

# Problem determination and troubleshooting

How to perform problem determination actions on the SR860 V3

Lenovo

# Problem determination and troubleshooting overview

Perform the following actions to determine the cause of problems on the SR860 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](#)

# LED descriptions

Use the LEDs on the front I/O module, the rear side of the server, or the system board for hardware status monitoring and problem determination. For more information about the SR860 V3 LEDs, refer to the Server components section of the ThinkSystem SR860 V3 User Guide on [Lenovo Pubs](#).

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Figure 235. Front I/O module LEDs

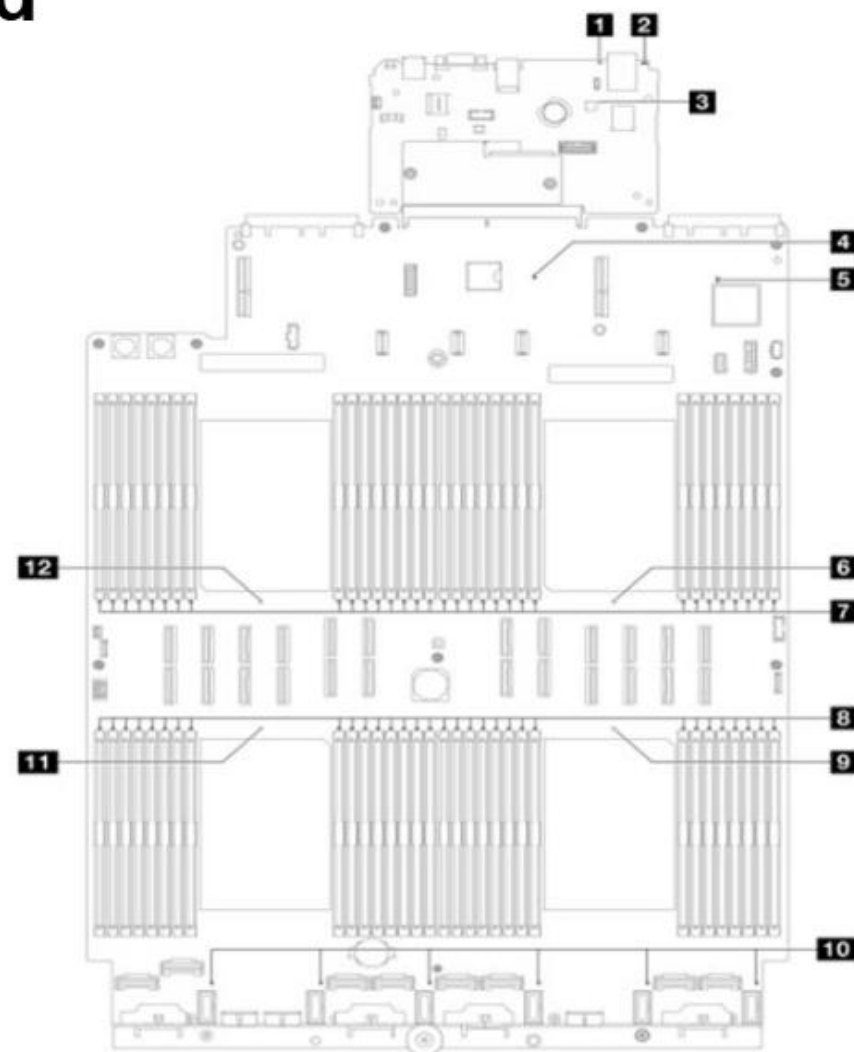
Table 32. Front I/O module LEDs

1 Power button/LED (green)	3 System error LED (yellow)
2 System ID button/LED (blue)	4 Network Activity LED (green)

# System status LED on the processor board

The SR860 V3 has a system status LED on the system board that can be used to indicate system status. Press the power button to light the LEDs on the system board assembly when the power source has been removed from the server.

<b>1</b> System error LED (yellow)	<b>7</b> DIMM 1-32 error LEDs (Amber)
<b>2</b> System ID LED (blue)	<b>8</b> DIMM 33-64 error LEDs (Amber)
<b>3</b> XCC heartbeat LED (green)	<b>9</b> Processor 4 error LED (Amber)
<b>4</b> PCH heartbeat LED (green)	<b>10</b> Fan 1-6 error LED (Amber)
<b>5</b> FPGA heartbeat LED (green)	<b>11</b> Processor 3 error LED (Amber)
<b>6</b> Processor 1 error LED (Amber)	<b>12</b> Processor 2 error LED (Amber)



**Note:** For detailed system board assembly LED descriptions, refer to the problem determination section of the SR860 V3 User Guide on [Lenovo Pubs](#).