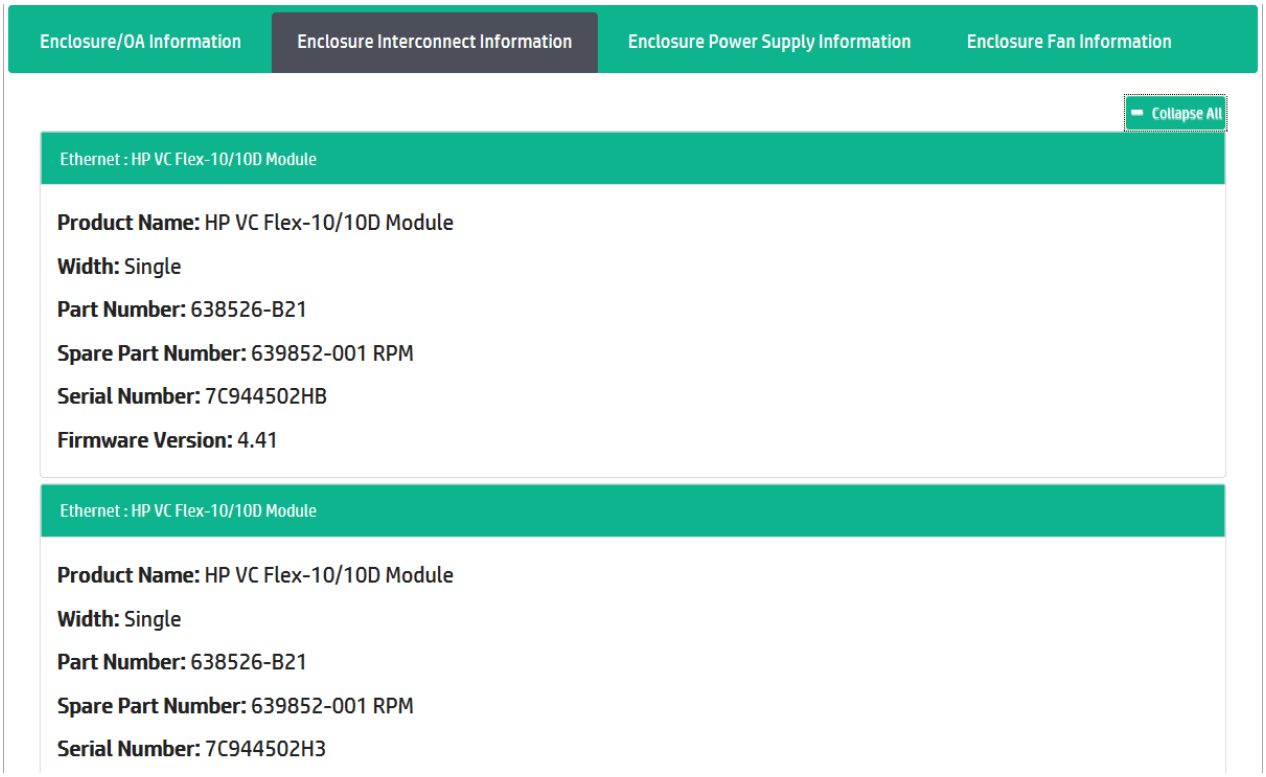
This window displays information specifically for Blade servers, configuration for Onboard Administrator (OA), OA Power Supplies, and OA Enclosures. The OA information is displayed only if the machine is a blade.

