

Problem determination and troubleshooting

How to perform problem determination actions on the SR655 V3

Lenovo

Problem determination and troubleshooting overview

Perform the following actions to determine the cause of problems on the SR655 V3:

- Check the system health status on the XCC2 dashboard
- Check the system event log in XCC2
- Check the event log in UEFI
- Check the LEDs on the system
- If applicable, check the external LCD diagnostics handset

For more information about how to use XCC2, UEFI, or OneCLI to monitor system status and collect logs, refer to the following courses:

- [ES52374 – ThinkSystem tools for the ThinkSystem V3 platform](#)
- [ES41759C – Introducing ThinkSystem problem determination](#)

LED descriptions

Use the LEDs on the front operator panel, the rear side of the server, or the system board for hardware status monitoring and problem determination. For more information about the SR655 V3 LEDs, refer to the Server components section of the ThinkSystem SR655 V3 User Guide on [Lenovo Support](#).

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Front operator panel LEDs

This topic provides information on the front operator panel LEDs.

The following illustration shows the front operator panel on the media bay. For some server models, the front operator panel is integrated on the rack latch. See ["Front I/O module" on page 15](#).

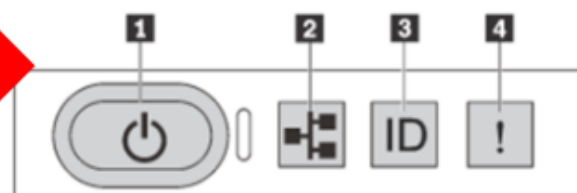


Figure 10. Front operator panel LEDs

1 Power button with power status LED (green)	2 Network activity LED (green)
3 System ID button with system ID LED (blue)	4 System error LED (yellow)

LCD diagnostic panel/handset

The SR655 V3 supports the optional integrated LCD diagnostic panel and external LCD diagnostic handset. The panel can be used to quickly access system information, such as active errors, system health status, firmware version, network connection status, and health information. A demo video is available on the course landing page.



Integrated LCD diagnostic panel



External LCD diagnostic handset