

Problem determination and troubleshooting

How to perform problem determination actions on the SR685a V3

Lenovo

Problem determination and troubleshooting overview

Perform the following actions to determine the cause of problems on the SR685a V3

- Check the system health status on the XCC2 dashboard or the operation panel at the front of the system
- Check the system event log in XCC2
- Check the event log in UEFI
- Check the LEDs on the system
- Integrated LCD diagnostics panel

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

- [ES51757B – Introducing ThinkSystem tools](#)
- [ES52374 – ThinkSystem tools for the ThinkSystem V3 platform](#)
- [ES41759C – ThinkSystem problem determination](#)

Note: The SR685a V3 does not support the optional external diagnostic panel.

LED descriptions

Use the LEDs on the front drives, front operator panel, and the rear side of the server for hardware status monitoring and problem determination.

The front and rear fans do not have status LEDs.

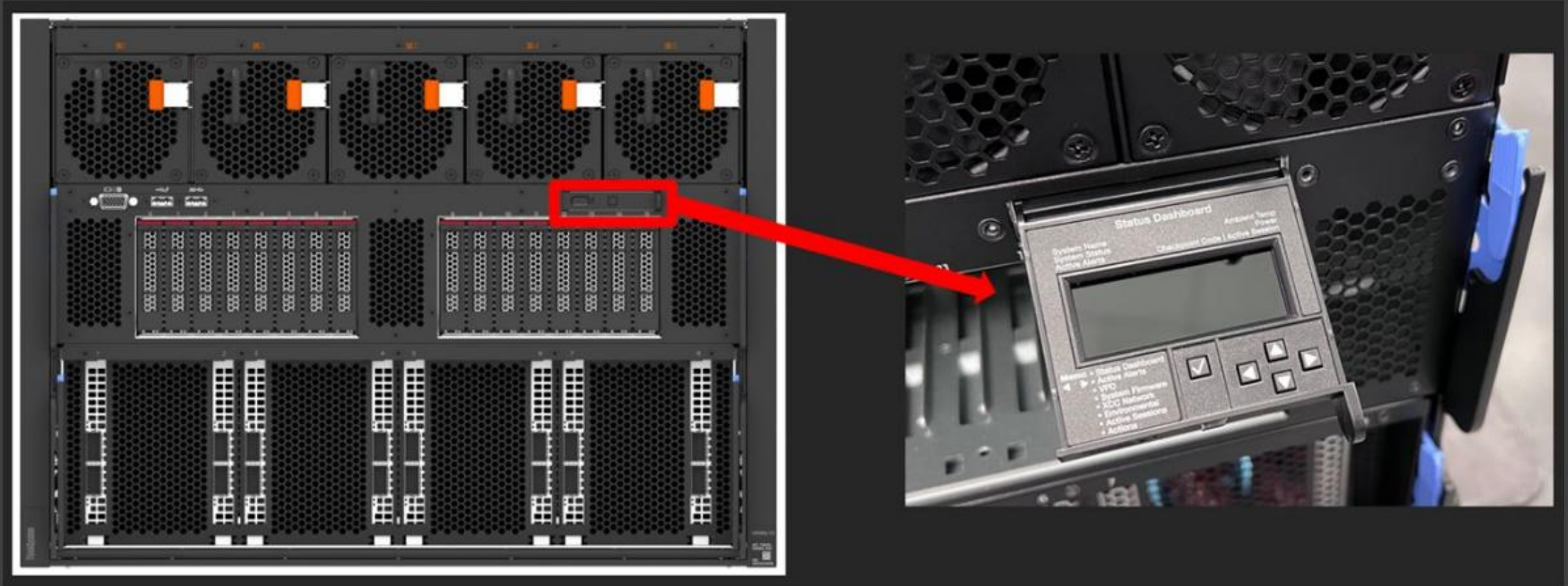
The system board assembly does not support the internal LED light path feature. As the SR685a V3 does not have top cover, you will not be able to see the system board assembly unless you power off the system and remove the system board tray from the chassis.

Click [HERE](#) to see the location of the SR685a V3 front LCD diagnostic panel.

For more information about the SR685a V3 LEDs, refer to the Server components section of the ThinkSystem SR685a V3 User Guide on [Lenovo Docs](#).

LED descriptions

SR685a V3 front LCD diagnostic panel



A demo video describing how the LCD diagnostic panel is used is available on the course landing page.

GPU problem determination

The problem determination steps for NVIDIA and AMD GPUs are the same as those for other components in the system: Use XCC2 to monitor the status and collect service data.

If a GPU error occurs, users will see the GPU error messages and the corresponding PCIe slot numbering on the XCC event page. If necessary, use XCC or OneCLI to collect service data. Service data (FFDC logs) includes the GPU CPER (Common Platform Event Record) and GPU logs for problem escalation.

Click [HERE](#) to see MI300X GPU inventory examples in the XCC FFDC mini log.

Note: The GPU baseboard logs are not available on the XCC Event Logs page. Collect service data (FFDC logs) to get the GPU baseboard logs.

GPU problem determination

GPU inventory information in the XCC FFDC mini log



Adapters							
SlotNo	CardName	PCIKey	ConnectorType	AIMSupported	Location	DeviceType	Detail
1 (Onboard)	Onboard VGA	16777217	0	0	0	4	More
11	Broadcom 5719 1GbE RJ45 4-port OCP Ethernet Adapter	16842763	32774	1	1	1	More
17	MI300X	16842769	0	1	1	16	More
18	MI300X	16842770	0	1	1	16	More
19	MI300X	16842771	0	1	1	16	More
20	MI300X	16842772	0	1	1	16	More
21	MI300X	16842773	0	1	1	16	More
22	MI300X	16842774	0	1	1	16	More
23	MI300X	16842775	0	1	1	16	More
24	MI300X	16842776	0	1	1	16	More
25	ThinkCustom M.2 80mm 2-Bay RAID Flashmount Kit	16842785	51	1	1	16	More

PCI Summary

FuncName	CardInterface	SegmentNo	BusNo	DeviceNo	FunctionNo	VendorID	DeviceID	RevisionID	SubVendorID	SubDeviceID	SlotNo	SlotDesignation	SupportsHotPlug
MI300X 0:85:0:0	0	0	133	0	0	0x1002	0x74A1	0	0x1002	0x74A1	18		

Asset Summary

FuncName	UUID	ProductName	Manufacturer	Model	SerialNo	FRUNo	PartNo
MI300X 0:85:0:0	N/A	MI300X	AMD	N/A	692352001133	N/A	100-300000065H

Misc Summary

FuncName	FoDUID	MaxDataWidth	PackageType
MI300X 0:85:0:0	N/A	16	9

The SR685a V3 supports an all-in-one firmware bundle package for all eight GPUs and the GPU board.

Firmware

FirmwareName	Description	Manufacturer	Version	ReleaseDate	SoftwareID
Software Bundle	Firmware package containing controller firmware, UEFI Driver, and other sub components.	AMD	0x00000001		100274A1