Procedure

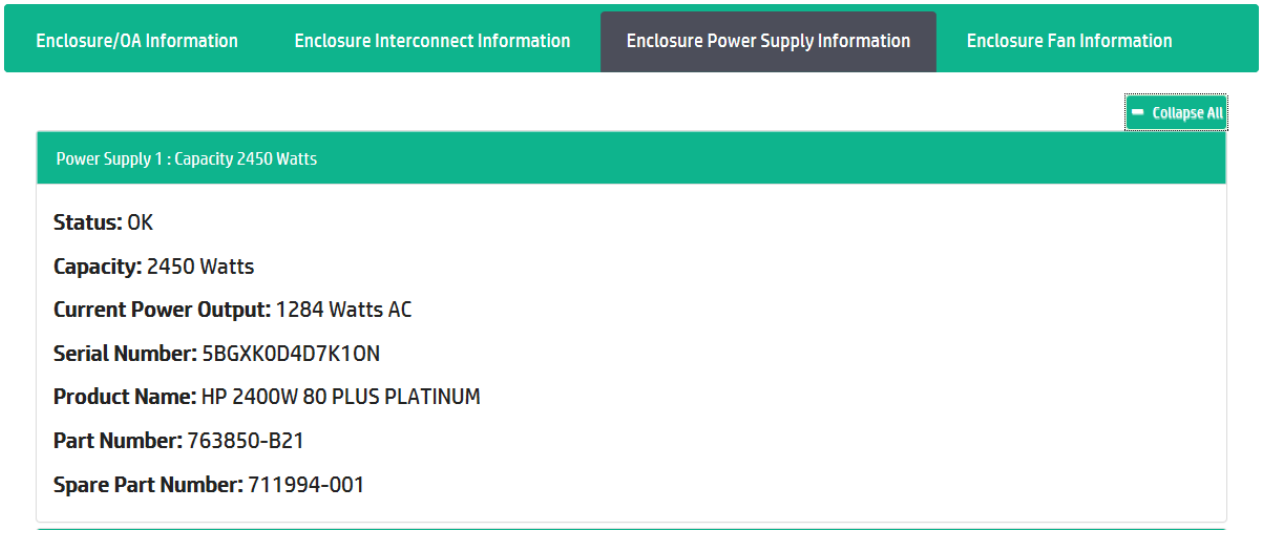
1. To access OA information, click **Onboard Administrator and C-class Enclosure** from the **Navigation** menu. The OA information is displayed.
2. From the **Enclosure/OA Information** tab, you can expand the **OA Information** section by clicking the OA name, or open information on all OAs at one time by clicking **Expand All**. This window displays information relating to the Enclosure, such as Enclosure Type, Part Number, Serial Number, and Enclosure Status. OA information is also displayed, including Product Name, Part Number, Spare Part Number, Serial Number, and Firmware version.



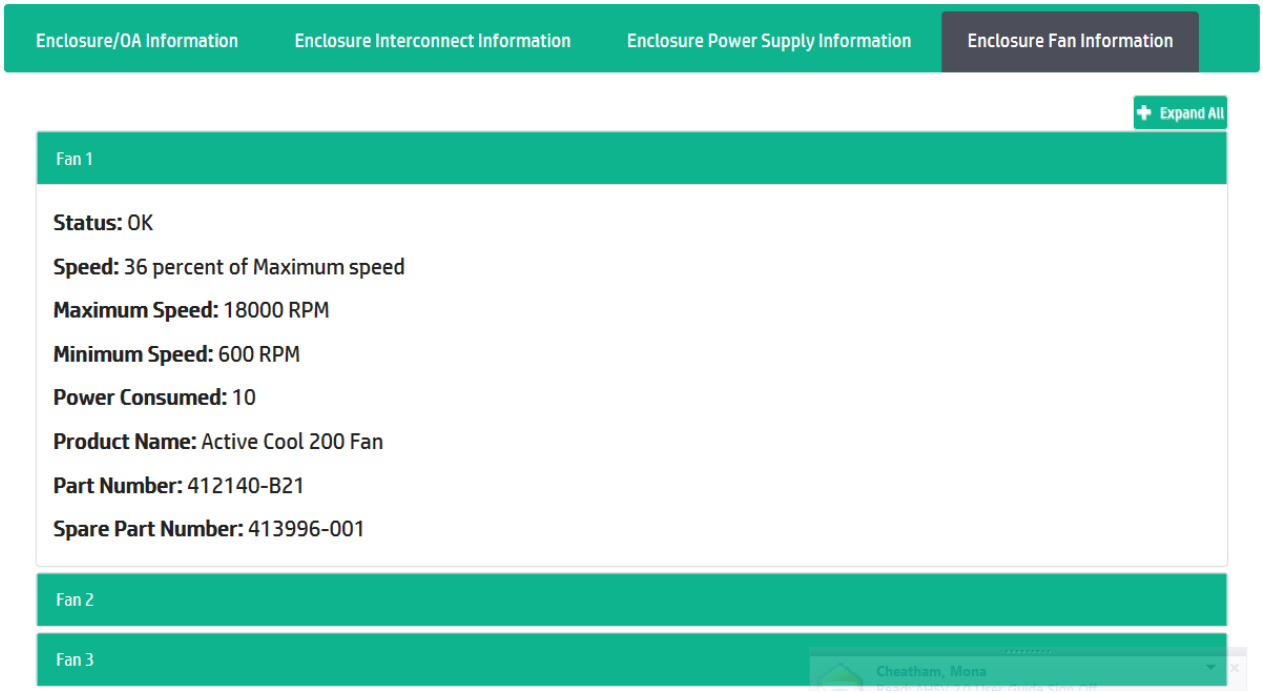
3. The **Enclosure Interconnect Information** tab displays Enclosure Interconnect information including Product Name, Width, Part Number, Spare Part Number, Serial Number, and Firmware Version.



