# Problem determination and troubleshooting

Lenovo

# Problem determination and troubleshooting overview

Perform the following actions to determine the cause of problems on the SR950 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
  https://lenovoedu.lenovo.com/course/view.php?idnumber=ES51757B
- ES52374 – ThinkSystem tools for the ThinkSystem V3 platform
  https://lenovoedu.lenovo.com/course/view.php?idnumber=ES52374
- ES41759C – Introducing ThinkSystem problem determination
  https://lenovoedu.lenovo.com/course/view.php?idnumber=ES41759C

# LED descriptions

Use the LEDs on the front operator panel, power supply, drive, upper and lower processor board, system I/O board, RoT module, and the external diagnostics handset for hardware status monitoring and problem determination. For more information about the SR950 V3 LEDs, refer to the *Troubleshooting by system LEDs and diagnostics display* section of the *ThinkSystem SR950 V3 User Guide* on Lenovo Docs.