Problem determination and troubleshooting

How to perform problem determination actions on the SR850 V3

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Problem determination and troubleshooting overview

Perform the following actions to determine the cause of problems on the SR850 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:
- ES51757B – Introducing ThinkSystem tools
- ES52374 – ThinkSystem tools for the ThinkSystem V3 platform
- ES41759C – ThinkSystem problem determination

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LED descriptions

Use the LEDs on the front operator panel, the rear side of the server, or the internal LED light path for hardware status monitoring and problem determination. The internal LED light path will only be provided when the system AC power cable is connected.
The LEDs indicate the following status:
• DIMM errors
• CPU errors
• PCIe device errors
• PSU errors
• HDD errors
• Fan errors
For more information about the SR850 V3 LEDs, refer to the Server components section of the ThinkSystem SR850 V3 Maintenance Guide on Lenovo Support.

Front diagnostic LED panel on an SR850 V3

LCD diagnostic panel

The SR850 V3 supports the 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.

External Diagnostics
Handset