4. You can expand each enclosure interconnect option individually by clicking the Ethernet name, or open information on all enclosure interconnect options at one time by clicking **Expand All**.
5. The **Enclosure Power Supply Information** tab displays Power Supply information, including Status, Capacity, Current Power Output, Serial Number, Product Name, Part Number, and Spare Part Number.



6. You can expand each power supply individually by clicking the power supply name, or open information on all power supplies at one time by clicking **Expand All**.
7. The **Enclosure Fan Information** tab displays Enclosure Fan information, including Status, Capacity, Speed, Maximum Speed, Power Consumed, Product Name, Part Number, and Spare Part Number.



8. You can expand each fan individually by clicking the fan name, or open information on all fans at one time by clicking **Expand All**.
9. To return to the System Dashboard, click **System Dashboard** from the **Navigation** menu.

Clearing the AHS log using iLO

If the log file is corrupt, clear and restart logging, use the following procedure. You must have the `Configure iLO Settings` privilege to perform this procedure.

Procedure

1. If you are using iLO 4, navigate to the **Information** > **Active Health System Log** page.

   If you are using iLO 5, click **Information** in the navigation tree, and then click the **Active Health System Log** tab.
2. Click **Show Advanced Settings**.
3. Scroll to the **Clear Log** section, and then click the **Clear** button.
4. Click **Show Advanced Settings**.
5. Scroll to the **Clear Log** section, and then click **Clear**.
6. Click **OK**.

   iLO notifies you that the log is being cleared.
7. Reset iLO.

   Resetting iLO after cleaning the AHS log is required because some AHS data is recorded to the log only during iLO startup. Performing this step ensures that a complete set of data is available in the log.
8. Reboot the server.

   IMPORTANT:

   Rebooting the server after clearing the AHS Log is required because some information, such as the operating system name and version, is logged at server startup. Performing this step ensures that a complete set of data is available in the log.

   For more information, see the HPE iLO User Guide at **http://www.hpe.com/info/enterprise/docs**.

Identifying and confirming system errors

Procedure

1. From the AHSV Dashboard page, click **Event Logs** from the **Navigation** menu.
2. Scroll down until you see the critical error highlighted in orange.

   For more information about identifying and confirming a drive failure, see **Driver and Firmware Inventory**.

   For more information about identifying and confirming a DIMM failure, see **Memory**.

Troubleshooting

Amber LED on datacenter drive

Symptom

Amber LED on datacenter drive.

Action

1. Download AHS logs using iLO, Intelligent Provisioning, or the AHS CLI.
2. Upload logs to AHSV.
3. To receive recommendations to resolve the issue, click **Fault Detection Analytics** from the **Navigation** menu.
4. To determine if the system status is degraded, click **Smart Array and Embedded SD Cards** from the **Navigation** menu.
5. If no recommendations are available, click **Event Logs** from the **Navigation** menu to see the time-stamped server events along with severity.
6. Click the event. Select the option to create a support case.
7. Heweltt Packard Enterprise Support will resolve the issue and report back to you.

FAQ

I do not have an HPE Passport account, or cannot remember my HPE Passport ID. Where can I go for assistance?

- To create an HPE Passport Account, go to **https://hpp12.passport.hpe.com/hppcf/createuser.do**
- To recover an HPE Passport ID, go to **https://hpp12.passport.hpe.com/hppcf/forgotuserid.do**
- If you forgot your HPE Passport ID, go to **https://hpp12.passport.hpe.com/hppcf/forgotpwd.do**

What is the typical time to upload an .ahs log file for viewing?

- Upload and parse times vary based on the size of the log file and the content. In general, times upload or display the file depend on the size. You can expect log files of less than 10 MB to load in about one minute. Log files of 20 MG take about two minutes. Files of 200 MB can take upwards of 20 minutes to complete the processes.
- When creating the

  `.ahs`

  logs, consider the date range you select for creation. Hewlett Packard Enterprise recommends that you use the default date range of seven days. By decreasing the date range, the size of the log file decreases.

How do I receive support for this tool?

You receive support through the **Hewlett Packard Enterprise Support Center**.

Websites

General websites

Hewlett Packard Enterprise Information Library

www.hpe.com/info/EIL

Single Point of Connectivity Knowledge (SPOCK) Storage compatibility matrix

www.hpe.com/storage/spock

Storage white papers and analyst reports

www.hpe.com/storage/whitepapers

For additional websites, see **Support and other resources**.

Support and other resources

Accessing Hewlett Packard Enterprise Support

- For live assistance, go to the Contact Hewlett Packard Enterprise Worldwide website:

  http://www.hpe.com/assistance
- To access documentation and support services, go to the Hewlett Packard Enterprise Support Center website:

  http://www.hpe.com/support/hpesc

Information to collect

- Technical support registration number (if applicable)
- Product name, model or version, and serial number
- Operating system name and version
- Firmware version
- Error messages
- Product-specific reports and logs
- Add-on products or components
- Third-party products or components

Accessing updates

- Some software products provide a mechanism for accessing software updates through the product interface. Review your product documentation to identify the recommended software update method.
- To download product updates:

  Hewlett Packard Enterprise Support Center

  www.hpe.com/support/hpesc

  Hewlett Packard Enterprise Support Center: Software downloads

  www.hpe.com/support/downloads

  Software Depot

  www.hpe.com/support/softwaredepot
- To subscribe to eNewsletters and alerts:

  www.hpe.com/support/e-updates
- To view and update your entitlements, and to link your contracts and warranties with your profile, go to the Hewlett Packard Enterprise Support Center **More Information on Access to Support Materials** page:

  www.hpe.com/support/AccessToSupportMaterials

IMPORTANT:

Access to some updates might require product entitlement when accessed through the Hewlett Packard Enterprise Support Center. You must have an HPE Passport set up with relevant entitlements.

Customer self repair

Hewlett Packard Enterprise customer self repair (CSR) programs allow you to repair your product. If a CSR part needs to be replaced, it will be shipped directly to you so that you can install it at your convenience.

Some parts do not qualify for CSR. Your Hewlett Packard Enterprise authorized service provider will determine whether a repair can be accomplished by CSR.

For more information about CSR, contact your local service provider or go to the CSR website:

http://www.hpe.com/support/selfrepair

Remote support

Remote support is available with supported devices as part of your warranty or contractual support agreement. It provides intelligent event diagnosis, and automatic, secure submission of hardware event notifications to Hewlett Packard Enterprise, which will initiate a fast and accurate resolution based on your product's service level. Hewlett Packard Enterprise strongly recommends that you register your device for remote support.

If your product includes additional remote support details, use search to locate that information.

Remote support and Proactive Care information

HPE Get Connected

www.hpe.com/services/getconnected

HPE Proactive Care services

www.hpe.com/services/proactivecare

HPE Proactive Care service: Supported products list

www.hpe.com/services/proactivecaresupportedproducts

HPE Proactive Care advanced service: Supported products list

www.hpe.com/services/proactivecareadvancedsupportedproducts

Proactive Care customer information

Proactive Care central

www.hpe.com/services/proactivecarecentral

Proactive Care service activation

www.hpe.com/services/proactivecarecentralgetstarted

Warranty information

To view the warranty for your product, see the *Safety and Compliance Information for Server, Storage, Power, Networking, and Rack Products* document, available at the Hewlett Packard Enterprise Support Center:

www.hpe.com/support/Safety-Compliance-EnterpriseProducts

Additional warranty information

HPE ProLiant and x86 Servers and Options

www.hpe.com/support/ProLiantServers-Warranties

HPE Enterprise Servers

www.hpe.com/support/EnterpriseServers-Warranties

HPE Storage Products

www.hpe.com/support/Storage-Warranties

HPE Networking Products

www.hpe.com/support/Networking-Warranties

Regulatory information

To view the regulatory information for your product, view the *Safety and Compliance Information for Server, Storage, Power, Networking, and Rack Products*, available at the Hewlett Packard Enterprise Support Center:

www.hpe.com/support/Safety-Compliance-EnterpriseProducts

Additional regulatory information

Hewlett Packard Enterprise is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at:

www.hpe.com/info/reach

For Hewlett Packard Enterprise product environmental and safety information and compliance data, including RoHS and REACH, see:

www.hpe.com/info/ecodata

For Hewlett Packard Enterprise environmental information, including company programs, product recycling, and energy efficiency, see:

www.hpe.com/info/environment

Documentation feedback

Hewlett Packard Enterprise is committed to providing documentation that meets your needs. To help us improve the documentation, send any errors, suggestions, or comments to Documentation Feedback (**docsfeedback@hpe.com**). When submitting your feedback, include the document title, part number, edition, and publication date located on the front cover of the document. For online help content, include the product name, product version, help edition, and publication date located on the legal notices page.